welsh women's aid newsletter
lloches
cylchlythyr cymorth i fenywod cymru
Spring 2004

Your new newsletter - raising awareness and an aid to better communication

Dear Colleagues, welcome to the first edition of the revived newsletter, 'Lloches' - in English, 'Refuge'.

Its role is both to share with you the work that we do and also to encourage you to share your news and views with us and other members of the WWA 'family'.

Over the past few months, WWA have participated in a wide range of events and conferences, making presentations, giving speeches, or facilitating workshops.

Our aim is constant: to raise awareness of domestic abuse as an issue on the national level and maintain WWA's profile as the leading professional organisation in the field of domestic abuse.

Every day we lobby political organisations, respond to media enquiries and work with other key agencies to ensure that this message gets across.

This is a time of both great challenge and considerable opportunity for WWA. Twenty five years of campaigning has put domestic abuse on the map as a mainstream political issue, and we now have a golden chance to influence policy-making at all levels. However, to make the most of this chance we must focus not only on the message itself, but also on getting it to the people who need to hear it in a timely and effective manner.

We are committed to renewing WWA to fulfil this

opportunity, a process that has already started at the Governance Conference.

Communication, internal and external is at the heart of this challenge and 'Lloches' will, we hope, provide an additional avenue for us to talk to each other in support of our common goals.

Sian James
Director - Welsh Women's Aid

Welsh Women's Aid is the leading provider of services aimed specifically at helping vulnerable women and children who are experiencing domestic violence and abuse in Wales.

Welsh Women's Aid is the national umbrella organisation with a membership of 31 local Women's Aid Groups situated throughout Wales.

Welsh Women's Aid campaigns and lobbies at a national and international level on issues relating to domestic violence and abuse.

New arrivals bring skills and experience to the WWA team

Over the past few months there have been several new arrivals at WWA.

In Cardiff, **Meriel Sykes Newton** was the first to arrive in December 2003 as Training Co-ordinator from Vale of Glamorgan Women's Aid where she was Education and Training Officer. Her background is in higher education where she has many years' experience as a lecturer.

Eleri Shaw arrived in January 2004 as Team Administrator, she had previously been employed in a similar administrative role at the Trades Union Congress in Cardiff.

Victoria Francis joined us as Media Co-ordinator in February 2004 on a temporary three-month contract. Victoria has over a decade's experience in public relations and communications, most recently at the Royal Mint.

In Rhyl **Donna Taylor** joined the team as Administrative Support Worker in November 2003, she had previously worked in a similar role at a local estate agent.

Tracey Sutton, our new Housing Worker arrived from Flintshire County Council in January 2004, where she had worked as a Housing Officer.

In addition to new staff there is one change in the role of existing staff with **Wendy Roberts** becoming Team Co-ordinator.

The Wales Domestic Abuse helpline now also has its full complement of staff, details can be found in the Helpline update, inside this issue.

www.welshwomensaid.org
Helpline: freephone 0808 80 10 800 (8am - 2pm and 8pm - 2am)

WWA training: your views still sought

We have already received feedback on the proposed programme of WWA training that was circulated to groups.

Since we need to start putting dates, times and venues together, all feedback must be with us by the end of March.

We cannot guarantee that any feedback after this date will be incorporated into this year's programme, although we will, of course, take it into account when planning future training.

All feedback should be sent to Meriel Sykes Newton at the Cardiff office or by email to meriel@wwatraining.fsnet.co.uk.

0808 80 10 800

New freephone helpline: launched in April and up and running now!

The Helpline has now gone live: we started its operation at the beginning of April.

Sasha Williams, our Helpline Co-ordinator explains: "We now have a helpline number 0808 80 10 800 and confirmed hours of operation, namely 8am to 2pm and 8pm to 2am daily.

"Staff have had an intensive Call Worker Training Programme, covering everything from listening techniques to sessions with key agencies and an in-depth review of the effects of domestic abuse.

"This will help equip them with the full range of skills and knowledge they need to answer calls sensitively and effectively.

"We have received a lot of interest from people wishing to volunteer for helpline work and our first community recruitment initiatives for unpaid workers are about to begin.

"We hope to start training suitable workers very soon," says Sasha.

"We are also putting together information and publicity materials about the Helpline, to be distributed throughout Wales in a wide selection of locations from police stations and social services departments to health centres, community venues, libraries and, of course, Women's Aid groups.

"In tandem with 'going live' on in April we have developed plans for our official launch and Open Day on May 6th.

"We hope that this event will be attended by several distinguished guests, and will let you have more detail in due course."

The Helpline now has a full staff complement. They are:

Katherine Moseley - Training Co-ordinator

Carolyn Page - Unpaid Worker Co-ordinator

Rhian Lewis - Finance and Statistics Co-ordinator

Eirian Lloyd-Thomas - Ukrefugesonline and Administration Co-ordinator

We also have five dedicated Call Workers - **Eleri Jones, Pat Davies, Marian Edwards, Gwenlli Haf Evans** and **Carys Meurig Parry**.

