

Easy Read



Strategic Plan for Llais

What we plan to do and how from 2024 to 2027

This document was written by Llais. It is an easy read version of 'A National Conversation Llais Strategic Plan: 2024-2027'.

October 2024

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

How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 40**.



Where the document says **we**, this means **Llais**. For more information contact:

Website: www.llaiswales.org

Email: enquiries@llaiscymru.org

Phone: 02920 235 558



Easy Read Wales made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

[Photosymbols Licence number 403527247](#)

Contents

About us	4
What we have done so far	7
Our plan for 2024 to 2027	9
Our values and behaviours	11
The way we work	14
The 5 main things we are working on	20
Find out more.....	39
Hard words	40

About us



We are Llais.



Llywodraeth Cymru
Welsh Government

We are funded by the Welsh Government.



We are independent. This means we decide what work we do, how we do it, and who we work with.



We started in April 2023.



We have about 130 staff across Wales. We have 7 teams in different parts of Wales. Our national team helps all the other teams.



Our Board makes important decisions and checks we are doing what we promised. It helps us meet the needs of people in Wales.



We work with the people of Wales to make sure your views are heard in health and social care.

How we do this

Listening to you

- We talk to you about your views on health and social care.
- You might see us at events or in your community.
- We try to meet you in places that work for you.



Speaking for you



- We tell the people that make decisions what you think about health and social care.
- They must tell us how they will use your views.

Helping with complaints



- We help you if you want to make a complaint about health or social care.



We want more people to know about us. By law, health boards and councils must tell people about us.

What we have done so far



In our first year, we listened, learned, and worked with others to understand what you need.



We made sure our organisation is working well, so we can help you better.



We want to make the views of people in Wales stronger in health and social care.



We are thinking of new ways to make health and social care better.

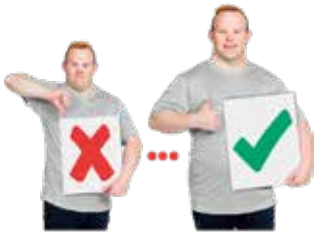


We are working to create services that work now and in the future.

Challenges we face



More people need health and social care support.



Health and social care services are slow to change.



It is hard to get a doctor's appointment. Waiting for care or treatment takes too long.



Getting support after leaving hospital is hard.



Families are caring for their family members without enough support.

Our plan for 2024 to 2027



This is our first strategic plan. We made it by listening to people in Wales, our staff, **volunteers**, and groups we work with.



Volunteers work without getting paid. They help people and the community.

We also thought about the laws we must follow, like:

- The Quality and Engagement Act 2020
- The Equality Act 2010
- The Well-being of Future Generations Act 2015
- The Welsh Language Standards 2016
- The Socio-Economic Duty
- The Public Sector Duty
- Plans like the LGBTQ+ and Anti-Racist Wales Action Plan



What we want



We promise to push for changes in health and social care.



We want a strong, fair, and modern system for everyone in Wales.



We want to fix urgent problems and work on long-term ones. We will listen to people across Wales to guide us.



We want a healthier Wales. With a health and social care system that works for everyone and is ready for the future.

Our values and behaviours



Our **values** are what matter to us. Our **behaviours** are how we work.

People-driven

We put people's needs and experiences first.



We are clear and open, so people understand us.



We help people have their say.



We make sure everyone feels welcome.

Working together



We are **inclusive** and **accessible**. We work as a team.



Inclusive means everyone is included and can join in.



Accessible means everyone is able to find and use something. For example, getting information in Easy Read.



We inspire others and set a good example.



We share what we know and are open to change.



We work as a team with others to reach our goals.

Integrity



We are independent, honest, and clear about our work.



We treat people with care.

The way we work



We work at local, regional and national levels in health and social care.



In our first year we tested different ways of working to see what works best.



We have used what we learned to focus on 4 key areas:

1. Complaints support and enquiries



We help people complain about NHS or social care services. We give support based on each person's needs.



We help people who have questions about their care and support.



We use what we learn from complaints to make our work better.

2. Open and ongoing listening



We listen to what is important to you. This helps us plan our future work.



We visit local areas to hear your views. We share this with councils, health boards and other groups, so they can make changes.



We listen to people from different communities to understand your needs.



You can share your views in many ways, like surveys and talks, online and in person.



We learn from what you and others tell us to make services better.

3. Regional aims



We focus on what matters most in each area.



We help manage big changes in NHS and social care services that affect you.



We make sure your views are heard and work with you to deal with changes.



We know more about health from when we replaced the Community Health Councils. We want to understand social care like we understand health care.



We build links with groups of people who are often not included to hear their views.

4. National actions



We work to understand issues affecting people across Wales. We involve people and partner organisations to make services better.

Information and data



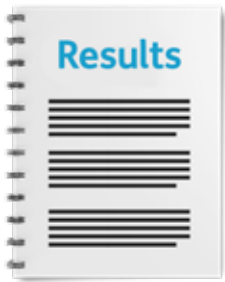
We collect information from you to understand health and social care problems. This helps guide our work.

