

Item: 2

Title: Board Actions and Decision

Date	Action Ref	New Action	Owner	Target Completion date	Status
24.01.24	A24-01-01	Board members agreed that Llais should work collaboratively with its partners to respond to the issues raised in the report around health and social care services.	Chief Executive	April 2024 and ongoing	Completed: Llais Strategy incorporates proposals to take forward a significant programme of collaboration.
24.01.24	A24-01-02	The National Team to provide further information on the diversity of applicants applying for roles within Llais.	Chief Executive/ Strategic Director of Operations and Corporate Services	July 20204	Open: Workforce metrics will be included in reports to the Remuneration and Terms of Service Committee and high-level workforce reports to the Board.

24.01.24	A24-01-03	The Board agreed that further opportunities for members to discuss the development of the strategy should be provided.	Ben Eaton	April 2024	Completed: The Board has been engaged in a series of discussions regarding the development of the Strategy.
24.01.24	A24-01-04	An update will be provided to the Board on the development of a values and behaviours framework.	Ben Eaton	April 2024	Completed: To be discussed at the April Board Meeting.
24.01.24	A24-01-05	The Board agreed that a 2-stage procurement exercise be carried out to select a supplier to undertake a review of our governance arrangements. Phase 1 to review our high-level governance arrangements and phase 2 to carry out a review of Llais policies and procedures.	Chair/ Chief Executive	March 2024	Completed: Eversheds Sutherland was commissioned to undertake the work. Phase 1 report received at the end of March 2024.
24.01.24	A24-01-06	Further work to be undertaken on the statements for inclusion in the Board effectiveness questionnaire.	Ceri Sullivan/ Richard Bevan	February 2024	Completed: Board Effectiveness Questionnaire finalised and used to inform Board Effectiveness Session in February 2024.

24.01.24	A24-01-07	Rajan Madhok to consider the Bevan Commission report in more detail and report back to the Board.	Rajan Madhok	March 2024	Completed: Report provided at the February Board Development Session.
Date	Action Ref	Actions from Previous Meetings	Owner	Target Completion date	Status
06.10.22	A22-01-12	Contact Welsh Language Commissioner's office about their experience with Cyber security attack.	Ceri Sullivan/ Richard Bevan	31.03.2024	Open: session requested with WLC. Date subject to the Board's annual work programme and the availability of WLC.
06.10.22	A22-01-21	Draft narrative about the general direction the Llais would like to go in. This would be shared with the Minister and our people for comment.	Medwin Hughes / Alyson Thomas	30.03.2024	Completed: Llais Draft 3 Year Strategy developed and to be approved at a Llais Board Meeting on the 22/04/24.
31.01.23	A23-01-11	Amend section related to complaints about CHCs from the complaint's procedure in April 2024.	Ceri Sullivan/ Richard Bevan	24.04.2024	Open: This will be considered by Tim Arwain.



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22.03.23	A23-03-09	Work with local authorities and NHS bodies to further develop the cooperation arrangements document.	Llais Regional Directors	31.03.2024	Open: arrangements are progressing well. Regular reports given at Tîm Arwain for assurance.
22.03.23	A23-03-13	Head of IT and Infrastructure to review security policy within the first 3 months of operations.	Head of IT&I	31.03.2024	Open: IT implementation is ongoing, but a programme of continuous security testing/evaluation is in place and a recent report has been given to Audit and Risk Assurance Committee.
26.07.23	A23-05-02	The Board noted the expected timeline with the establishment of the Llais IT systems and asked that this was kept under review.	Angela Mutlow	24.01.2024	Open: the establishment of IT systems is regularly reviewed. Please see above.
26.07.23	A23-05-06	Produce summary and easy read version of the 'Our first 100 days' report for publication.	Ben Eaton	24.01.2024	Open: due to resource pressure this hasn't been completed but positive feedback has been received on full document.

Date	Decision Ref	New Decision	Review Date
24.01.24	D24-01-01	The Board agreed the additional cyber security risk and change in focus of volunteer's risk within the Corporate Risk Register.	Completed.
24.01.24	D24-01-04	The Board agreed the proposed approach to the board effectiveness review process.	Completed.