"We will update everyone on all our plans for the development of the helpline and its official launch on May 6th", Sasha adds.

● The helpline team

Conference feedback on the triple challenge now facing WWA

By now all groups should have received a copy of the notes and preliminary action points that we have received from conference facilitators, Margaret Jones and Rosanna Duncan.

The consensus from the event, where delegates from many groups contributed to the wide-ranging debate, was that WWA must refine its structure and clarify its aims and objectives to raise the awareness of domestic abuse issues nationally, to enable better communication with groups and to maximise participation by members.

Sian James comments: "The fact that virtually every Women's Aid group in Wales was represented at the Conference gives us confidence that we can renew WWA in a way that truly reflects the needs and aspirations of our members."

"This initial report will now go to the Management Committee for their consideration and a fuller document outlining possible ways forward will be circulated to groups in late May for consultation, the ultimate goal being to define a new constitution and structure, to be voted on at WWA's Annual General Meeting in September"

"We look forward to hearing your further contributions to the ongoing debate."

> "Women's Aid groups have a proud tradition of innovation and service but to maintain this the movement has to be ready to answer questions posed."

Nothing will be taken out of the grant pot promises assembly official

***Paul Webb**, the head of Supported Housing Branch in the Welsh Assembly has written this article for Lloches...*

The Supporting People Revenue Grant (SPRG) replaced Transitional Housing Benefit for funding costs in women's aid refuges.

Here he takes stock of the last 12 months and suggests some of the issues for the future.

Nearly 12 months into Supporting People it is time to take stock.

I believe that it has been a significant boost to supported housing services for women fleeing domestic violence in Wales. Many Women's Aid groups have grasped the nettle and attracted new funds to stabilise existing provision and provide new services to increase the range of what is available to vulnerable women and their families.

The total Supporting People budget now stands at £140 million. We are already seeing the green shoots of some of our principal policy objectives.

Local authorities have increased their expertise in supported housing through the Supporting People teams and, while not totally complete, Supporting People Operational Plans are already a vast improvement in strategic planning for domestic abuse and other services.

With the final calculation of transitional protection commitments we are at the end of one chapter of implementation. Local groups are currently responding to the initial review process, the starting point for the next stage, ensuring we spend the money wisely.

The reviews will establish service specifications against which tariffs are awarded.

I appreciate that there is significant concern about the impact of the published tariffs on Women's Aid projects.

I must, therefore, re-iterate our commitment that nothing will be taken out of the SPRG pot.

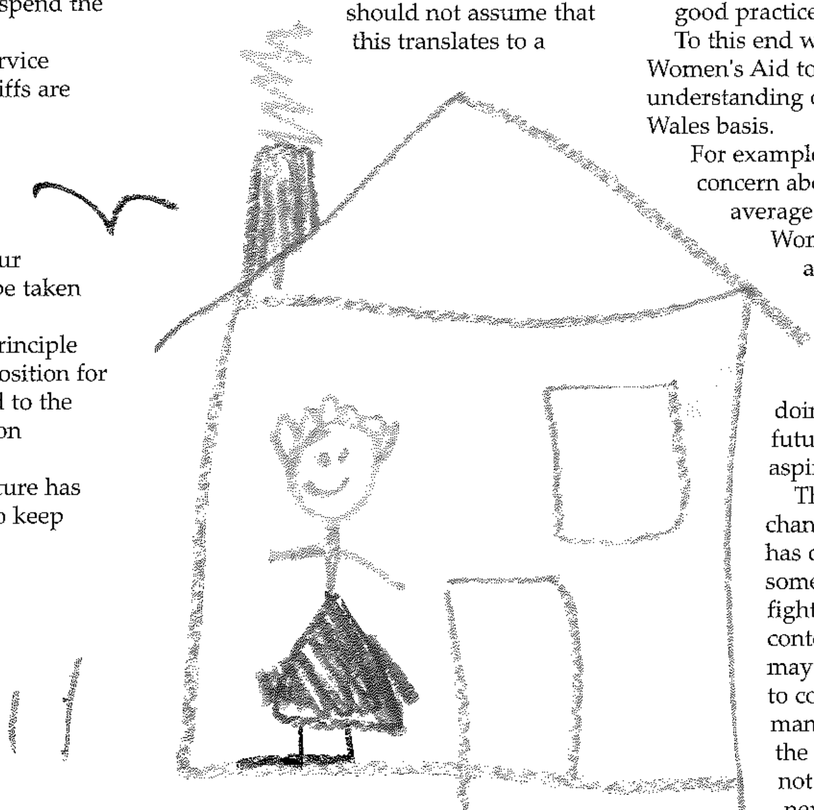
We intend to maintain this principle despite the overall budgetary position for Supporting People that has lead to the freezing of transitional protection commitments.

