
WELSH STATUTORY INSTRUMENTS

2019 No. 291

**The Local Authority Adoption
Services (Wales) Regulations 2019**

PART 3

Requirements on service providers as to the information to be provided to individuals on commencement of the provision of support

Information about the service

- 12.**—(1) The service provider must prepare a written guide to the service.
- (2) The guide must be—
- (a) dated, reviewed at least annually and updated as necessary;
 - (b) in an appropriate language, style, presentation and format, having regard to the statement of purpose for the service;
 - (c) given to any individual who is receiving support;
 - (d) made available to others on request, unless this is not appropriate or would be inconsistent with the well-being of an individual.
- (3) The guide must contain information about—
- (a) how to raise a concern or make a complaint;
 - (b) the availability of advocacy services;
 - (c) the role and contact details for the Children’s Commissioner for Wales.
- (4) The service provider must ensure that an individual receives such assistance as is necessary to enable the individual to understand the information contained in the guide.

Service agreement

- 13.**—(1) The service provider must ensure that every individual who receives support is given a signed copy of any agreement relating to—
- (a) the support provided to the individual;
 - (b) any other services provided to the individual.
- (2) The service provider must ensure that the individual receives such assistance as is necessary to enable the individual to understand the information contained in any such agreement.