
WELSH STATUTORY INSTRUMENTS

2019 No. 762

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

PART 6

Requirements on service providers as to the standards of support to be provided

Standards of support – overarching requirements

15.—(1) The service provider must ensure that support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.

(2) The service provider must ensure that support is provided in a way which—

- (a) maintains good personal and professional relationships with individuals and staff, and
- (b) encourages and assists staff to maintain good personal and professional relationships with individuals.

Commencement Information

11 [Reg. 15](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

Information

16.—(1) The service provider must put arrangements in place to ensure that an individual has the information they need to make or participate in assessments, plans and day to day decisions about the way support is provided to them.

(2) Information provided must be available in the appropriate language, style, presentation and format, having regard to—

- (a) the nature of the service as described in the statement of purpose;
- (b) the level of the individual's understanding and ability to communicate;
- (c) in the case of a child, the child's age.

(3) The service provider must ensure that the individual receives such assistance as is necessary to enable them to understand the information provided.

Commencement Information

12 [Reg. 16](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

Status: Point in time view as at 29/04/2019.

Changes to legislation: There are currently no known outstanding effects for the The Regulated Adoption Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, PART 6. (See end of Document for details)

Language and communication

17. The service provider must take reasonable steps to meet the language and communication needs of an individual.

Commencement Information

I3 [Reg. 17](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

Respect and sensitivity

18.—(1) The service provider must ensure that individuals are treated with respect and sensitivity.

(2) This includes, but is not limited to—

- (a) respecting the individual's privacy and dignity;
- (b) respecting the individual's rights to confidentiality;
- (c) promoting the individual's autonomy and independence;
- (d) having regard to any relevant protected characteristics (as defined in section 4 of the Equality Act 2010) of the individual.

Commencement Information

I4 [Reg. 18](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

Status:

Point in time view as at 29/04/2019.

Changes to legislation:

There are currently no known outstanding effects for the The Regulated Adoption Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, PART 6.