The developing financial picture has both required and enabled us to keep tariff levels under review and ensure, before the final tariffs are published by the end of March, that they properly fund the services we want delivered.

In particular we will consider the highest intensity services, which may not have been well served by the specifications and tariffs as they stand. We must however recognise the pressure on Supporting People that arises from an unexpected rate of growth in spend.

This requires us, and you, to actively demonstrate the value that arises from Supported Housing provision, and its benefit in other policy areas.

Tariffs are intended to assure value for money. They will not fund projects that provide identical services at higher costs than their peers. While no-one should doubt the strength of the Assembly's commitment to services for women fleeing domestic violence, but they should not assume that this translates to a commitment to any particular service provider.



Women's Aid groups have a proud tradition of innovation and service user focus in service delivery, but to be able to maintain this tradition within the new realities of Supporting People, the movement as a whole has to be ready to answer the questions posed.

To be ready the Women's Aid movement must be able to:

- assure and demonstrate quality,
- demonstrate that performance matches expectations,
- ensure that the model of service delivery reflects changing realities in the policing of domestic violence and good practice.

To this end we are working with Welsh Women's Aid to develop an understanding of these issues on an all Wales basis.

For example we have a particular concern about the higher than average level of voids in some Women's Aid provision, and are looking for context for this problem that can inform the development of local strategies. It is only by doing so can we ensure that future provision meets our aspirations for service users.

The pace and scope of change in supported housing has caused much concern and some fatigue. The prospect of fighting our corner in the context of budgetary pressure may seem yet another obstacle to conquer, but there are too many opportunities to embed the progress already made to not prepare ourselves for the next set of challenges.

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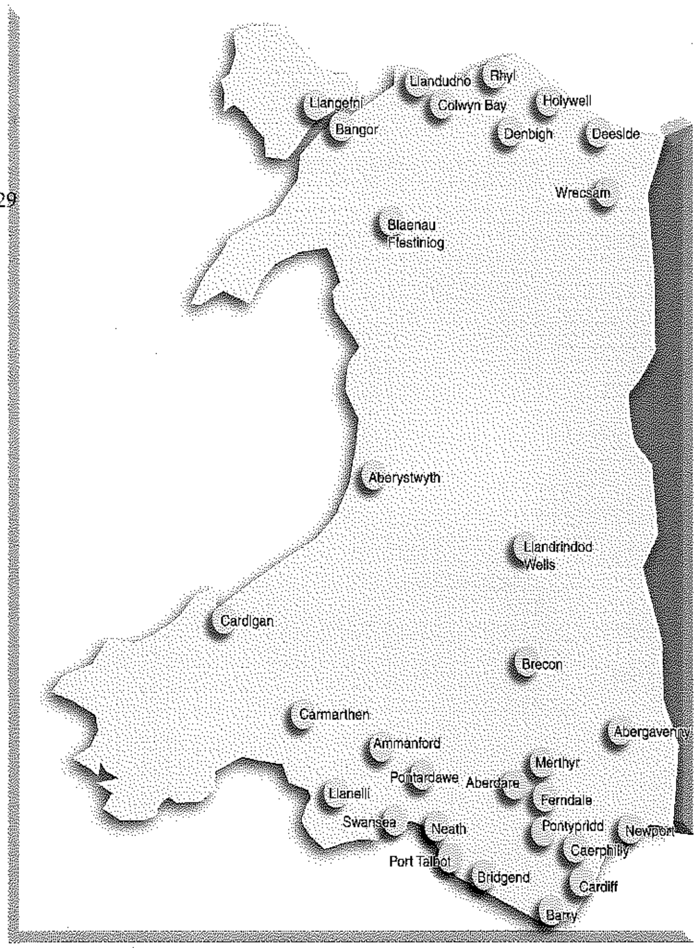

