

Item: 25-09-16

Name of the Committee:	Audit and Risk Assurance Committee
Chair of the Committee:	Karen Lewis
Reporting Period:	Meeting held on 10 September 2025
Key decisions and matters considered by the Committee	
Committee Meeting – 10 September 2025:	
<p>Customer Relationship Management System (CRM): The committee received an update report on a recent incident that had occurred with the testing and development of our CRM system. The issue that had arisen had been successfully resolved and arrangements put in place to make sure that this did not recur. There had been no data breach with the system, and anyone affected by the incident have received reassurance and any support required. The committee was also reassured that the organisation's arrangements to handle such incidents had worked well with good briefing for the Board and staff and advice taken from the Information Commissioner's Office, as required.</p> <p>Additional assurance session report: The Committee received a report from an additional assurance session held between the committee and representatives of a company who had undertaken an independent assessment. The report confirmed the outputs of the review, which included a further action plan to build on the progress made. This plan also included suggested development of some additional policies and plans. The committee welcomed update, the positive progress made and supported the next stage plans. Progress would be monitored via the Executive Team and routine reports provided to the committee.</p> <p>Information governance framework and policies: The committee received an update on work that had been undertaken over the summer to review and update, where required, the existing Llais information governance framework. Additional policies were also being developed in new key areas such as the use of artificial intelligence. Further work on the framework was required, and it was agreed that updates and endorsement would be sought from the committee in preparation for Board approval in November 2025.</p> <p>Business continuity progress report: The committee heard that Llais had established an overarching, organisation-wide Corporate business continuity plan. This strategic document was also supported by individual departmental business continuity plans and incident</p>	

response plans, which provided tailored continuity measures for each operational area.

The corporate business continuity plan included responsibilities and communication arrangements for Llais, including the Board. The committee supported the arrangements that were being made and agreed to receive a copy of the document outside the committee for consideration and noted that it would need to go to the Board for approval in September 2025.

Welsh language annual report: The committee received a report on progress of the organisation against its responsibilities for promoting the Welsh language in all that we do and increasingly to make sure that we undertake our business through the medium of Welsh.

Good progress was noted through the self-assessment which showed positive progress in overall compliance. Whilst there were still areas of required growth the improvements made were encouraging. It was confirmed that the ongoing actions for 2025/2026 alongside regular monitoring and reflective practice should increase confidence and provide further assurance in the future. The committee considered the first annual report and endorsed it for approval by the Board in September 2025.

Internal Audit update: Internal Audit reported that the 2025/2026 plan approved at the last meeting of the committee was progressing well with the first audit nearing completion. Also, other audits were due to start in quarter 3 with a view to the final reports being submitted to the committee in December 2025.

Audit Wales update and progress with the Annual Report and Accounts 2024/2025: Audit Wales reported that good progress had been made with the finalisation of the audit of the draft annual report and accounts. Regular liaison had taken place with Llais with no major issues of concern noted at this stage. The Board Secretary added that the final documentation and the report from Audit Wales were on track to come to a special meeting of the committee on the 30 September in readiness for consideration and approval by the Board at a special meeting on the 5 November 2025.

Audit Tracker: The committee noted that further actions from the tracker had been completed. A small number of actions/recommendations remained to be completed with some overdue the initially assessed deadline date. However, the Executive

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Team had fully assessed each action and had provided updates and a revised completion date, which the committee and internal audit supported. The committee highlighted that should any further extension be required that further justification and approval would be required. However, good progress was noted, and the additional commentary/position statements were welcomed.

Risk report: A narrative risk report was received by the committee as requested. The committee welcomed the report and its format as providing a clear view of how risks were being assessed and managed across Llais. Good progress was noted with the redesigning and updating the network of risk registers across Llais and also enhanced reporting arrangements. A new Governance and Risk Manager had been appointed and started in August, and this had brought a renewed focus to this area of work. It was also agreed that the planned risk workshop would now take place in the New Year.

Information requests: The committee for assurance received a report on the management of information requests including Freedom of Information requests and subject access requests under the Data Protection Act. The requests received since April 2025 had all been responded to and within the statutory deadlines.

Matters requiring Board level approval or consideration

- First Welsh language Annual Report for approval by the Board.
- Business continuity plans (to be taken in-committee by the Board due to the sensitive nature of the content).

Other matters

The committee noted that the Strategic Director of Operations and Corporate Services would be leaving Llais for a new role in October 2025. The committee sought assurance on management structure, cover and recruitment arrangements. Assurance was given that arrangements were in place and discussions would be held with the Board at its September meeting.

Planned committee business for the next reporting period

The committee will continue to focus on its planned programme of work including receipt of the first internal audit report from the 2025/2026 programme. The next meeting of the committee on the 30 September will focus on finalisation of the annual report and accounts to recommend for Board approval.

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Date of the next meetings:	<p>Wednesday 30 September 2025 – additional committee meeting to consider the final draft annual report and accounts.</p> <p>Wednesday 10 December 2025 – regular meeting.</p>
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