



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

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Introducing Llais

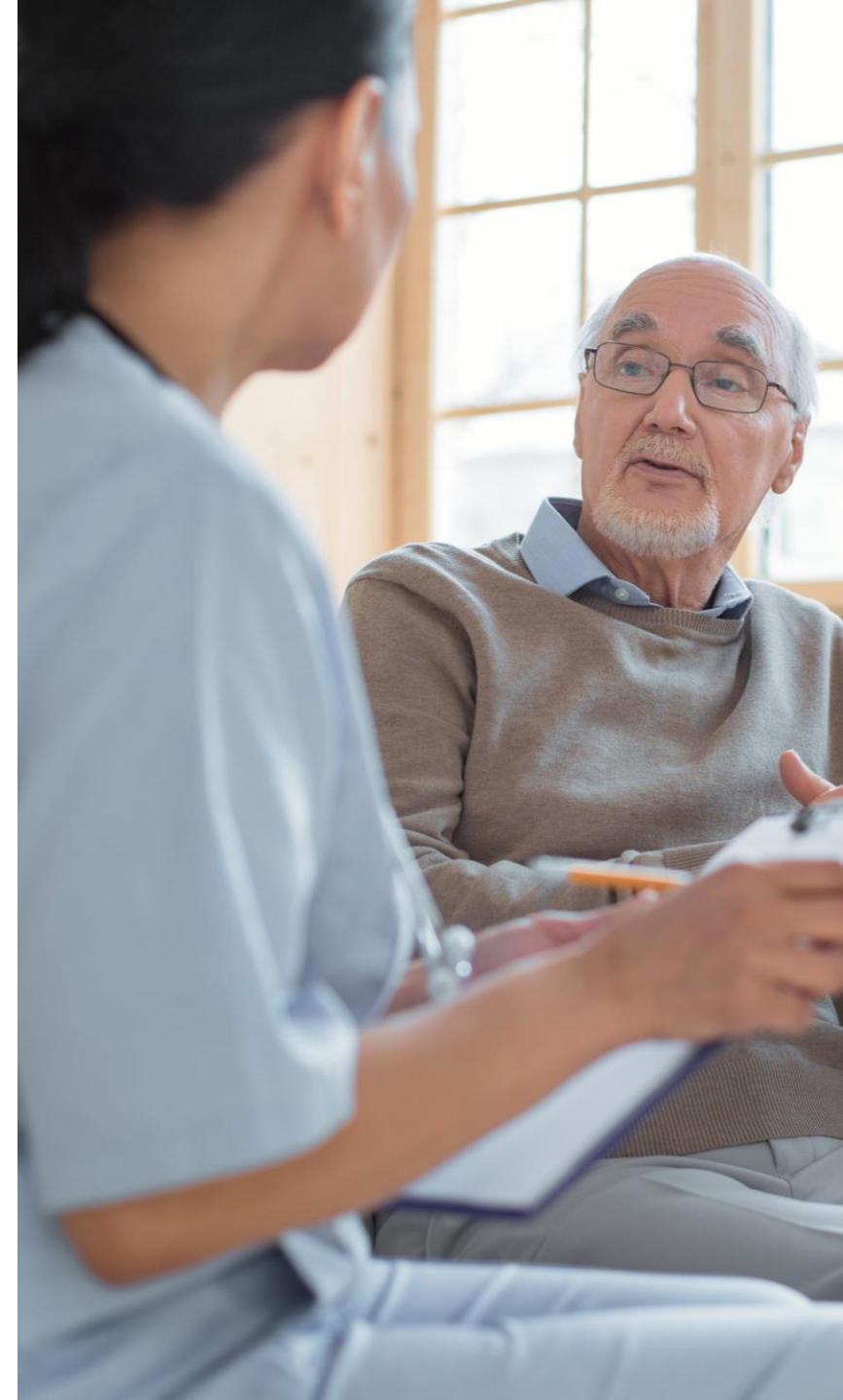
Who are we?

Independent, trustworthy and inclusive

We are a new independent statutory body, set up by the Welsh Government, for the people of Wales to have their voices heard in the planning and delivery of their health and social care services – **locally, regionally and nationally.**

Llais has replaced the 7 Community Health Councils who represented the interests of people in the NHS in Wales for almost 50 years.

Llais will build on the work of the Community Health Councils.





