

Item: 09

Title: Our Activity (June to October 2023)

Gweithredu / Action required	To note
Amseru / Timing	Not urgent
Argymhelliad / Recommendation	Note the summary of our activity to date between the 100 day report and October 2023.
Risg / Risk	N/A.
Cyllid / Finance	Costs already accounted for within budget.
Amcan Cynllun Corfforaethol / Corporate Plan Objective	Listen and represent your views to decision makers to make a difference.
Cydraddoldeb / Equality	N/A already accounted for within planned work.
Cyfathrebu / Communications	Please tick one of the following boxes if this activity will have an impact on: Internal: our people <input checked="" type="checkbox"/> External: our customers/partners/stakeholders <input checked="" type="checkbox"/> External: our organisation's reputation <input checked="" type="checkbox"/>
Cymeradwyaeth / Approval/Clearance	Chief Executive
Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions	The work has been discussed regularly at Tîm Arwain, The Board is aware of some of the activity.
Awdur/ Cyflwyno / Author/presenting	Ben Eaton
Dyddiad / Date	14/10/2023
Cefndir / Background	

Llais came into operation on 1 April 2023 and immediately started 100 day programme of listening and understanding what the public and our partners needed from Llais and how they wanted to work with us. This work also included the establishment of many aspects of our 'back office' functions. Following the 100 day plan the 100 day report was published. Using what we learnt we have developed our plan for the rest of the year, covering October 2023 to March 2024.

In between the 100 days coming to an end and the creation of the plan for the rest of the year, our regions and the national team have continued to support the public to make their views and experiences known, worked with partners, and have tried out new ways of working. This paper summarises some of this activity.

Manylion / Detail

We have continued to promote awareness of Llais and our services with different people, communities and organisations across Wales and the UK. We have met with national bodies such as Age Cymru, Care Inspectorate Wales, the Nursing and Midwifery Council, the General Medical Council, Healthcare Inspectorate Wales, the NHS Executive, , WVCA, Healthwatch England, Social Care Wales, Care Forum Wales, Welsh Value in Healthcare, Care home providers in every region, Welsh Language Commissioners office, Race Equality First, Fair Treatment for Women Wales, and the Older Persons Commissioner to name but a few.

We grew our social media channels and promoted ourselves through printed and digital information that we have distributed at events, in our communities, directly and through community representatives and groups, and through and health and social care service. We also went to places where we can speak to lots of people about Llais such as the Royal Welsh show, the [National Eisteddfod of Wales](#) and local health and social care conferences.

We have continued creating more partnerships such as with the Regional Partnership Boards, Directors of Social Services, Care Inspectorate Wales and scrutiny committees to name a few. We have also found more ways to work with other organisations such as teaming up with [Yr Urdd](#), [Merched y Wawr](#), [Mudiad Meithrin](#) and [Mudiad Ffermwyr Ifanc Cymru](#) so that people of different ages and backgrounds can use Welsh to be a part of making health and social services better for them and their loved ones. Another positive development has been teaming up with the African Community Centre in Swansea as part of Black History Month to celebrate diversity and hear about what matters most to the community about their health and social care. This takes place on 27 October.

We have thought about what the public told us in our first 100 days about being accessible and working on a local and regional basis. We have been trying new and accessible ways of engaging and gathering thoughts and experiences about health and social care services such as:

- in Powys where our team has gone ‘hyper-local’ working with one local community for a focused time. The team worked with schools, libraries, community centres, leisure centres, GPs, hospitals, care homes and traveller sites to understand what matters most to the local people before moving on to another area in the Powys region. Powys have done this in Welshpool and Ystradgynlais and up next is Builth Wells in November. This approach and the learning from it is being developed further and will be incorporated into the engagement framework for future.
- In Gwent where our teams have been bringing our services to the public, working in libraries across the region the team have been on hand for drop-ins or appointments to support with any queries about us or local health and social services, provide qualified and independent complaints advocacy (in confidential environments) and raised awareness of our volunteering offer.

