

Pwysigrwydd Eiriolaeth 3

Y trydydd adroddiad ar ddarparu eiriolaeth i bobl hŷn yng Nghymru

Crynodeb Gweithredol · Mawrth 2011



Yn Hydref 2007 sefydlodd arolwg cyntaf Pwysigrwydd Eiriolaeth waelodlin ar gyfer mesur newidiadau yn narpariaeth ac argaeledd gwasanaethau eiriolaeth yng Nghymru yn y dyfodol. Canfuwyd mai dim ond 23 sefydliad oedd yn darparu gwasanaethau eiriolaeth ar gyfer pobl hŷn. Yn Nhachwedd 2008, adroddodd Pwysigrwydd Eiriolaeth 2 fod y nifer wedi syrthio i 19.

Yn 2010, gyda chymorth Comisiynydd Pobl Hŷn Cymru, cynhaliwyd arolwg Pwysigrwydd Eiriolaeth am y trydydd tro. Cafwyd ymateb gan 20 o sefydliadau i'r arolwg ar-lein yn dynodi eu bod yn darparu gwasanaethau eiriolaeth annibynnol, ac roedd 11 ohonynt yn darparu gwasanaethau i bobl hŷn fel rhan o grŵp cleient ehangach. Ymhlith yr ymatebwyr roedd gwasanaethau cwyno, gwasanaethau Eirioli Annibynnol o ran Galluedd Meddyliol, gwasanaethau eirioli iechyd meddwl, gwasanaethau cam-drin domestig, a changhennau o Age Concern.

Argaeledd gwasanaethau

At ei gilydd, mae'r ymatebion yn awgrymu bod 22 o wasanaethau eiriolaeth ar gyfer pobl hŷn yng Nghymru. Mae hyn yn fwy nag yn 2008 ond un yn llai na'r gwaelodlin a sefydlwyd gan Pwysigrwydd Eiriolaeth yn 2007.

Mae rhannau eang o Gymru yn parhau heb ddarpariaeth generig a ariennir nac eiriolaeth arbenigol sy'n darparu gwasanaethau i bobl hŷn. Mae'r ardaloedd hyn yn cynnwys Abertawe, Sir Benfro, Castell-nedd Port Talbot a Sir Gaerfyrddin. Mae rhai ardaloedd yn ceisio darparu gwasanaeth cyfyngedig o fewn gwasanaethau cyfredol sy'n gallu gwthio'r gwasanaethau hynny hyd

dorbwynt. Mae'n hanfodol rhoi terfyn ar y loteri cod post o ran argaeledd gwasanaethau eiriolaeth ar gyfer pobl hŷn yng Nghymru, yn ogystal â sicrhau bod y ddarpariaeth eiriolaeth yn cael ei hariannu'n ddigonol.





Staff a gwirfoddolwyr

Y nifer o staff sy'n darparu gwasanaethau eiriolaeth ar gyfer pobl hŷn yw 16 amser llawn, 23 rhan-amser a 30 o wirfoddolwyr. Mae hyn yn awgrymu cynnydd yn y nifer o eiriolwyr gwirfoddol. Bellach, mae dau sefydliad arall yn defnyddio eiriolwyr gwirfoddol ac mae cyfanswm y nifer o sefydliadau sy'n defnyddio eiriolwyr gwirfoddol wedi codi hyd wyth.

- Mae 39 eiriolwr cyflogedig yn cyfateb i un eiriolwr cyflogedig ar gyfer pob 17,000 o bobl hŷn yng Nghymru
- Wrth gynnwys eiriolwyr gwirfoddol mae un eiriolwr ar gyfer pob 9,500 o bobl hŷn yng Nghymru

Tra rydym yn cydnabod nad yw pob unigolyn hŷn yn agored i niwed neu angen cymorth eiriolwr, credwn fod y niferoedd hyn yn dangos bod y nifer o eiriolwyr yng Nghymru yn parhau'n llawer rhy isel er gwaethaf cynnydd ers Pwysigrwydd Eiriolaeth 2 yn 2008.

Mae'n galonogol gweld cynnydd yn y nifer o eiriolwyr cyflogedig ers 2008. Mae'r staff hyn wedi cefnogi oddeutu 4,500 o bobl hŷn, er ein bod yn ystyried hyn yn ddim ond cyffwrdd ar y mater yn nhermau'r angen cyffredinol yng Nghymru. Mae ymatebwyr yn credu y byddai ffynonellau cyllido tymor hir ynghyd â mwy o sicrwydd yn eu galluogi i gynllunio gwasanaethau ar gyfer y dyfodol, cyflogi mwy o staff a chefnogi mwy o bobl.

Mae nifer y gwirfoddolwyr wedi cynyddu, a allai ychwanegu gwerth at gynaliadwyedd y gwasanaethau a'u cefnogi. Mae gwirfoddoli hefyd yn cynnig cyfle rhagorol i bobl ddatblygu ei hunain sydd yn aml yn arwain at gyfleoedd gwaith a lefelau uchel o foddhad personol drwy gefnogi rhywun er mwyn datrys materion a phroblemau.

