

A new advocacy service helpline for Cardiff and the Vale of Glamorgan

ProMo-Cymru has developed a new advocacy service helpline to support citizens living in Cardiff and the Vale of Glamorgan to have a voice and a choice when it comes to social care support services, particularly as defined by the [Social Services and Well-being\(Wales\) Act \(2014\)](#).

Introducing Cardiff and Vale Advocacy Gateway (CVAG)

Intended to be the first port of call, this free telephone helpline can be contacted on 0808 801 0577 for advocacy-related information, advice and assistance. CVAG is open Monday to Friday, 9am to 5pm. It is staffed by a highly skilled professional team of Helpline Advisor Advocates.

The service is available to residents aged over 18 who may need help to have their views heard, be in control and/or understand their options in relation to services they are receiving, or think they may need, around social care support. Carers and practitioners can also contact the service if they have any concerns about an individual who receives the above.

Other important partners in this development are [Age Connects](#), [Advocacy Matters \(Wales\)](#) and [Diverse Cymru](#).

Andrew Cole, Operational Manager at Vale of Glamorgan Council explains; “It is great to have a simple and accessible gateway to advocacy in Cardiff and the Vale of Glamorgan. The gateway allows anyone to talk about their advocacy needs without having to first think about which organisation to contact.”

How CVAG helps

The Helpline team can help:

- Establish what matters and is important to the caller. Make sense of their situation and their needs. Explore options regarding any identified social care/support needs.
- Access and understand information that is relevant to their situation. Understand how to navigate any planning, review and decision-making processes.

- Reach the most appropriate destination as quickly and efficiently as possible, whether through direct representation or referral/signposting to face to face independent professional advocacy, other advocacy, or other support services.

The benefits

The model and pathway are unique; in addition to helping the individual concerned, there are other benefits too:

- promote a better and wider understanding of advocacy
- engage with a wider audience resulting in a wider take up of advocacy where needed
- facilitate collaborative working and networking among advocacy service providers

Stephanie Hoffman, Head of Social Action at ProMo-Cymru, said; “Our expertise in developing and delivering online and digital information, advice, assistance and advocacy services, along with our reputation in valuing people’s rights, made us the perfect choice to develop and deliver this new service for Cardiff & the Vale of Glamorgan.”

Further information and printed materials

If you would like further information or would like to request printed materials on the Cardiff and Vale Advocacy Gateway, please visit www.cvag.cymru, e-mail socialaction@promo.cymru or call ProMo-Cymru on 02920 462 222.

For further information and resources on advocacy and the Social Services and Well-being (Wales) Act 2014, please visit:

- [Social Care Wales Learning Hub](#)
- [Part 10: Code of Practice \(Advocacy\)](#) within the Social Services and Well-being (Wales) Act 2014
- [Golden Thread Advocacy Programme](#)

#END#

(WELSH BELOW)

Llinell gymorth gwasanaeth eiriolaeth newydd ar gyfer Caerdydd a Bro Morgannwg.

Mae ProMo-Cymru wedi datblygu llinell gymorth gwasanaeth eiriolaeth newydd i gefnogi dinasyddion Caerdydd a Bro Morgannwg i gael llais a dewis pan ddaw at wasanaethau gofal cymdeithasol, yn benodol fel y diffinnir yn [Neddf Gwasanaethau Cymdeithasol a Llesiant \(Cymru\) 2014](#).

Cyflwyniad Porth Eiriolaeth Caerdydd a'r Fro (PECF)

Bwriadir i'r llinell gymorth am ddim yma fod yn borth galw cyntaf am wybodaeth eiriolaeth, cyngor a chymorth. Gellir ei gysylltu ar 0808 801 0577. Mae PECF yn agored Llun i Gwener, 9yb - 5yh gyda thîm proffesiynol a phrofiadol o Gynghorwyr Eiriolwyr Llinell Gymorth.