Alyson Thomas
Interim CEO



Medwin Hughes
Chair of the Board



Grace Quantock
Deputy Chair

Our people

Board Members



Karen Lewis
Non-executive board member



Jason Smith
Non-executive board member



Bamidele Adenipekun
Non-executive board member



Jack Evershed
Non-executive board member



Barbara Harrington
Non-executive board member



Rajan Madhok
Non-executive board member

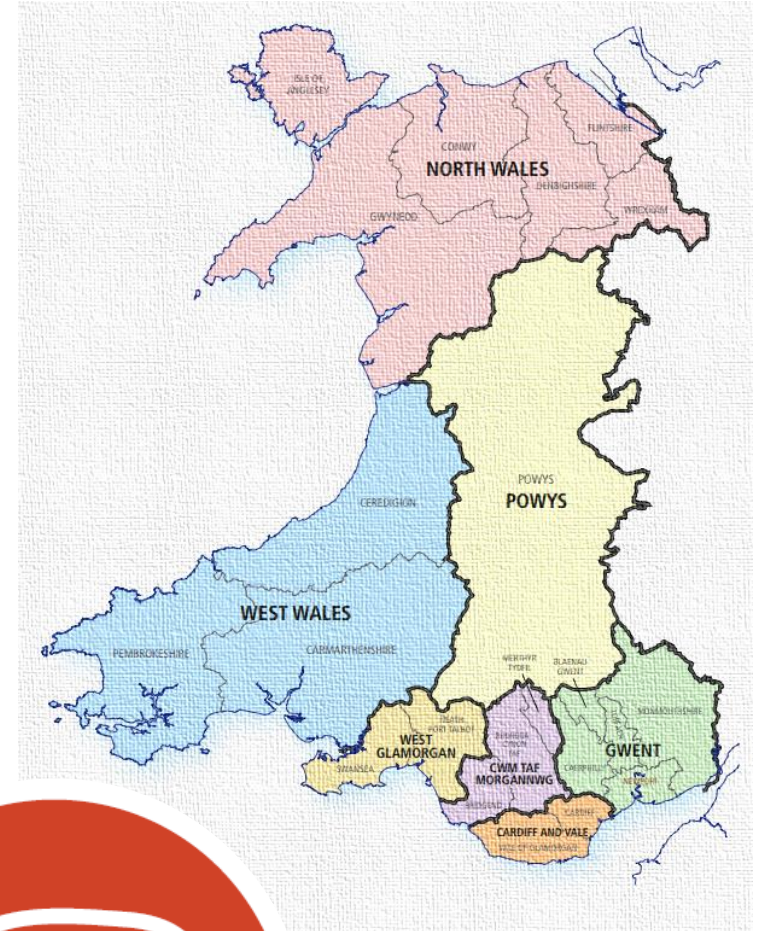
Our people

We have around 100 staff who work in 12 locations across Wales.

We are looking for more staff to support our work.

Our regional areas match the Regional Partnership Board footprint.

We have a committed group of volunteers and we want to expand this group further.



Our people

Our staff

We are led by our Chief Executive Alyson Thomas.

Alyson leads a Senior Management Team made up of:

- 2 Strategic Directors (Strategic Director of Operations and Corporate Services & Strategic Director of Strategy and Engagement)
- 7 Regional Directors
- Head of People, Well-being and Organisational Development
- Head of Finance

Our regional teams are a mix of leadership, engagement, representation and complaints advocacy roles. They focus on working closely within local communities and with local health boards and local authorities to respond to the things that matter most to people in the communities we serve.

Our people

Volunteers

We are currently developing a new approach to our volunteering with our current volunteers, staff and stakeholders. We are creating a new volunteer strategy, focusing on:

- **Flexibility**
- **Diversity**
- **Accessible and inclusive recruitment**
- **Learning and support**

Our aim, once our new approach is in place, will be to grow our volunteering teams across all areas of Wales.



Purpose

We believe in a healthier Wales where people get the health and social care services they need in a way that works best for them

Vision

We will raise the power and influence of people's voices in shaping health and social care services



Mission

We will be an inclusive, independent and leading voice for people centred health and social care services

Three core areas of activity

1. Our staff and volunteers work with people, community representatives and groups in all parts of Wales to hear local people's views and experiences of health and social care services – to help us understand what works well and how services may need to be improved.
2. We share what we hear with the NHS, local authorities and other decision makers to make sure people's views and experiences improve health and social care services for everyone.
3. When things go wrong, we support people to make complaints.

We actively promote our work so that people understand what we are here to do and how we can help.



1. **Engage** and gather people's views
2. Work with decision makers at a local, regional and national level through **making representations**
3. Provide health and social services **complaints advocacy**.



What does this mean for our NHS and social care partners?

