



Introducing Llais

Sam Dentten
**Deputy Regional
Director**

Who are we?

Independent, trustworthy and inclusive

- 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.**
- From 1 April 2023 replaced and built on the excellent work of the 7 Community Health Councils, who have represented the interests of people in the NHS in Wales for almost 50 years.
- Set up under the legal name Citizen Voice Body for Health and Social Care, Wales, our operating name will be Llais – your voice in health and social care.



Our People



Alyson Thomas
Interim CEO



Medwin Hughes
Chair of the Board



Grace Quantock
Deputy Chair

Our Board



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



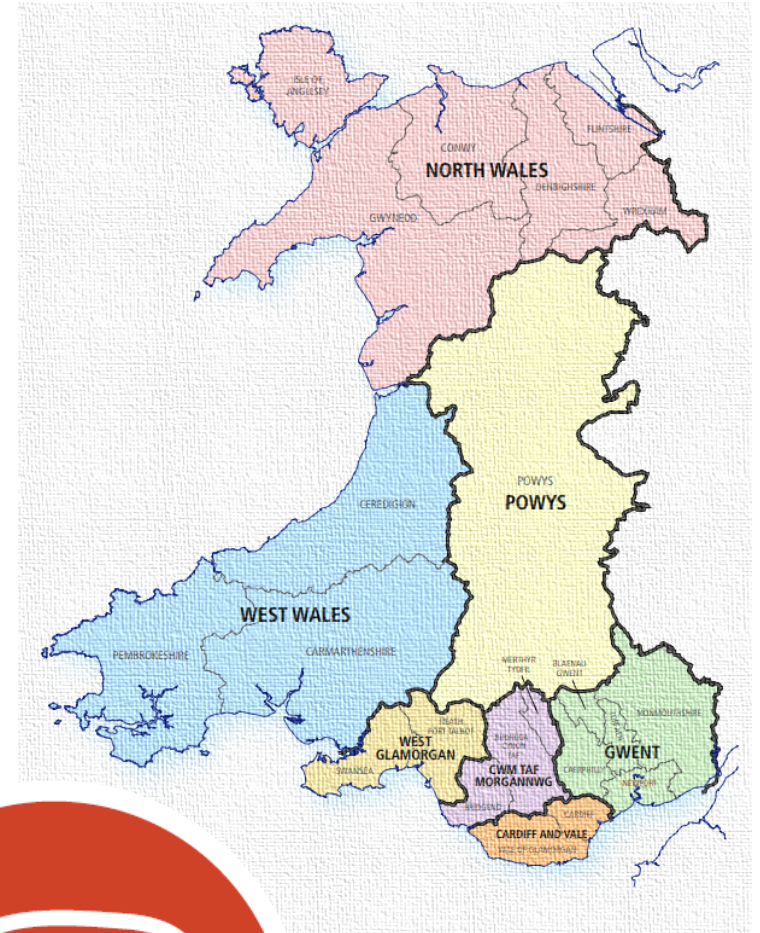
Rajan Madhok
Non-executive board
member

Our people

We will have around 100 staff (initially) who work in 12 locations across Wales.

Our regional areas match the Regional Partnership Board footprint.

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



Our people

Volunteers

We will develop a new approach to our volunteering with our current volunteers, staff and stakeholders. We will create 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.

What will we do?

Three core areas of activity

1. Our staff and volunteers will 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 – so we understand what works well and how services may need to get better.
2. We will 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 will support people to make complaints.

We will 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 will be 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 will help us to hear from people while they are receiving health and social care services.
4. NHS bodies and local authorities will be under a duty to consider and respond to the things we say to them – including about service change proposals.

We will 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.

Any questions?

www.llaiscymru.org
www.llaiswales.org