We have continued listening and acting on what we have heard about health and social care services and made sure that decision makers in the NHS and Local Authorities meaningfully consider our insights. For example:

- in North Wales, where we are providing support for the bereaved families affected by the findings of both independent reviews of vascular services and the Tawel Fan reviews, and working with Betsi Cadwaladr University Health Board to make sure it is making the recommended changes of the vascular services review and that it is improving the care for those people accessing the services now.
- in Cardiff, where we have teamed up with Safer Wales to gather the views of sex workers on how they access healthcare and how their experiences can improve the service provided.
- in West Wales where we have started a project with Carmarthenshire Carers First to do a wayfarer experiment with people who have learning difficulties.

We want to learn from their experience of getting to appointments in hospitals by going together to see how easy it is for people to find their way around.

We have also represented Llais at Pride and the national Eisteddfod events along with many other national and local events, meetings or conferences. We have represented the voice of people and communities through our involvement in lots of different health and social services boards, committees, project boards and working groups. These have included:

- getting to know and getting involved in Regional Partnership Board meetings
- Attending and reporting on what we have heard and what matters to people at local health board public board meetings and quality and patient safety committees

Picking up and taking forward concerns and issues in our communities as they arise. This has included things like proposals to close or change the way GP services are delivered in our communities, or wider, national concerns like changes in the way the Welsh Ambulance Services Trust work with hospital Emergency Departments. We have supported people to take forward 814 formal complaints about their health and social services, and responded to enquiries and requests for advice and guidance from 660 people.

We have also been working hard on further developing how we deliver our complaints advocacy service, our engagement and our representations functions. We have invested resources in the development of a new digital case management system that will help us work in a more efficient way and make it easier to learn from people's feedback at a local, regional and national level. We are now at the point where our staff are testing the various functions and if everything remains on plan we will launch this new software by March 2024.

Our complaints advocates have also been working together across boundaries to learn and support one another with new social services complaints and with the Public Service Ombudsman for Wales, to improve how we work together and share information.

We have worked with our staff, volunteers and the WCVA to help us to design and put in place a wide range of volunteering options. These are easy and flexible ways for people to join us and receive support - so they can get involved in our activities in ways that provide the best match of our needs and our volunteers interests and availability.

We have started our journey on on-boarding new volunteers, developing all our volunteers by rolling out development sessions, and trying new ways of communicating opportunities and updates through things like newsletters, whatsapp groups and regular volunteer forums.

We have also used what we have learnt in our first 100 days and talked with our staff at a staff conference with the intention of co-producing and developing:

- our vision, mission and purpose
- our values, behaviours and way of working
- early thoughts on our organisational strategy setting out our longer term aims.

We will also meet with our volunteers and partners to involve them in the work detailed above.

Along with the above external work, we have also carried out a lot of internal work since the 1 April 2023 as described in the finance and recruitment reports. Additionally, our staff have fully migrated over to the Llais network. We have been working with Capgemini to develop our Customer Relation Management system that support all our functions, representation, advocacy, engagement and staff and volunteers and we are in the process of reviewing our policies and procedures.

Since 1 April 2023, we have had 18 new starters start work with Llais, a further 4 employees have now agreed start dates and will join us within the next 5 weeks. There are a further 6 people who've received conditional job offers and are currently undergoing pre-employment checks before being able to confirm their start dates with us. 34 roles have been advertised during this period via various media, most of these positions have been new or additional roles to support the wider remit of Llais activities.

IMPACT

It's hard to quantify at this stage the impact Llais has had from June – October 2023. What we can say is that because of our involvement:

- people across Wales have been supported to take forward 814 complaints.
- 660 people have been supported with enquires that may have prevented them from making a formal complaint

- the Welsh Health Specialised Services has thought again about their proposals to change fertility services for people living in Wales in response to the concerns we raised about the way the proposals were being taken forward and the effect on the people of Wales.
- the Welsh Ambulance Services Trust worked closer with health boards to work through how patients who travelled by ambulance were supported in the best way after we raised concerns.
- the Emergency Ambulance Services Commissioner looked again and further developed their approach to engaging with people and communities about the way the Emergency Medical Retrieval and Transfer service works in Wales.