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WELSH STATUTORY INSTRUMENTS

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**2019 No. 762**

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

**PART 3**

General requirements on service providers

**Requirements to provide the service in accordance with policies and procedures**

**10.**—(1) The service provider must ensure that the following policies and procedures are in place for the service—

- (a) commencement of the service (see regulation 12);
- (b) safeguarding (see regulation 20);
- (c) supporting and developing staff (see regulation 24);
- (d) staff discipline (see regulation 27);
- (e) complaints (see regulation 33);
- (f) whistleblowing (see regulation 34).

(2) The service provider must also have such other policies and procedures in place as are reasonably necessary to support the aims and objectives of the service set out in the statement of purpose.

(3) The service provider must ensure that the content of the policies and procedures which are required to be in place by virtue of paragraphs (1) and (2) is—

- (a) appropriate to the needs of individuals for whom support is provided,
- (b) consistent with the statement of purpose, and
- (c) kept up to date.

(4) The service provider must ensure that the service is provided in accordance with those policies and procedures.