

Llais Extraordinary Board Meeting Draft Minutes 22 April 2024

Members:

Medwin Hughes	Chair
Grace Quantock	Deputy Chair
Alyson Thomas	Chief Executive
Bamidele Adenipekun	Non-Executive
Jack Evershed	Non-Executive
Karen Lewis	Non-Executive
Rajan Madhok	Non-Executive
Jason Smith	Non-Executive
Mwoyo Makuto	Associate Member

Attendees:

Ben Eaton	Strategic Director of Organisational Strategy and Engagement
Richard Bevan	Interim Board Secretary and Head of Governance
Kirsty Contreras-Stacey	Governance Officer

Welcome, introductions, declarations of interest and apologies

- 1.1 The Chair welcomed everybody to the meeting.
- 1.2 Apologies were received from Barbara Harrington (Non-Executive Member) and Angela Mutlow (Strategic Director of Operations and Corporate Services).
- 1.3 No declarations or conflicts of interest were raised regarding the items on the agenda.

Llais Strategic Plan 2024-2027

- 1.1 The Chief Executive thanked staff and volunteers for working hard to hear from people throughout all communities in Wales, and the people who had shared their views over the past year on what mattered the most to them about their health and social care services.
- 1.2 Having started work as a new Welsh Government sponsored body on the 1 April 2023, our first year had been spent taking forward the priorities inherited from the former community health councils, responding to issues as they arose, and hearing more from people about what they wanted Llais to focus on.
- 1.3 This engagement with the people of Wales, their representatives and our partners had helped us to frame and shape the draft objectives and priorities for Llais, which will guide our work for the people of Wales over the coming 3 years.
- 1.4 Ben Eaton summarised the priorities and objectives set out in the Strategic plan. He emphasised the importance of driving forward a national conversation with the people of Wales.
- 1.5 The Strategic Plan had been written to cover our next 3 years. During this period detailed work plans would be developed to deliver the strategy, taking into account the challenges and changes affecting health and social care services in Wales.
- 1.6 As well as describing the key areas of focus in health and social care, the Strategic Plan also focused on Llais's values and behaviours. It was also emphasised that the Board, public, partners and volunteers have a clear voice and influence in implementing the 5 key strategic priorities over the next 3 years. The 5 key priorities were outlined:
 1. Drive a national conversation about the future of health and social care services – **Llais will engage with the public, partners, and volunteers about the health and social care system of the future.**

2. Push for services that meet everyone's needs – **Llais will engage and represent the interests of people and communities in the design and delivery of services across Wales.**
 3. Work together better – **Llais will work collaboratively together and with our partners and in more streamlined ways to make services better, and more equitable.**
 4. Help people and services to use technology in ways that work for them – **Llais will work with people and services to help make sure new technology works well for people who need health and social care services.**
 5. Grow and improve as an organisation – **Llais will grow and improve governance, processes and engagement ensuring the ways we are working are right for partners and communities that work alongside Llais.**
- 1.7 The Chair thanked Ben Eaton for his overview and invited comments from board members about the draft Strategic Plan.
 - 1.8 The Board sought assurance on how the document would be shared with people across Wales. It was explained that the document would be available in a range of accessible formats, with an 'easy read' version currently being developed.
 - 1.9 Awareness will also be raised through media, including social media, and distribution to all key stakeholders. National and regional staff will share and actively engage on the Strategic Plan in all their activities.
 - 1.10 The Board asked how the Strategic Plan would continue to be a live and working document. It was explained that an annual plan would be produced each year setting out the key activities in year that would deliver the strategic plan priorities.
 - 1.11 It would continue to be a living document. Progress will be reviewed each year against an agreed performance matrix and through a process of renewal of the Annual Plan to take forward the agreed priority areas and objectives, but also recognise achievements.

- 1.12 The Board asked how the organisation would demonstrate progress publicly and with our partners. It was noted that regular performance reports to the Board will enable it to monitor progress against the plan. There would also be ongoing engagement and communication in communities and nationally to demonstrate progress and test its impact.
- 1.13 The Chief Executive confirmed that a key element of the strategy would be to share and drive the adoption of good practice across health and social care services. This was important to help make sure that the things that work well for people in communities could be extended out, including to other parts of Wales.
- 1.14 The promotion of good practice in this way was a perfect opportunity to drive the strategic plan forward and take the opportunities to work closely with the new NHS Executive and other NHS organisations and social care providers to ensure that all partners worked well together in the interests of the people of Wales.
- 1.15 The Chair thanked the Chief Executive for the update. The Board agreed that the Chief Executive, as part of the communications arrangements for Llais, would publish a monthly statement for the public to highlight the work of Llais and its key achievements and impacts.
- 1.16 The Board agreed the Strategic Plan. It was confirmed that the Strategic Plan would be launched at a special launch event on Wednesday 24 April 2024 in Cardiff.
- 1.17 The Chair thanked all involved in producing the Strategic Plan.

The meeting closed at 12:12pm