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WELSH STATUTORY INSTRUMENTS

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**2019 No. 165**

**The Regulated Advocacy Services (Service Providers  
and Responsible Individuals) (Wales) Regulations 2019**

**PART 2**

General requirements on service providers

**Requirements in relation to monitoring and improvement**

5.—(1) The service provider must ensure that there are effective arrangements in place for monitoring, reviewing and improving the quality of the advocacy provided.

(2) Those arrangements must include arrangements for seeking views of—

- (a) individuals,
- (b) any representatives, unless this is not appropriate or would be inconsistent with the individual's well-being,
- (c) service commissioners, and
- (d) staff,

on the quality of the advocacy provided by the service and how this can be improved.

(3) When making any decisions on plans for improvement of the quality of the advocacy, the service provider must—

- (a) take into account the views of those persons consulted in accordance with paragraph (2), and
- (b) have regard to the quality of service report prepared by the responsible individual in accordance with regulation 50(4).

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**Commencement Information**

**II** [Reg. 5](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

**Changes to legislation:**

There are currently no known outstanding effects for the The Regulated Advocacy Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, Section 5.