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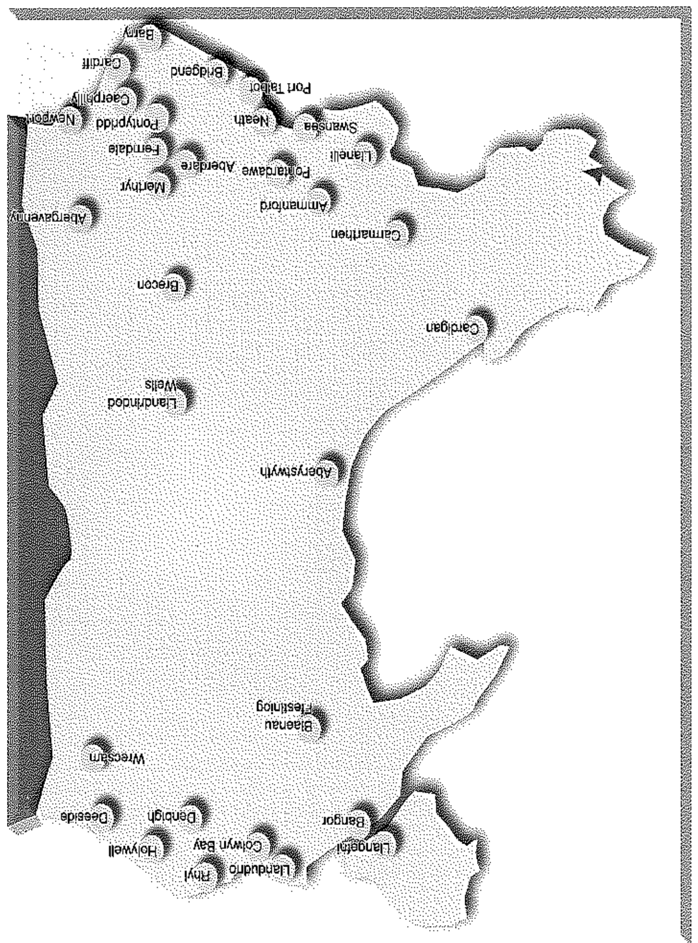

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welsh women's aid newsletter **lloches** cylchlythyr cymorth i fenywod cymru

Gwanwyn 2004

Eich cylchlythyr newydd - yn creu mwy o ymwybyddiaeth ac yn sicrhau gwell cyfathrebu

Annwyl Gydweithwyr, croeso i'r rhifyn cyntaf o'r cylchlythyr 'Lloches' ar ei newydd wedd. Ei nod yw rhannu gwybodaeth am y gwaith yr ydym ni'n ei wneud gyda chi a'ch annog chi i rannu eich newyddion a'ch barn gyda ni a chydag aelodau eraill 'teulu' CFC.

Yn ystod y misoedd diwethaf, mae CFC wedi cymryd rhan mewn amrywiaeth eang o ddigwyddiadau a chynadleddau, gan roi cyflwyniadau ac areithiau neu hwyluso gweithdai.

Mae ein nod yn gyson: sicrhau mwy o ymwybyddiaeth o greulondeb yn y cartref fel pwnc ar lefel genedlaethol a chynnal proffil CFC fel y sefydliad proffesiynol mwyaf blaenllaw ym maes creulondeb yn y cartref. Bob dydd rydym yn lobio sefydliadau gwleidyddol, yn ymateb i ymholiadau gan y cyfryngau ac yn gweithio gydag asiantaethau allweddol eraill er mwyn sicrhau bod y neges hon yn cael ei throsglwyddo. Mae hwn yn gyfnod heriol gyda chyfleoedd sylweddol i CFC.

Mae pum mlynedd ar hugain o ymgyrchu wedi rhoi creulondeb yn y cartref ar y map fel pwnc gwleidyddol pwysig a nawr mae gennym gyfle euraid i ddylanwadu ar lunwyr polisi ar bob lefel. Fodd bynnag, er mwyn gwneud yn fawr o'r cyfle hwn, mae'n rhaid i ni ganolbwyntio nid yn unig ar y neges ei hun, ond hefyd ar ei throsglwyddo i'r bobl sydd angen ei chlywed mewn ffordd amserol ac effeithiol.

Rydym yn ymroddedig i adnewyddu CFC a manteisio ar y cyfle hwn, proses sydd eisoes wedi dechrau yn y Gynhadledd Reoli. Mae cyfathrebu, yn fewnol ac yn allanol, yn ganolog i'r her hon ac rydym yn gobeithio y bydd Lloches' yn adnodd pellach i'n helpu i gyfathrebu gyda'n gilydd i gefnogi ein nodau cyffredin.

Sian James
Cyfarwyddwr - Cymorth i Ferched Cymru

Cymorth i Ferched Cymru yw'r prif sefydliad sy'n darparu gwasanaethau penodol ar gyfer helpu merched a phlant mewn perygl sy'n dioddef o greulondeb yn y cartref yng Nghymru.

Cymorth i Ferched Cymru yw'r sefydliad ymbarel cenedlaethol gydag aelodaeth o 31 o Grwpiau Cymorth i Ferched lleol wedi'u lleoli ledled Cymru.

Mae Cymorth i Ferched Cymru'n ymgyrchu ac yn lobio ar lefel genedlaethol a rhyngwladol dros faterion ym ymwneud â chreulondeb yn y cartref.

Aelodau newydd yn dod â sgiliau a phrofiad i dîm CFC

Yn ystod y misoedd diwethaf mae sawl aelod newydd o staff wedi ymuno â CFC.

