

LLAIS 

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



The Volunteer Strategy for Llais Wales

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Introduction

The proposed volunteer strategy aims to reimagine volunteering at Llais Wales, making it more inclusive, impactful, and aligned with our organisational goals. By focusing on these strategic aims, we can create a volunteer programme that not only benefits our organisation but also empowers and engages the communities we serve.

This strategy is a living document, open to adaptation and improvement as we continue to learn and grow. Your feedback and suggestions are welcome as we work together to achieve our vision for volunteering at Llais Wales.



Prof. Medwin Hughes, Chair

A handwritten signature in black ink that reads "Prof. Medwin Hughes".



Alyson Thomas, Chief Executive

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What are we trying to achieve?

We believe in a healthier Wales. A health and social care system where people get the services they need in a way that works best for them and is ready for whatever the future holds.

Our mission is to listen carefully, locally, regionally and nationally, and to increase the impact of people's voices in shaping services.

We do this by:

Engagement

we engage and listen to people about their experiences of health and social care. We try and meet communities in the places that work best for them.

Representations

we represent the views we hear to decision makers in health and social care. By law, they must let us know what they plan to do with the views and experiences that we share.

Complaints Advocacy

we help and support people when things go wrong, and they want to make a complaint through the formal complaints process of the NHS or their local authority. We also provide advice where we can to those who haven't started this process.

Communication and promotion


We will make sure people know about our services so more people can have their say. The health bodies and the local authorities have a legal duty to promote our services, too.

we want YOU to be part of this

Our priorities

We're promising the people of Wales that we will challenge those in charge of the health and social care system to invest in change, to create a strong, fair, and innovative health and social care system.

We will do that by involving you in our 5 priorities:

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- 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.

Your involvement might include supporting Llais with broadening our voice and reach, connecting us to people and communities and inspiring others, bringing local knowledge.

Our volunteering aims

However you support us, we want your experience to be valuable, rewarding, impactful and makes the most of the time you choose to give.

1. A new culture of volunteering



Build a culture that reflects our values and behaviours. By ensuring volunteers understand their roles and feel prepared, we can create a supportive atmosphere where everyone feels valued.

We aim to embed a culture of flexibility and inclusivity in our volunteer programme. **We will:**

- ✦ Align all volunteer activities with Llais' goals.
- ✦ Create a welcoming and supportive atmosphere for all volunteers.
- ✦ Develop creative and flexible ways that help us make volunteering easier.
- ✦ Help our staff understand how volunteering adds value to our work and explore new ways to involve volunteers.
- ✦ Help to grow a culture that values flexibility and inclusivity where people feel safe to speak up and say when things aren't right.
- ✦ Make sure our volunteer programmes and community engagements are inclusive, reaching out to underrepresented groups to ensure their voices are heard.
- ✦ Make sure volunteers know their roles and feel ready to volunteer for us.
- ✦ Promote behaviours and values that match our mission and values.
- ✦ We want to work with all communities across Wales and be a truly representative citizens voice body. So we will encourage more people to volunteer with us, and from a wider range of backgrounds.
- ✦ We will encourage more 16–25-year-olds to volunteer for Llais so we can learn more about what younger people expect from their health and social care.

2. Make a difference

You are key to making real change in our communities and our health and social care services.

We want you to feel that your efforts matter.

By giving you the right tools, opportunities, and recognition, we can make a bigger impact locally, regionally, and nationally.



We will:

- ✦ Find opportunities for you to represent us and influence local, regional, and national policies.
- ✦ Celebrate and acknowledge our volunteers' efforts and find new ways to recognise your contributions.
- ✦ Provide you with everything you need so you can be an effective ambassador for Llais and the people of Wales.
- ✦ Create an environment that enables all volunteers to succeed and contribute meaningfully.

3. Be part of something bigger



Volunteering with us means being part of a larger effort to improve health and social care in Wales. We want you to feel connected to our mission, understand your contribution and see the results of your efforts.

This sense of community is important for keeping everyone motivated and proud of what we do.

