



A National Conversation

Llais Strategic Plan 2024 – 2027

Overview

How to use this document

This is an easy read version. The words and their meaning are easy to read and understand

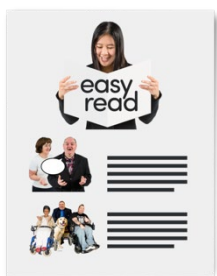
You may need help and support to read, understand and answer the questions in this document. Ask someone you know to help you.

Some words may be difficult to understand. These are in **bold blue writing** and have been explained in a box below the word.

If any of the words are used later in the document they are shown in **normal blue writing**. If you see words in **normal blue writing**, you can look up what they mean in **A list of the hard words** on the last page

Pictures will be used to help you understand what the document says

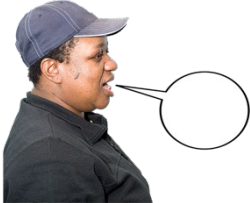
This document was made using Photosymbols.



Who we are



We are Llais



Llais means **your voice** in Welsh



Llywodraeth Cymru
Welsh Government



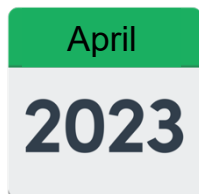
Welsh Government give us money to do our work



But Llais is **not** part of the Welsh Government



This means we get to choose what work we do,
how we work, and who we work with



Llais started in April 2023



We have about 130 staff who work in 7 different regions across Wales



Our Board sets what direction we are going and makes sure we are doing what we said we will do



We work together with people in Wales to give them much more say in the planning of **health and social care services** – locally, regionally and nationally



Health and social care services are services that help and support people

Health services are things like appointments with doctors, dentists and hospitals

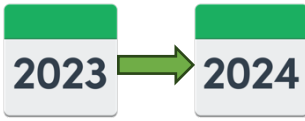
Social care services help people with daily living so they can be as independent as possible

We do this by



- Listening to you about your views and experiences of health and social care
- Talking to the people who make decisions about what is important to you
- Helping and supporting people when things go wrong and you want to make a complaint about health or social care services

Our journey



In our first year we have listened, learned and worked with other people



We have done this so that we can understand what people in Wales need from their health and social care services



We have also been working to make sure the way we work is right so we can support people better

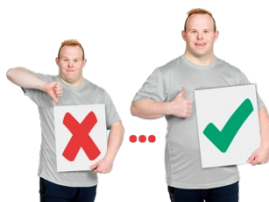


We have made this **strategic plan** to show everyone how we want to help people in Wales and give people a voice

Strategic plan is a list of things which say what is going to happen and how it is going to happen



We think that if we work together we can come up with new ideas



And this will make health and social care services better now and in the future

Our Strategic Plan 2024 – 2027



This is our 1st national **strategic plan**



The things people in Wales have told us has helped us to make this plan



We also had to think about our **legal duties**

Legal duties is something that must be done because it is written in law

Example – the Equality Act 2010



The **strategic plan** will help us to know what to do over the next 3 years



And will act as our promise to people in Wales to try and make our **health and social care services** better



The **strategic plan** has 5 things that we think are important to people in Wales

We call these our **strategic priorities**

Strategic Priorities are things in a strategic plan that help us to make sure the job gets done right



We chose these 5 strategic priorities from what people in Wales and other organisations have told us

We also looked at **research**

Research means to look at something carefully and in lots of detail

The strategic priorities are

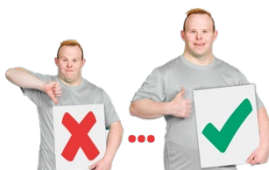
1. Drive a national conversation about the future of **health and social care services**

2. Push for **health and social care services** that meet everyone's needs

3. Work together better

4. How can **health and social care services** use technology to make their services better

5. Grow and improve as an organisation



Regional Priorities



Llais works in 7 regions across Wales

We know that health and care services are different in the 7 regions across Wales



Where we have heard about the issues people care most about in a region, we will make regional priorities



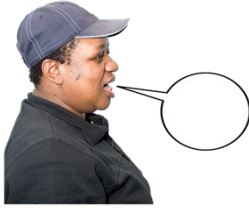
We will plan our work around finding out more and understanding how people feel about things



We will use this information to tell the people who make decisions about **health and social care services** what needs to change



When changes happen we will work with everyone who the change might impact



We will make sure your voice is heard



And the change happens in the right way



We will not get involved in every change



Only the ones where the NHS and local authorities need our help



We want to make sure people in all regions can trust us



So that we can support them in the right way

A list of hard words



Health and social care services are services that help and support people

Health services are things like appointments with doctors, dentists and hospitals

Social care services help people with daily living so they can be as independent as possible



Strategic plan is a list of things which say what is going to happen and how it is going to happen

Strategy – this is a plan



Strategic Priorities are things in a strategic plan that help us to make sure the job gets done right



Research means to look at something carefully and in lots of detail