Yng Nghaerdydd, Meriel Sykes Newton oedd y cyntaf i gyrraedd fis Rhagfyr 2003 fel Cydlynydd Hyfforddiant, o Gymorth i Ferched Bro Morgannwg ble roedd yn Swyddog Addysg a Hyfforddiant.

Mae ganddi gefndir addysg uwch ble treuliodd lawer o flynyddoedd fel darlithydd. Cyrhaeddodd Eleri Shaw fis Ionawr 2004 fel Gweinyddwraig y Tîm ac roedd wedi bod yn gweithio mewn rôl weinyddu debyg yng Nghyngres yr Undebau Llafur yng Nghaerdydd.

Daeth Victoria Francis atom fel Cydlynydd y Cyfryngau fis Chwefror 2004, ar gytundeb dros dro am dri mis. Mae gan Victoria dros ddegawd o brofiad yn y byd cysylltiadau cyhoeddus ac, yn fwyaf diweddar yn y Bathdy Brenhinol.

Yn y Rhyl, ymunodd Donna Taylor â'r tîm fel Cefnogwr Gweinyddol fis Tachwedd 2003. Arferai weithio mewn swydd debyg gyda gwerthwyr tai lleol.

Daeth Tracey Sutton, ein Swyddog Tai newydd, atom o Gyngor Sir y Fflint fis Ionawr 2004, wedi bod yn gweithio fel Swyddog Tai yno hefyd.

Yn ychwanegol at y staff newydd, gwelwyd newid rôl ymhlith y staff presennol, gyda Wendy Roberts yn Gydlynydd Tîm bellach.

Mae gan linell gymorth Creulondeb yn y Cartref Cymru dîm llawn o staff erbyn hyn hefyd. Gweler y manylion yn yr wybodaeth ddiweddaraf am y Llinell Gymorth yn y rhifyn hwn.

Hyfforddiant CFC: ceisio eich barn

Rydym eisoes wedi derbyn adborth am raglen hyfforddi arfaethedig CFC a ddosbarthwyd i'r grwpiau.

Gan fod raid i ni ddechrau gosod dyddiadau, dewis amseroedd a chanfod lleoliadau, mae'n rhaid i ni dderbyn yr adborth i gyd erbyn diwedd mis Mawrth.

Ni allwn warantu y bydd unrhyw adborth a dderbynnir wedi'r dyddiad hwn yn cael ei gynnwys yn y rhaglen eleni, ond byddwn yn ei ystyried wrth gynllunio unrhyw hyfforddiant yn y dyfodol wrth gwrs.

Dylid anfon pob adborth at Meriel Sykes Newton i swyddfa Caerdydd neu drwy e-bost at meriel@wwatraining.fsnet.co.uk.

0808 80 10 800

Llinell gymorth radffon newydd: lansiwyd fis Ebrill ac yn weithredol yn awr!

Mae'r Llinell Gymorth yn weithredol yn awr: dechreuwyd ei gweithredu ddechrau mis Ebrill.

Meddai Sasha Williams, Cydlynydd ein Llinell Gymorth: "Nawr mae gennym rif ffôn ar gyfer y Llinell Gymorth, 0808 80 10 800, ac oriau gweithredu penodol, 8am tan 2pm ac 8pm tan 2am bob dydd.

"Mae'r staff wedi derbyn hyfforddiant dwys, yn rhoi sylw i bopeth, o dechnegau gwrando i sesiynau gydag asiantaethau allweddol ac adolygiad manwl o effeithiau creulondeb yn y cartref.

"Bydd hyn yn sicrhau bod ganddynt amrywiaeth eang o sgiliau a gwybodaeth fel eu bod yn gallu ateb y galwadau'n sensitif ac yn effeithiol.

"Rydym wedi derbyn llawer o ddiddordeb gan bobl sy'n dymuno gwirfoddoli gyda'r llinell gymorth ac mae ein menter recriwtio gymunedol gyntaf ar gyfer gweithwyr digyflog ar fin dechrau.

"Rydym yn gobeithio dechrau hyfforddi gweithwyr addas yn fuan iawn," meddai Sasha.

"Rydym hefyd yn rhoi deunyddiau gwybodaeth a chyhoeddusrwydd at ei gilydd am y Llinell Gymorth, i'w dosbarthu ledled Cymru mewn nifer o leoliadau, o orsafoedd heddlu ac adrannau gwasanaethau cymdeithasol i ganolfannau iechyd, lleoliadau cymunedol, llyfrgelloedd ac, wrth gwrs, grwpiau Cymorth i Ferched.

● Tîm y llinell gymorth

"Ochr yn ochr â mynd yn weithredol fis Ebrill, mae gennym gynlluniau ar gyfer ein lansiad swyddogol a'n Diwrnod Agored ar Fai 6ed.