We Will:

- ✦ Build a sense of belonging in the Llais volunteering community across Wales, building relationships based on shared values.
- ✦ Provide ways for you to engage with Llais' strategic goals and regional priorities and help you understand how the work you do helps us achieve our goals.
- ✦ Co-ordinate our volunteering opportunities so you can get involved across regions and at national events.
- ✦ Develop opportunities to partner with other volunteering organisation and work on each other's projects.
- ✦ Make sure you get clear and timely communication including updates and information from across Llais on a regular basis.

4. Enabling communities



Our aim is to equip and support you to inspire and encourage local people to voice their opinions and get involved in shaping health and social care services for their communities.

We will:

- ✦ Create opportunities for you to represent community interests in health and social care discussions.
- ✦ Establish clear channels for you to gather feedback from your communities and relay it to us for action, and vice versa.
- ✦ Provide you with everything you need to effectively support and mobilise your communities, so you can inspire others to have their say on health and social care matters.
- ✦ Support the development of local networks where community members can share experiences and collaborate on common health and social care goals.

5. Action based on insights

To make real change, we need to use information and insights to inform what we do. By regularly seeking and considering feedback from our volunteers, communities, and partners, we can make smart decisions that have a big impact.

This way, we can quickly and effectively respond to the needs of those we serve.

We Will:

- ★ Gather and act on your feedback to improve our systems, work methods, and decisions.
- ★ Offer workshops on using digital tools, and effective engagement techniques, to help you connect with your communities and avoid anyone being left out.
- ★ Provide performance data and insights to you in an easy-to-understand way so we can track the impact of changes.
- ★ Provide role-specific training and development so that you have the skills and knowledge you need to for the different roles we have.
- ★ Provide you with regular updates on how we have made improvements and what has been done with the information you have given us.



Why are volunteers so important to Llais?

We are the citizens voice body for health and social care services in Wales. The more voices we hear from across the many communities that make up Wales, the more we can influence change and help shape services that reflect all of society's needs.

Volunteers help us do this in several ways:

- 01 You broaden our voice and reach** – influencing change and helping us gather a wider range of experiences and insights.
- 02 You connect us to people and communities** – helping us respond to local needs and build trust.
- 03 Your passion inspires others** – you can help build the capacity of local communities to take an active role in their health and social care services and encourage others to take part and have their say.
- 04 You bring local knowledge** – you understand what matters to people round by you, you can empathise and relate, and you can use that expertise to help shape services in a way that works for your area.
- 05 You have a long-term commitment to your area** – meaning you will help us in making sure health and social care services are thinking about the longer term.

We want our volunteers to represent all people in Wales, not just those that often have their wishes and feelings heard.

We need people from a variety of backgrounds, with different experiences, to speak to others, capture their views and show that Llais represents everyone.

Some of the ways in which volunteers support our work:

Visits

You'll meet people online or in person at health and social care settings on pre-arranged visits to understand what they think works and what could be better.

Engagement

You'll join our Llais teams to meet people online and face-to-face locally, regionally, or nationally to capture their views and experiences of health and social care services.

Online

Collecting feedback about people's experiences of health and social care services that have been left online.

Representing Llais

You'll attend meetings and events on behalf of Llais, putting forward our viewpoint based on what we know, and making notes of the meeting to feedback relevant information.

Activity in your community

You'll promote our services and how you collect feedback and insights, help support our community projects, and be an ambassador for us in your community.



Joining us for projects and events that are important to you

Making your voice heard on the things that matter most to you, encouraging others to get involved and helping to connect with others who have an interest.

Help to inform and influence the way we work

Have your say in helping us improve the way we work and communicate to make us better.

Our values

Our **values help guide everything we do**, the way we work together, the decisions we make and what we are known for.



People-driven

We put the needs and experiences of people at the centre of decision-making.

Working together

We are inclusive and accessible. We work as one team with shared goals, both within our organisation and externally.



Integrity

We are independent, honest, accountable and transparent about our work.



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