1. NHS bodies and local authorities are under a duty to promote our activities, making sure people are aware of our services.
2. NHS bodies and local authorities must make arrangements to co-operate in the exercise of our functions, including sharing information with us when we ask.
3. NHS and local authorities help us to hear from people while they are receiving health and social care services.
4. NHS bodies and local authorities are under a duty to consider and respond to the things we say to them – including about service change proposals.

We work closely with, but independently of, the NHS and local authorities to help shape health and social care services for the future.



- Part 4 – sections 17 of the Health and Social Care (Quality and Engagement) (Wales) Act 2020 imposes a duty on the NHS and Local Authorities to promote awareness of our activities.
- Our requests to visit will be conducted in line with the Code of Practice on access to premises and engagement with individuals.
- Representations will be handled in line with the Statutory Guidance on representations made by the Citizen's Voice Body – Llais. NHS guidance for engagement and consultation on changes to health services will be published alongside the statutory guidance.



Our work is informed by the people living in Wales. We work directly and with others to identify the PEOPLE'S PRIORITIES.

Our focus is on **building relationships** with a wide range of people, community representative groups and organisations so that we can work together to use our collective resources to make a difference.

We want to be an organisation where inclusivity, integrity, compassion and mutual respect drives all that we do. We will work with our people to develop this approach.

How we work with people and make decisions

Accessibility and inclusion
ensuring the views and needs of the diverse population of Wales are represented and no-one is excluded.

Independence
acting on behalf of the people of Wales.

Collaborating and partnering
with the public, the health and social care sector and the voluntary and community sectors.

Influence and advocacy for person-centred health and social care services in Wales.

Good governance so that we use our resources for greatest impact, with clear plans and priorities, transparency and accountability.

What have we done to far

We have developed and launched our 100 day plan.

Our plan outlines our plans within our first 100 days of being operational.

We will:-

1. Launch a national public consultation on our proposed vision, mission, and strategic priorities. We will actively seek input from the diverse voices and communities of Wales.
2. Work with people in our communities to create simple and accessible ways for the people of Wales to connect with us and receive our services.



OUR FIRST 100 DAYS
APRIL 2023



What have we done to far

We will:-

3. Set up a strong regional presence in each of the following areas

-  Cardiff and Vale of Glamorgan
-  Cwm Taf Morgannwg
-  Gwent
-  Neath Port Talbot & Swansea
-  North Wales
-  Powys
-  West Wales



OUR FIRST 100 DAYS
APRIL 2023



What have we done to far

We will:-

4. Publish regional statements on priorities and activities in health and social care identified by the former Community Health Councils.
5. Work with our people and the public to develop our organisational values and establish a healthy, inclusive, culture. We will develop and publish a diversity, equality and inclusion policy to support equity in Llais and across health and social care in Wales.
6. Work with Welsh Government to further develop digital ways of working that support our activities.
7. Launch a national volunteering campaign to attract a diverse community of people to help shape and support the delivery of our activities.
8. Launch a marketing campaign to promote and raise awareness of our independent role in driving improvement in health and social care services in the areas that matter most to people living in Wales.



OUR FIRST 100 DAYS
APRIL 2023



What have we done to far

We will:-

9. Develop and agree how we will work together and co-operate with Welsh Local Authorities, NHS bodies and other key partners.
10. Send evidence to the UK Covid-19 inquiry on what Community Health Councils in Wales heard from people living in Wales about their experiences of the Covid-19 pandemic.
11. Appoint to new roles to build the capacity of our organisation to deliver our functions and wider responsibilities.
12. Publish our response to the Welsh Government's consultation on its draft Code of Practice on Access to Premises.
13. Develop partnership arrangements with other UK bodies involved in representing people's voices in health and social care.



What have we done to far

We will:-

14. Engage with communities across Wales to hear from people about health and social care services, including proposals for service delivery changes. We will do this through an early, planned programme of activities aimed at working with people, community representatives and groups in all parts of Wales.
15. Share what we hear with the NHS, local authorities, and other decision makers locally, regionally, and nationally, so that people's views and experiences drive the development and delivery of improvements in health and social care services for everyone.
16. Support people to raise their concerns about health and social services through our independent complaints advocacy service.





**How we want
to work with
you..**



What we would like you to do

- Raise awareness within your organisation and the communities you serve so that everyone knows about us and our role.
- Work with us to develop our ways of working and how we can work effectively in partnership with you so that the voices of people in your communities are heard.
- Help us to understand the key priorities and challenges for health and social care services in the areas you serve.

Any questions?

www.llaiscymru.org
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