



# Health and Social Care (Quality and Engagement) (Wales) Act 2020

2020 asc 1

## PART 4

### THE CITIZEN VOICE BODY FOR HEALTH AND SOCIAL CARE

#### *Establishment and general objective etc. of Citizen Voice Body*

#### **12 Establishment of Citizen Voice Body**

- (1) The Citizen Voice Body for Health and Social Care, Wales (referred to in this Part as “the Citizen Voice Body”) is established as a body corporate.
- (2) Schedule 1 makes provision about the Citizen Voice Body’s constitution and related matters.

#### **13 General objective**

- (1) The Citizen Voice Body’s general objective, in exercising its functions, is to represent the interests of the public in respect of health services and social services.
- (2) For the purposes of achieving that objective, the Citizen Voice Body must seek the views of the public, in whatever way it thinks appropriate, in respect of health services and social services.
- (3) In making arrangements to comply with subsection (2), the Citizen Voice Body must in particular have regard to the importance of ensuring, where appropriate, face-to-face engagement between its staff, or any other persons acting on its behalf, and any individuals from whom views are being sought.

#### **14 Public awareness and statement of policy**

- (1) The Citizen Voice Body must take steps to promote public awareness of its general objective and of its functions.
- (2) The Citizen Voice Body must prepare and publish a statement of its policy setting out how it proposes to—
  - (a) promote awareness of its functions, and
  - (b) seek the views of the public for the purposes of its general objective.
- (3) The statement of policy must in particular specify how, in exercising its functions, the Citizen Voice Body proposes to ensure that—
  - (a) the Body represents the interests of people in all parts of Wales,
  - (b) the Body is accessible to people throughout Wales, and
  - (c) members of the Body’s staff and any other persons acting on the Body’s behalf are able to engage effectively with people throughout Wales.