Mae'r gwasanaeth yn agored i breswylwyr dros 18 oed gall fod angen cymorth i sicrhau bod pobl yn gwrando arnynt, i fod mewn rheolaeth ac/neu i ddeall eu hopsiynau pan ddaw at y gwasanaethau derbynnir, neu sydd ei angen, pan ddaw at gefnogaeth gofal cymdeithasol. Gall gofaluwr ac ymarferwyr hefyd gysylltu â'r gwasanaeth gydag unrhyw bryderon am unigolyn sydd yn derbyn yr uchod.

Mae [Age Connects](#), [Advocacy Matters \(Cymru\)](#) a [Diverse Cymru](#) yn bartneriaid pwysig eraill yn y datblygiad yma.

Eglurai Andrew Cole, Rheolwr Gweithredol yng Nghyngor Bro Morgannwg, "Mae'n wych cael mynediad hygyrch a syml i eiriolaeth yng Nghaerdydd a Bro Morgannwg. Mae'r porth yma yn caniatáu i unrhyw un i siarad am anghenion eiriolaeth heb orfod pendroni pa sefydliad i gysylltu ag ef."

Sut gall PECF helpu

Mae'r Tîm Llinell Gymorth yn gallu helpu:

- Sefydlu'r hyn sydd yn bwysig i'r galwr. Gwneud synnwyr o'u sefyllfa a'u hanghenion. Archwilio'r opsiynau yn ôl unrhyw anghenion gofal/cefnogaeth gymdeithasol a nodwyd.
- Deall a chael mynediad i wybodaeth sydd yn berthnasol i'w sefyllfa. Deall sut i lywio unrhyw brosesau cynllunio, adolygu a gwneud penderfyniadau.

- Cyrraedd y cyrchnod mwyaf addas mor sydyn ac effeithlon â phosib, bod hynny drwy gynrychiolaeth uniongyrchol neu gyfeirio/arwyddbostio i eiriolaeth broffesiynol annibynnol wyneb i wyneb, eiriolaeth arall, neu wasanaethau cefnogol eraill

Y buddiannau

Mae'r llwybr a'r model yn unigryw; yn ogystal â helpu'r unigolyn, mae yna fuddiannau eraill hefyd:

- hyrwyddo gwell dealltwriaeth, a dealltwriaeth ehangach, o eiriolaeth
- cysylltu gyda chynulleidfa ehangach fel bod mwy o ofyn eiriolaeth ble mae angen
- hwyluso gweithio cydweithiol a rhwydweithio ymysg darparwyr gwasanaethau eirioli

Dywedai Stephanie Hoffman, Pennaeth Gweithredu Cymdeithasol ProMo-Cymru; "Mae ein harbenigedd yn datblygu ac yn trosglwyddo gwasanaethau gwybodaeth, cyngor, cymorth ac eiriolaeth ar-lein a digidol, ynghyd â'n henw da yn gwerthfawrogi hawliau pobl, yn golygu ein bod yn berffaith ar gyfer datblygu a throsglwyddo'r gwasanaeth newydd yma ar gyfer Caerdydd a'r Fro."

Gwybodaeth bellach a deunyddiau wedi'u hargraffu

Am wybodaeth bellach am Borth Eiriolaeth Caerdydd a'r Fro neu i wneud cais am ddeunyddiau wedi'u hargraffu ymwelwch â www.pecf.cymru, e-bostio socialaction@promo.cymru neu alw [ProMo-Cymru](tel:02920462222) ar 02920 462 222.

Am wybodaeth ac adnoddau pellach ar eiriolaeth a'r Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 ymwelwch â:

- [Hyb Dysgu Gofal Cymdeithasol Cymru](#)
- [Rhan 10: Cod Ymarfer \(Eiriolaeth\) o fewn Deddf Gwasanaethau Cymdeithasol a Llesiant \(Cymru\) 2014](#)
- [Rhaglen Eiriolaeth Edau Euraidd](#)

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