

The Bevan Commission and Llais Compact

Introduction

This purpose of this compact is to set out a framework to support a new working relationship between the Bevan Commission and Llais¹ (the organisations).

This working relationship is established to enable and accelerate the engagement of the public in health and care services in Wales.

It provides a framework to improve engagement, develop shared aims and objectives, mutual respect and understanding and will assist the organisations in achieving their objectives.

The success of this Compact relies on the shared commitment of the organisations. The Compact will build upon the existing working relationship, further enabling the organisations to share knowledge, skills, and resources.

This Compact represents a clear statement of commitment by the organisations to collaborate, utilising the strengths of each organisation, creating a synergy to help inform and shape people-centered solutions for the future of health and social care.

This Compact acknowledges the dynamic nature of health and social care services and the unforeseen challenges they face. It recognises the need to adapt and flex to changing circumstances as they evolve.

Context

We are living and working in a complex and uncertain economic, geopolitical, and post-pandemic landscape, that has particularly impacted people's health and care services.

The way we stay healthy, and access care, has changed significantly in recent years and it is often those people in the most vulnerable situations that are affected the most, widening inequities and life expectancy in many areas. This has been laid bare in the recent report from the Equality and Human Rights Commission 'Is Wales Fairer?'

The Bevan Commission's 'Conversation with the Public' and 'The Foundations for the Future Model of Health and Care in Wales', further strengthened what Llais heard (and continues to hear): that people want change, and they are ready to embrace this change and play their part.

¹ Llais is the operating name for The Citizen Voice Body for Health and Social Care, Wales.

The time for action is now.

Progress towards systemic change, particularly integration between health and social care services, prevention, thinking about the long term and community-based solutions is too slow. Frustrations also remain in people accessing primary care, waiting for treatment, and accessing services post hospital stay.

More and more families are caring for their loved ones, often at short notice, or at a young age and they need more support to do this.

The health and social care system in Wales needs to acknowledge the challenges, that there is an urgent case for change, and that they cannot do it alone. The people and communities of Wales must be a part of creating a system that is fit for the future and responds to the diverse needs of Wales.

Compact principles

The Compact is underpinned by the shared agreement of the principles:

Respect, Honesty, Integrity and Collaboration.

Adhering to these principles will ensure:

- Respect for and valuing the contribution of both organisations.
- Respect for the independence of both organisations.
- Openness and honesty through communication.
- Operating fair and transparent processes.
- Working together and with communities and organisations to improve health and social care services.

Vision

To combine the insights, expertise, and networks of the organisations to ensure the voices of people across Wales are not only heard but are actively engaged and listened to in identifying needs and finding prudent and sustainable solutions for health and social care now and in the future.

Objectives

1. Use the key themes identified in both organisations' recent work as a basis on which to build a 3-year programme of work that continues the conversation with the people of Wales about the future health and social care system.

2. Use our collective strengths to bring people, communities, and all sectors together to recognise urgency and accelerate the rate of progress towards a Healthier Wales
3. Proactively engage and involve people, communities, and health and social care providers across Wales to increase awareness of the challenges and the opportunities.
4. Prioritise efforts to develop trusted relationships and extensive networks with underrepresented communities, to ensure engagement, strategies, and solutions are inclusive and reflective of the needs of the population of Wales and contribute to reducing health inequalities.
5. Commit to building our collective capacity through shared resources, joint training, and collaborative research, leveraging our combined strengths for greater impact.
6. Develop and implement a comprehensive communication strategy to enhance transparency and engage with the public, stakeholders, and communities, ensuring our achievements and challenges are openly shared.

The Role of the Bevan Commission

The Bevan Commission is Wales' leading independent health and care think tank. Their vision is to see a prudent and sustainable national health and care service, fit for the future, that meets the needs of all people in Wales and remains true to its original values, as established by NHS founder, Aneurin Bevan. They challenge thinking and practice in health and care, creating a growing movement for change with the people in the system and those who use the system. They challenge, change and champion to grow and embed this movement within and between organisations and communities.

