

Llais,
33-35 Heol y Gadeirlan,
Caerdydd,
CF11 9HB

Llais,
33-35 Cathedral Road,
Cardiff,
CF11 9HB



Reference: LLAIS FOI-2024-002

13th September 2024

Dear [REDACTED],

YOUR REQUEST FOR INFORMATION

Thank you for your request for information which you kindly sent to us on 21 August 2024.

You asked for:

- 1) what was the cost of the marketing materials that are distributed at events where Llais collects information? I refer to the cloth bags, ball, pen, etc. that are overprinted with the Llais logo.**
- 2) please can I be informed of specific cases where there has been a substantial, tangible outcome of the many services requested by the public through Llais information gathering. For example, more dentists has been recorded as a high priority. Has this information led to more dentists in Wales?**

We have handled your request under the Freedom of Information Act 2000, and I should be grateful if you find our response below.

Cadeirydd / Chair: **Athro / Professor Medwin Hughes, DL**

Prif Weithredwr / Chief Executive: **Alyson Thomas**

E-bost / E-mail: **enquiries@llaiscymru.org**

Ffôn / Tel: **02920 235558**

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg. Os byddwch yn ysgrifennu atom yn Gymraeg, byddwn yn ateb yn Gymraeg. Ni fydd hyn yn arwain at oedi wrth ymateb i'ch gohebiaeth.

We welcome correspondence in Welsh and English. If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

Our response

We hold some of the information you have requested. The information we hold is set out below.

To date, Llais has spent £75,958.72 for marketing materials that are distributed (or are yet to be distributed) at events since our organisation launched in April 2023.

As this has been the first 17 months that we have been in operation, this cost is much higher than we anticipate spending for future years as we have needed to quickly raise the profile of the organisation with the public, plus we still have a stock of the marketing materials available for the year ahead.

The materials purchased have been for use by all 7 of our regional teams across Wales in their day-to-day activities, plus they have been distributed at local, regional and the national events we have attended and hosted e.g., Royal Welsh Show, Pride, National Eisteddfod, Llais National Conference. In our first year we engaged with over 26,000 people.

We find that having something to give people in return for the time they give us sharing their views is an effective way to encourage more responses.

We chose the supplier and items based on value for money and our experience of what people have asked us for at events. People who have engaged with Llais have fed back that these are useful items.

Also, items such as bags serve to promote our service more widely in communities and raise awareness of Llais, helping us to reach and hear from more people in Wales.

Regarding outcomes from our work, our first year of operation focused on building relationships with both the public and organisations and listening to their experiences to provide an evidence base for our work.

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Llais exists to make sure the views and experiences of the people of Wales are used by decision-makers to plan and deliver better health and social care services. We have legal powers of representation under the Health and Social Care (Quality and Engagement) (Wales) Act. We have represented the views we have heard from citizens by engaging with decision makers in health and social care e.g. Health Boards, Local Authorities, and other organisations. By law, they must let us know what they plan to do with the information that we have shared.

In our first year we have shared what we have heard in 159 representations made to decision makers, including Health Boards and local authorities, and we will keep a close eye on how this makes a difference for people as these services respond.

We have been involved in 143 service changes and 17 national consultations, feeding in what the communities of Wales are saying to help shape their services.

Our 518 engagement activities and 71 on-site health and social care premises visits have successfully led to us building relationships and gaining valuable insights into people's experiences of health and social care in Wales.

Through Llais representation at 234 formal meetings/networks we have ensured that the voices of citizens have been considered by a broad range of organisations across the country.

We also provide a free complaints advocacy service, supporting people to raise a concern about the NHS (National Health Service) or social care services. In our first year we helped people to raise 1,510 formal complaints, helping to put things right for them and, in some cases, influencing changes to services in the future.

We are unable to tell you whether or not Llais's work has led to more dentists in Wales, but dental services are one of our all-Wales strategic priorities as it is one of the most frequently raised issues with our teams. We have recently completed research on the topic (due for release in the

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Autumn) to identify the specific experiences of different regions, communities and any existing areas of good practice that can be built upon. We will then share our findings with relevant organisations and discuss potential solutions to the issues identified.

You might be interested to read our National Conversation: [Llais Strategic Plan 2024-2027](#) which sets out both our all Wales and our regional priorities based on what we have heard in our first year of operation, and our plan for the year ahead [Llais Annual Plan 2024-2025](#).

Next steps

You can ask for a review to our response. Should you wish us to carry out a review, please let us know within 40 working days.

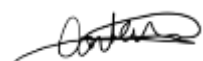
If you are still dissatisfied after our internal review, you can complain to the Information Commissioner's Office. You should make complaints to the Information Commissioner's Office within 6 weeks of receiving the outcome of an internal review. You can make a complaint in different ways. These include:

- through its website www.ico.org.uk/foicomplaints
- by post at:

Information Commissioner's Office

Wales 2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Yours sincerely



Kirsty Contreras-Stacey
Governance Officer

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