

Item: 10

Title: Our people update

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| Gweithredu / Action required | For information |
| Amseru / Timing | Routine |
| Argymhelliad / Recommendation | That the Board receives and note the contents of this report. |
| Risg / Risk | CR1 – People and skills – ensuring that we retain and acquire the skills mix in key areas to ensure we deliver the best services. It also aligns with Risk Appetite RA8 – an eager appetite to help our people do things differently and better. |
| Cyllid / Finance | There are no financial implications of this report. All vacant and replacement roles are budgeted. |
| Amcan Cynllun Corfforaethol / Corporate Plan Objective/Amcan Rhaglen/ Programme objective | Objective/priority area 5 - to grow and improve as an organisation. As linked to the Llais Strategy for 2024-2027 – which highlights the ambition to evolve to become a mature, well-run, trusted, and ambitious organisation. |
| Ecwiti, Amrywiaeth a Chynhwysiant / Equity, Diversity & Inclusion | We are committed to ensuring equity, diversity, and inclusion features in all we do with our people at Llais. These factors are reflected as appropriate within the matters being reported on. |
| Cyfathrebu / Communications | Please tick one of the following boxes if this activity will have an impact on: Internal: our people <input checked="" type="checkbox"/> External: our customers/partners/stakeholders <input checked="" type="checkbox"/> External: our organisation’s reputation <input checked="" type="checkbox"/> |
| Cymeradwyaeth / Approval/Clearance | Alyson Thomas, Chief Executive |



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

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|---|---|
| Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions | The Board has received a report on workforce and people matters at each Board meeting. The contents of this update are supplemented by the accompanying People Quarterly Dashboard. |
| Awdur/ Cyflwyno / Author/presenting | Director of People, Well-being and Organisational Development |
| Dyddiad / Date | 07 May 2026 |
| Cefndir / Background | |
| <p>This report is to update Board on the progress of key workforce and people matters. This includes updates on recruitment, learning and development, health and safety and organisational development activities.</p> | |
| Manylion / Detail | |
| <p>People team</p> <p>Since our last update, we have had Executive approval to recruit a Learning and Organisational Development Partner on a 12-month fixed term contract. This role will lead on a number of organisational development priorities, central to priority 5 of the annual plan including a beginning to end recruitment review, the review and strengthening of our organisational induction arrangements and an analysis of our organisational learning needs to support delivery of our strategy and plans.</p> | |
| <p>Recruitment</p> <p>Since the last report to Board, we have appointed to 2 key Regional Head of Advocacy and Engagement roles in Neath Port Talbot and Swansea and West Wales regions. Both appointees have now taken up their positions on a permanent basis.</p> <p>The 5 new roles previously agreed by the Board are being progressed. 1 has been recruited to (Complaints Advocate – West Wales), 1 is currently awaiting job evaluation (Finance Officer – National team), and the remaining 3 new role descriptions are in development.</p> <p>A reframed role of Administrative Support Officer covering both complaints advocacy and engagement is currently under job evaluation following a successful trial in the Gwent region.</p> <p>Other recruitment activity is below:</p> | |

| Role (Region/Team) | Status |
|---|--------------------------------------|
| Regional Operations Manager (Neath Port Talbot and Swansea) | Interviews scheduled for 15 May 2026 |

Learning and development update

We are working with leads across the organisation to understand learning and development needs. We also continue to receive and consider learning development requests from individuals looking to develop their knowledge and skills.

A working group has been established to build a bespoke development programme for the new Regional Heads of Complaints Advocacy and Engagement.

Opportunities for leadership development, delivered by Academi Wales have been shared with all line managers. This includes a range of different virtual and in person courses, fully funded by the Welsh Government and tailored to those working across the public sector.

Once recruited, the new Learning and Organisational Development Partner will lead on the development of an organisational knowledge and skills framework and learning needs analysis exercise to identify and respond to our learning and development priorities across all of our roles.

Health and safety review

Progress continues with an external comprehensive review of our health and safety arrangements.

Site inspections have been completed in the Cwm Taff Morgannwg region and are currently in process in both Gwent and the Cardiff and Vale of Glamorgan regions.

Quarterly dashboard

The quarterly dashboard for the period January to March 2026 is available to view in Appendix 1.

Argymhellion/ Recommendations

The Board is asked to note the report.