The Bevan Commission's mission is to lead and support transformational thinking and action within health and social care in Wales and beyond by; influencing policy; encouraging and supporting prudent practice; and leading and supporting transformational thinking and innovation and facilitating adoption and spread of new ideas and ways of working. It's strategic priorities for 2022 – 2026 are:

- Integrated, national health and care service based on the prudent principles.
- Equally healthy and wealthy (well) Wales: a social population model for health and wellbeing.
- High quality leadership, workforce, systems and thinking.
- Sustainable health through climate safe solutions.
- Foster transformation, innovation, adoption and spread.

To support the implementation of the Compact the Bevan Commission will:

- Bring the kudos and credibility of the Commission to support joint work.
- Provide expertise and guidance on health and social care policy, public engagement, system design.
- Facilitate access to key stakeholders within health and social care nationally and internationally.
- Co-lead, identify resources, and support, agreed programmes of work.
- Provide advice and expertise to steer and inform research and development.

The Role of Llais

Llais, formed in April 2023, is an independent statutory body whose purpose is to represent the best interests of those living in Wales in respect of their health and social care services. Llais's vision is to support the people of Wales to have more say in the planning and delivery of their health and social care services locally, regionally, and nationally.

Llais has 3 core areas of activity:

- 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.
- Share what they 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.
- When things go wrong, support people to make complaints.

Llais' work is driven by the priorities of the people in Wales, ensuring the needs and experiences of the diverse population of Wales are represented. Llais have developed their draft strategic priorities for 2024 – 2027, which are:

1. Drive a national conversation about the future of health and social care services.
2. Push for services that meet everyone's needs.
3. Work together better.
4. Help people and services to use technology in ways that work for them.
5. Grow and improve as an organisation.

To support the implementation of the Compact Llais will:

- Champion the voice of the people of Wales ensuring their best interests are represented.
- Use its significant legal powers of representation to ensure NHS bodies and Local Authorities take due regard to representations in exercising any function to which the representations relate.
- Facilitate access to its extensive public networks, including underrepresented communities, to engage local people in future events, programmes, and actions.
- Provide expertise and guidance on health and social care policy, public engagement, and service change.
- Co-lead, identify resources, and support agreed programmes of work.

Collaboration Framework

Planning: Develop a 3-year programme of work that will be reviewed annually by both organisations.

Meetings: Regular meetings will be held to discuss ongoing work, share progress and insights.

Reporting and evaluation: The organisations commit to transparent reporting and evaluation of the programme to assess impact and inform future collaboration.

Metrics for success and impact measurement: The organisations will define clear, quantifiable metrics for success and impact, ensuring collaborative efforts are measurable and aligned with shared objectives.




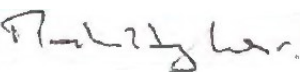
Formal review and renewal process: The compact will undergo a formal review process at the end of three years, incorporating feedback from stakeholders, evaluating our achievements against defined metrics.

Conclusion

This Compact is a significant agreement and a visible symbol of the commitment of the organisations to work together in partnership to play their part in tackling the urgent challenges facing the health and social sector in Wales.

Both organisations wish to engage further with the public on these themes, encouraging them to share their lived experience so both organisations can share and use this information to engage, inform and support sustainable, innovative and transformational change across health and social care sector services.

The parties to this agreement are:

Partner Organisation	Logo	Chair	Signature	Date
Bevan Commission		Baroness Ilorra Finlay		24 April 2024
Llais	 Eich llais mewn lechyd Your voice in health a gofal cymdeithasol and social care	Professor Medwin Hughes		24 April 2024

This Compact is effective as of the date of the last signature above and will remain in effect for 3 years, at which point it will be subject to review and renewal. Either party may terminate the Compact with [notice period] notice, provided in writing.