

**Title:** A National Conversation: Llais Strategic Plan: 2024-2027

<b>Gweithredu / Action required</b>	For consideration and approval by Board
<b>Amseru / Timing</b>	22 April 2024
<b>Argymhelliad / Recommendation</b>	Approval
<b>Risg / Risk</b>	Medium
<b>Cyllid / Finance</b>	Delivery of the Strategic Plan will be completed in line with existing budget arrangements. The plan can be scaled back as necessary to achieve this.
<b>Amcan Cynllun Corfforaethol / Corporate Plan Objective</b>	The Strategic Plan sets out the five key objectives for Llais for the 2024-2027 period in detail.
<b>Cydraddoldeb / Equality</b>	Please see attached Integrated Impact Assessment.
<b>Cyfathrebu / Communications</b>	Please tick one of the following boxes if this activity will have an impact on: <b>Internal:</b> our people <input checked="" type="checkbox"/> <b>External:</b> our customers/partners/stakeholders <input checked="" type="checkbox"/> <b>External:</b> our organisation's reputation <input checked="" type="checkbox"/>
<b>Cymeradwyaeth / Approval/Clearance</b>	Board
<b>Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions</b>	Building on the work completed as part of the Llais 100-day plan and the first year of operations.  With consideration given to: Quality and Engagement Act 2020, Equality Act 2010, The Well-being of Future Generations Act 2015, The Welsh Language Standards 2016, The Socio-Economic Duty, the Public Sector Duty,

	LGBTQ+ and Anti-racist Wales Action Plan, Remit Letter.
<b>Awdur/ Cyflwyno / Author/presenting</b>	Ben Eaton
<b>Dyddiad / Date</b>	22/04/2024
<b>Cefndir / Background</b>	
<p>Following the Llais 100-day plan and the first year of operations for the organisation, the Strategic Plan 2024-2027 sets out the core aims and objectives of Llais as we move to work in new, innovative ways across the health and social care sector to represent the views of the people of Wales.</p>	
<b>Manylion / Detail</b>	
<p>The Strategy titled A National Conversation further explores our key strategic priorities, to:</p> <ol style="list-style-type: none"> <li>1. Spark a national conversation about future health and social care services.</li> <li>2. Push for services that meet people’s needs</li> <li>3. Working together better</li> <li>4. Help people and services to use technology in the right ways</li> <li>5. Grow and improve as an organisation</li> </ol> <p>It sets out the ways we will work with the public through our 3 core functions of engagement, representation, and complaints advocacy, as well as ongoing consultation and development of work around service change. It highlights the development of our ways of working on a local, regional, and national level.</p> <p>The plan also considers the ways we will demonstrate our impact to the public, ensuring they are clear on the next steps that have been taken because of their input and cooperation.</p>	



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

Please find the full Strategic Plan 2024-2027 attached for further discussion and consideration of your approval.