"Rydym yn gobeithio y bydd llawer o wahoddedigion anrhydeddus yn bresennol yn yr achlysur hwn, cewch fanylion pellach yn fuan."

Mae tîm y Llinell Gymorth yn gyflawn bellach. Y staff yw:

Katherine Moseley - Cydlynydd Hyfforddiant

Carolyn Page - Cydlynydd y Gweithwyr Digyflog

Rhian Lewis - Cydlynydd Cyllid ac Ystadegau

Eirian Lloyd-Thomas - Ukrefugesonline a Chydlynydd Gweinyddu

Hefyd mae gennym bum Gweithiwr ymroddedig sy'n ateb y galwadau - **Eleri Jones, Pat Davies, Marian Edwards, Gwenllï Haf Evans a Carys Meurig Parry**.

"Byddwn yn rhoi'r wybodaeth ddiweddaraf i bawb am ein cynlluniau i gyd ar gyfer datblygu'r llinell gymorth a'i lansiad swyddogol ar Fai 6ed," ychwanegodd Sasha.

Adborth o'r gynhadledd ar y sialens drebl sy'n wynebu CFC yn awr

Erbyn hyn dylai'r grwpiau i gyd fod wedi derbyn copi o'r nodiadau a'r pwyntiau gweithredu a gawsom gan hwyluswyr y gynhadledd, Margaret Jones a Rosanna Duncan.

Bu aelodau o sawl grŵp yn cyfrannu at y drafodaeth eang yn y gynhadledd a'r consensws ar derfyn yr achlysur oedd bod raid i CFC berffeithio ei strwythur ac egluro ei amcanion a'i nodau er mwyn sicrhau mwy o ymwybyddiaeth o greulondeb yn y cartref yn genedlaethol, er mwyn galluogi gwell cyfathrebu gyda grwpiau ac i sicrhau mwy o gyfranogiad gan yr aelodau.

Meddai Sian James: "Mae'r ffaith bod bron pob un o'r grwpiau Cymorth i Ferched ledled Cymru yn cael eu cynrychioli yn y Gynhadledd yn rhoi hyder i ni ein bod yn mynd i lwyddo i adnewyddu CFC mewn ffordd sy'n gwir adlewyrchu anghenion a dyheadau ein haelodau."

"Bydd yr adroddiad cychwynnol hwn yn cael ei gyflwyno i'r Pwyllgor Rheoli yn awr, ar gyfer cael ei ystyried ganddo, a bydd dogfen lawnach yn amlinellu ffyrdd ymlaen posibl yn cael ei dosbarthu i'r grwpiau ddiwedd mis Mai ar gyfer ymgynghori. Y nod yn y pen draw fydd diffinio cyfansoddiad a strwythur newydd, gyda phleidlais yn ei gylch yng Nghyfarfod Blynyddol Cyffredinol CFC fis Medi. Edrychwn ymlaen at glywed eich cyfraniadau pellach at y drafodaeth."

"Mae gan y grwpiau Cymorth i Ferched draddodiad balch o ddyfeisgarwch a gwasanaeth ond er mwyn cynnal hyn, mae'n rhaid i'r mudiad fod yn barod i ateb y cwestiynau a holir."

Addewid gan swyddog yn y Cynulliad na fydd dim o'r grant yn cael ei dorri

*Mae **Paul Webb**, pennaeth y Gangen Tai a Gefnogir yn y Cynulliad Cymreig, wedi ysgrifennu'r erthygl hon ar gyfer Lloches...*
Mae'r Grant Refeniw ar gyfer Cefnogi Pobl (GRCP) wedi cymryd lle'r Budd-dal Tai Newidiol ar gyfer cyllido'r costau mewn llochesi cymorth i ferched.
Yma mae'n edrych yn ôl ar y 12 mis diwethaf ac yn awgrymu rhai materion ar gyfer y dyfodol.

