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

Board Meeting – In Public
Wednesday 05 November 2025
09:30am

Venue: Zoom

Members:	
Medwin Hughes	Chair
Alyson Thomas	Chief Executive
Bamidele Adenipekun	Non-Executive Member
Jack Evershed	Non-Executive Member
Karen Lewis	Non-Executive Member
Mair Gwynant	Non-Executive Member
Rajan Madhok	Non-Executive Member
Jason Smith	Non-Executive Member
Mwoyo Makuto	Associate Member
Apologies:	
Grace Quantock	Deputy Chair
In attendance:	
Richard Bevan	Corporate Director of Governance and Board Secretary
Ben Eaton	Strategic Director of Organisational Strategy and Engagement
Angela Mutlow	Corporate Director of Operations
Israa Mohammed	Representative of the Aspiring Board Member Programme
Katie Holliday	Director of Finance
David Williams	Audit Manager, Audit Wales
Karla Williams	Governance and Risk Manager

1.0 Welcome, introductions and apologies

1.1 The Chair welcomed everyone to the meeting and extended a warm welcome to the new non-executive member, Mair Gwynant who was attending her first Board meeting.

1.2 David Williams, Audit Manager from Audit Wales was also welcomed and thanked for the work he had done with the organisation on the Annual Report and Accounts.

1.3 Apologies were noted above.

2.0 Declarations of interest

2.1 There were no new additional declarations of interest received.

3.0 Audit Wales – Audit of Accounts report – Citizen Voice Body for Health and Social Care, Wales (Llais)

3.1 David Williams presented the report and confirmed that the content had been agreed with the Executive Team of Llais. The report had also been discussed and agreed in the Audit and Risk Assurance Committee on 30 September 2025.

3.2 It was noted that any outstanding tasks and audit processes were now completed with positive assessment, and therefore, Llais was being issued with an unqualified opinion.

3.3 There were no significant matters to report. The report did include 2 issues which needed further improvement. These were about the quality and availability of some of the working papers, and the year-end declaration of interest process. In both cases it was recognised that year on year improvements had been made to these processes. The detailed recommendations were provided in Appendix 5 of the document.

3.4 In conclusion, it was reported that the Annual Report and Accounts were on track for certification by the Auditor General, subject to approval by the Board, and receipt of the signed Annual Report and Accounts and signed letters of representation. These would be processed following the meeting with the documentation presented to the Auditor General.

A25-11-01: The Corporate Director of Governance/Board Secretary and the Audit Manager to liaise to finalise the documentation in readiness for signing and certification. **Action**: Richard Bevan and David Williams.

4.0 To receive the recommendation for approval of the Annual Report and Accounts from the Audit and Risk Assurance Committee

4.1 The Chair of Audit and Risk Assurance Committee confirmed that in the meeting on 30 September 2025, minor issues/amendments were discussed and agreed to be completed to the documentation, but that these were not seen as significant changes at the time.

4.2 Board members thanked everyone involved in the production of the Annual Report and Accounts for 2024/2025, as well as the contribution made by everyone at Llais whose day-to-day activities and impact were reflected in the performance aspects of the report. It was noted that the process for production of the Annual Report and Accounts had been smoother this year.

4.3 The Chief Executive reported that arrangements had been made via the Executive Team to discuss and reflect on the recommendations to ensure they're taken forward. Also, a review meeting with Audit Wales had been organised for early December to review the arrangements for 2024/2025 and to plan for next year's Annual Report and Accounts.

5.0 To approve the Annual Report and Accounts and undertake the required signing of document

5.1 The Chair expressed appreciation for the open and honest engagement from colleagues over the process, acknowledging that the organisation was still relatively young, and welcoming the contributions from Board members and colleagues who had been actively involved in the process.

5.2 Non-Executive members commented that the design and content of the Annual Report showed how Llais had clearly placed the people of Wales at its heart, was easy to read, accessible, well structured, and showed impact. The Board thanked everyone who contributed to the design as well as the content of the Annual Report and Accounts.

5.3 It was asked if a summary document would be produced and particularly how we could reach younger people. The Strategic Director of Organisational Strategy and Engagement confirmed that the report's contents would be shared with the public in a wide range of targeted and accessible ways, e.g. including videos, as part of a clear communication plan covering the coming weeks and months.

5.4 The new Non-Executive Member shared that reading the document report was a pleasure. It brought together everything that had been highlighted during her induction. A further suggestion for future reports was to consider expanding the focus on intergenerational impact and links to the Well-being of Future Generations Act.

5.5 The member of the Aspiring Board Member Programme's reflected that the documentation was very engaging, and it would be beneficial to think for future reports on our further engagement with younger people. The information about engagement with different communities was very helpful and that too could be built upon in the coming year.

5.6 The Chief Executive as Accounting Officer noted that the document reflected well the development journey the organisation had been on since it was set up and became operational in 2023. It was suggested that the introduction of new ways of working within the organisation were helping to shape a distinct "Llais way.", noting that there was still more to do in terms of development and improvement.

5.7 The Chief Executive added a final note of appreciation for the Corporate Director of Governance/Board Secretary, acknowledging his leadership in the development of the document and the steering of the process by bringing teams together to produce the report. This collaborative approach had made the process much smoother again this year.

5.8 The Strategic Director of Organisational Strategy and Engagement thanked everyone for their positive feedback and confirmed he would pass the comments on to the team, with recognition particularly for the Welsh Language and e-Communications Officer who had used her significant skills in design and development work to deliver the final design. Looking ahead, a 6-month "What we have heard" report would be produced for consideration by the Board at a future meeting.

5.9 Picking up on earlier feedback, it was confirmed that the Annual Plan 2026/27 currently under development would include a stronger focus on working with children and younger people with a dedicated programme of work planned for launch in April 2026.

5.10 It was also noted that while the Well-being of Future Generations Act was referenced in the report, its presence was more implicit than explicit. This would be addressed in the planning for next year's report to ensure clearer alignment with the requirements of the Act.

5.11 The Board formally approved the Annual Report and Accounts.

6.0 Any other business

6.1 There was no other business discussed.

7.0 Dates of the next meeting

7.1 The next scheduled in-public Board meeting would be held on Wednesday 19 November 2025 at 9:30am, in Cardiff.

The meeting concluded at 09:53. The Chair thanked all involved in preparing the papers, presentations and contributing to the Board meeting.