
WELSH STATUTORY INSTRUMENTS

2019 No. 291

The Local Authority Adoption
Services (Wales) Regulations 2019

PART 11

Requirements on managers for monitoring,
reviewing and improving the quality of the service

Quality of service review

39.—(1) The manager must put suitable arrangements in place to establish and maintain a system for monitoring, reviewing and improving the quality of the service.

(2) The system established under paragraph (1) must make provision for the quality of the service to be reviewed as often as required but at least every 6 months.

(3) As part of any review undertaken, the manager must make arrangements for—

- (a) considering the outcome of the engagement with individuals and others, as required by regulation 35 (engagement with individuals and others);
- (b) analysing the aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints;
- (c) reviewing any action taken in relation to complaints;
- (d) considering the outcome of any audit of the accuracy and completeness of records.

(4) On completion of a review of the quality of service in accordance with this regulation, the manager must prepare a report to the service provider which must include—

- (a) an assessment of the standard of support provided, and
- (b) recommendations for the improvement of the service.