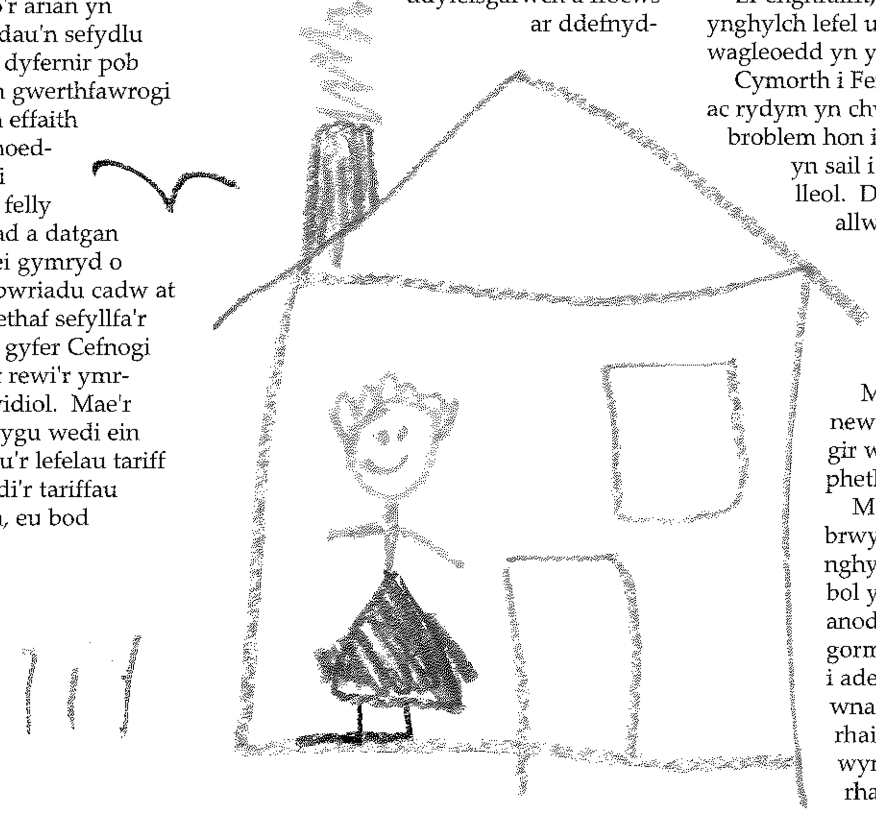
Aninnau bellach wedi cael 12 mis o Gefnogi Pobl, mae'n amser edrych yn ôl. Credaf fod y cynllun wedi bod yn hwb sylweddol i wasanaethau tai a gefnogir ar gyfer merched sy'n dianc rhag greulondeb yn y cartref yng Nghymru. Mae llawer o grwpiau Cymorth i Ferched wedi gafael ynddi ac wedi denu cyllid newydd i sefydlogi'r ddarpariaeth bresennol ac i ddarparu gwasanaethau newydd i gynyddu'r amrywiaeth o'r hyn sydd ar gael i ferched mewn perygl a'u teuluoedd. Mae'r gyllideb Cefnogi Pobl i gyd yn rhyw £140 miliwn yn awr.

Rydym eisoes yn gweld ein prif nodau polisi'n egino. Mae awdurdodau lleol wedi sicrhau mwy o arbenigedd mewn tai a gefnogir drwy gyfrwng y timau Cefnogi Pobl ac er nad ydynt yn gwbl gyflawn, mae Cynlluniau Gweithredol Cefnogi Pobl eisoes yn welliant sylweddol ym maes cynllunio strategol ar gyfer creulondeb yn y cartref a gwasanaethau eraill. Gan gyfri'nderfynol yr ymrwymiadau gwarchod newidiol, rydym wedi cyrraedd diwedd un bennod weithredu.

Ar hyn o bryd, mae'r grwpiau lleol yn ymateb i'r broses adolygu gychwynnol, y man cychwyn ar gyfer y cam nesaf, gan sicrhau ein bod yn gwario'r arian yn ddoeth. Bydd yr adolygiadau'n sefydlu manylion y gwasanaeth y dyfernir pob tariff yn eu herbyn. Rwy'n gwerthfawrogi bod cryn bryder ynghylch effaith y tariffau sydd wedi'u cyhoeddi ar brosiectau Cymorth i Ferched. Mae'n rhaid i mi felly ailadrodd ein hymrwymiad a datgan na fydd dim byd yn cael ei gymryd o gronfa GRCP. Rydym yn bwriadu cadw at yr egwyddor hon, er gwaethaf sefyllfa'r gyllideb yn gyffredinol ar gyfer Cefnogi Pobl, sydd wedi arwain at rewi'r ymrwymiadau gwarchod newidiol. Mae'r darlun ariannol sy'n datblygu wedi ein galluogi i barhau i adolygu'r lefelau tariff isel a sicrhau, cyn cyhoeddi'r tariffau terfynol ddiwedd Mawrth, eu bod yn cyllido'r gwasanaethau rydym am eu cyflwyno yn briodol. Yn arbennig, byddwn yn ystyried y gwasanaethau dwysedd uwch, sydd heb eu gwasanaethu'n dda o bosibl gan y manylion a'r tariffau fel ag y maent. Fodd bynnag, mae'n rhaid i ni sylweddoli faint o bwysau sydd ar Gefnogi Pobl yn sgil twf annisgwyl mewn gwariant. O'r herwydd, mae'n rhaid i ni ac i chi ddangos pa mor werthfawr yw'r ddarpariaeth o Dai a Gefnogir, a'u budd i feysydd polisi eraill.