We get information in many ways. Like:

- surveys
- feedback forms
- focus groups
- interviews
- research.



Results and impact



We share the results of our work using stories, reports, and numbers to show how we help.



We check that services act on your feedback and tell you how they use your views.

The 5 main things we are working on



Based on what we have learned in our first year, we have 5 main aims.

1. Talk to everyone about health and social care



We want everyone in Wales to share their views on health and social care. And how it should work in the future.



We will push for government, and services to listen and act on what you say.

To do this by 2027 we will:



- Find out how people give their views now and how services are listening. We will share what works well.



- Make more ways for people to share their views, from locally to the whole country.



- Get more **volunteers** from different backgrounds, to help us hear from more people.



- Work with the people who make policies and run services. Focus on what people need now and in the future.



- Find out what people mean by big changes and how they want to help.

What we know is important to people:



- Keeping people safe.



- Making mental health services better.



- Getting urgent and emergency care when and where you need it.



- Making planned care faster and less stressful.

Our goals:



- Build networks for people, communities, and health and care workers to share ideas.



- Everyone in health and social care works towards a system that helps all people in Wales.



- Make sure people understand the changes needed and help make them happen.

2. Push for services that meet everyone's needs



We will speak up to make health and social care services more **inclusive**, and easier to access.



The planning of services should be based on the needs of people in Wales.

To do this by 2027 we will:



- Speak up to make sure talks about health and care include people's needs.



- Get leaders to work with us to gather feedback and use it to make services better.



- Find and fix things that reduce **equality**, so everyone has fair access to care.

Equality means treating people fairly and making sure they have the same chances in life.



- Tell people about problems with services and talk about good services.



- Support and thank carers for their important work and ask others to as well.

What we know is important to people:



- Easy to see doctors, nurses, social workers and support workers.



- Services that respect everyone's needs.



- Getting care and support for as long as needed.



- Not having sudden changes to services.

Our goals:



- Make sure the planning of services includes people's views.



- Focus on services that give better care and meet each person's needs.



- Make sure services are **inclusive** and listen to all views in Wales.

3. Working together better



We want health and social care services to work together and share ideas to help communities.

To do this by 2027 we will:



- Work with others to use what they know to make bigger changes.



- Share what works in health and care, so others can adapt them for their local areas.



- Help services work together and use resources better.

What we know is important to people:



- Health and social care services working together smoothly.



- Sharing good practices and adapting them to local needs.



- Putting people first.

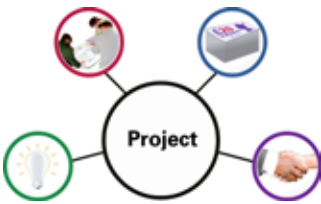


- Learning from past mistakes and not doing them again.

Our goals:



- Bring people and communities together in groups.



- Share resources and support projects that involve many groups to remove barriers.

4. Help people and services to use technology



We want people and services to feel good about using **technology** in health and social care.

Technology is things like computers, laptops, smartphones and the internet.



We want to help people and services talk to each other, so no one feels left out.

To do this by 2027 we will:



- Listen to what people think about new **technology** in health and care.



- Make sure services keep personal information safe. And only use it to give better care.



- Help make sure new **technology** is easy for everyone. Including those who do not usually use it.



- Keep learning about new **technology** to help people use it better.



- Work with others to check if new **technology** is helping people.

What we know is important to people:



- Keeping personal information safe.



- Getting help with using the internet and new **technology**.



- Knowing where to find help and information.



- Having choices if they do not want to use **technology**.

Our goals:



- More people involved in planning how **technology** is used in care.



- Easier access to health and care information and advice.



- Services working together to keep information safe.



- **Technology** works for everyone and services make changes if it does not.

5. Grow and get better as an organisation



We want people to trust and value us for the work we do.



We want to be a great place to work that tries new ideas.

To do this by 2027 we will:



- Use a **communication strategy** to build trust and tell people what we do.



- Help our staff and **volunteers** work in a way that matches our values.



- Have a **volunteer strategy** to make **volunteering** with us better. Make more chances to **volunteer**. Show that we value our **volunteers**.



- Include staff and **volunteers** in planning our future. Offer more training and rewards.



- Make ways to help our staff and partners connect with all communities easily.



- Work in better ways to increase our impact.

What we know is important to people:



- Our independence.



- The impact of our work.



- Using public money well.



- Valuing everyone's different needs.

Our goals:



- Build trust by valuing people's views and getting them involved.



- Show we are an important voice in health and social care decisions.



- Make how we work better to create more impact.

Find out more

Please contact us by:



Email: enquiries@llaiscymru.org



Phone: 02920 235 558



Post:

Llais
3rd Floor
33 - 35 Cathedral Road
Cardiff
CF11 9HB

Hard words

Accessible

Accessible means everyone is able to find and use something. For example, getting information in Easy Read.

Inclusive

Inclusive means everyone is included and can join in.

Technology

Technology is things like computers, laptops, smartphones and the internet.

Volunteers

Volunteers work without getting paid. They help people and the community.