Bwriad y tariffau yw sicrhau gwerth am arian. Ni fyddant yn cyllido prosiectau sy'n darparu gwasanaethau yn union yr un fath am bris uwch na'u cydddarparwyr. Ni ddylid amau ymrwymiad y Cynulliad i wasanaethau ar gyfer merched sy'n dianc rhag creulondeb yn y cartref ond ni ddylid cymryd yn ganiataol ei fod yn gyfystyr ag ymrwymiad i unrhyw ddarparwrgwasanaeth.

Mae gan y grwpiau Cymorth i Ferched draddodiad balch o ddyfeisgarwch a ffocws ar ddefnyddiwr y gwasanaeth wrth gyflwyno gwasanaethau, ond er mwyn gallu cynnal y traddodiad hwn o fewn realiti newydd Cefnogi Pobl, mae'n rhaid i'r mudiad yn gyffredinol fod yn barod i ateb y cwestiynau a osodir.



Er mwyn bod yn barod, mae'n rhaid i'r Mudiad Cymorth i Ferched allu:

- sicrhau a phrofi ansawdd,
- dangos bod perfformiad yn cyfateb i ddisgwyliadau,
- sicrhau bod y model o gyflwyno gwasanaeth yn adlewyrchu realiti sy'n newid o hyd wrth blismona creulodeb yn y cartref ac arfer dda.

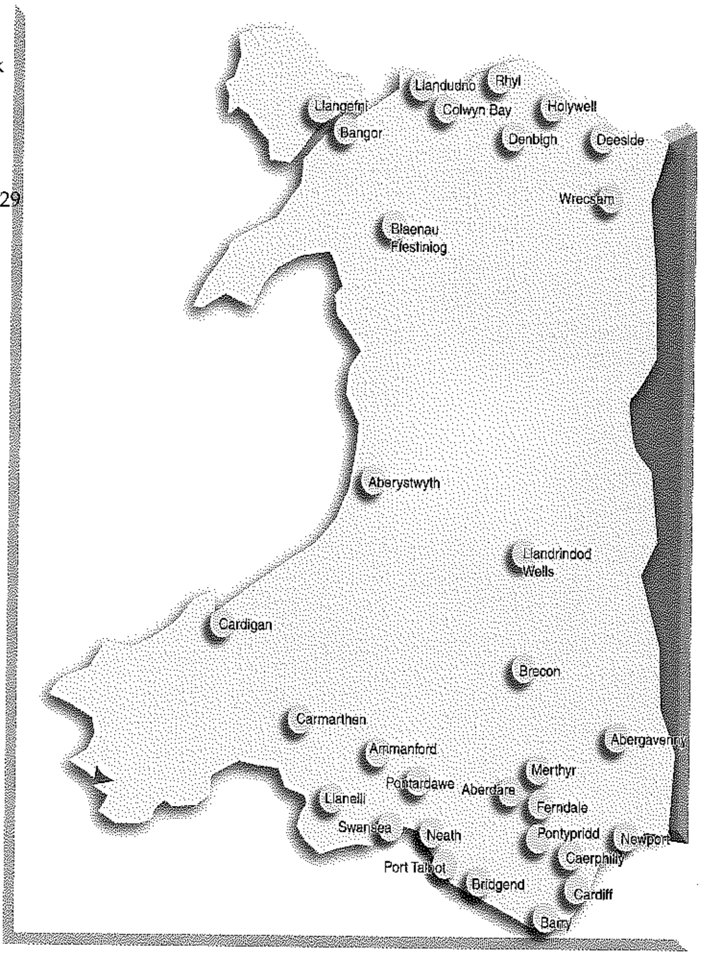
O'r herwydd, rydym yn gweithio gyda Chymorth i Ferched Cymru i ddatblygu dealltwriaeth o'r materion hyn ledled Cymru.

Er enghraifft, rydym yn pryderu ynghylch lefel uwch na'r cyfartaledd o wagleoedd yn y ddarpariaeth Cymorth i Ferched mewn rhai mannau ac rydym yn chwilio am gyd-destun i'r broblem hon i fod yn sail i ddatblygu strategaethau lleol. Dim ond drwy wneud hyn allwn ni sicrhau bod y ddarpariaeth yn y dyfodol yn bodloni ein dyheadau ar gyfer defnyddwyr y gwasanaeth.

Mae cyflymdra a sgôp y newid yn y maes tai a gefnogir wedi peri llawer o bryder a pheth blinder.

Mae'r siawns o orfod brwydro dros ein maes yng nghyd-destun pwysau cyllidebol yn edrych fel rhwystr arall anodd ei oresgyn ond mae gormod o gyfleoedd yn bodoli i adeiladu ar y cynnydd a wnaed eisoes ac felly mae'n rhaid i ni fod yn barod i wynebu pob her a ddaw i'n rhan.

Ble mae cael hyd i adnoddau Cymorth i Ferched Cymru...



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