Ariannu

Mae ariannu gan ymddiriedolaethau elusennol yn parhau yn gyson ar oddeutu 20% o gyfanswm yr incwm ar gyfer prosiectau eiriolaeth. Mae ariannu gan awdurdodau lleol a byrddau iechyd lleol wedi cynyddu yn ymylol ers 2008 ond mae hyn wedi gwneud fawr ddim i dawelu meddwl darparwyr eiriolaeth ynglŷn â sicrwydd yr arian ac a fydd yr arian yn cael ei gynnal yng nghyd-destun toriadau yn y sector cyhoeddus sydd i'w disgwyl dros y blynyddoedd nesaf. Mae'n hanfodol bod gwasanaethau eiriolaeth yn cael eu cynnal a'u hariannu'n ddigonol er mwyn osgoi rhagfarn yn erbyn pobl hŷn neu eu hymyleiddio, a bod ganddynt gymorth i oresgyn anghyfiawnderau a chwarae rôl ganolog mewn gwneud penderfyniadau amdanynt.



Safonau a diffiniadau eiriolaeth

Mae gweithio i ddiffiniad cydnabyddedig o eiriolaeth a chyfres glir a chydabyddedig o safonau yn rhannau pwysig o strwythur a datblygiad gwasanaethau eiriolaeth. Roedd atebwyr yn glir iawn ynglŷn â pha mor bwysig oedd iddynt gyrraedd safonau arfer gorau a sicrhau bod eu staff, cleientiaid a'r rhai oedd yn eu hariannu yn gwybod eu bod yn gweithio tuag at Farc Ansawdd mewn eiriolaeth. Roedd un o'r atebwyr gafodd eu cyfweld newydd dderbyn y Marc Ansawdd ac roedd wrth ei bodd i dderbyn y gydnabyddiaeth hon.

Mae cynlluniau eiriolaeth yn profi eu hymrwymiad i ddarparu gwasanaethau o safon drwy ennill y Marc Ansawdd mewn eiriolaeth, gweithio'n unol â'r siarter eiriolaeth a chodau ymarfer ac mewn rhai achosion ennill y Cymhwyster Eirioli.

Hyfforddiant

Mae hyfforddiant mewn eiriolaeth, gweithdrefnau Diogelu Oedolion Agored i Niwed (POVA) a hawliau dynol wedi eu cyflwyno ymhlith llawer o eiriolwyr yng Nghymru, gyda chydabyddiaeth gynyddol bod gwasanaethau yn aml yn gweithio gyda rhai o'r bobl hŷn mwyaf agored i niwed yng Nghymru. Dilynwyd a defnyddiwyd yr hyfforddiant hwn yn eu gwaith bob dydd gyda chynnydd yn y cyfeiriadau i dimau diogelu oedolion sy'n arwydd bod gwelliannau wedi cael eu gwneud o ran adnabod a delio ag achosion o gam-drin pobl hŷn.

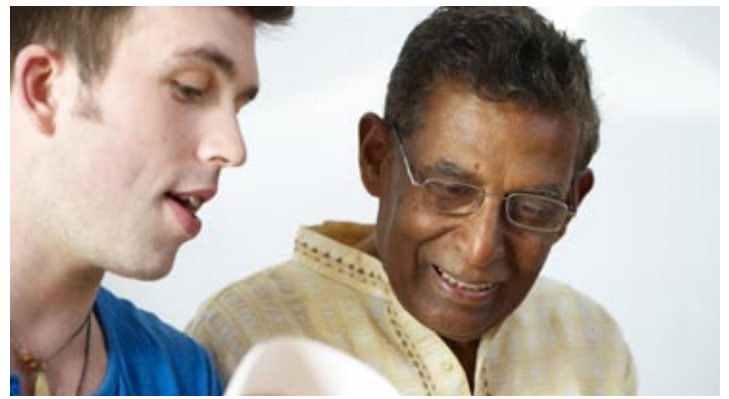
Mae'n hanfodol bod yr hyfforddiant hwn mewn ymwybyddiaeth yn cael ei gynnal a'i hadnewyddu fel bod y staff a'r gwirfoddolwyr yn y sefyllfa orau i ddiogelu pobl hŷn rhag cael eu cam-drin ac i gefnogi pobl hŷn i roi llais i'w pryderon ac i ddweud na i gam-drin.

Mae angen mynd i'r afael â phynciau eraill mewn hyfforddiant eiriolaeth, gan gynnwys cam-drin domestig ac Egwyddorion y Cenhedloedd Unedig ar gyfer Pobl Hŷn.

Cam-drin

Mae'r ddwy flynedd ddiwethaf wedi gweld cynnydd arwyddocaol yn y nifer o achosion o gam-drin ariannol sy'n cael eu trafod gan eiriolwyr. Ar yr un pryd mae Age Cymru wedi bod yn gweithio i wella ymwybyddiaeth ynglŷn â thwyll a darparu gwybodaeth i helpu pobl i'w adnabod a'i atal. Mae arbenigwyr wedi annerch cynadleddau a gweithdai er mwyn codi ymwybyddiaeth ac i rannu arfer gorau. Mae gweithio mewn partneriaeth yn parhau gyda chydweithwyr mewn Safonau Masnach, yr heddlu a Llywodraeth Cynulliad Cymru i wella ymwybyddiaeth am droseddau stepen y drws a thwyll arall. Y canlyniad yw cynnydd yn y nifer o achosion o dwyll a mathau eraill o gam-drin ariannol mae eiriolwyr yn helpu pobl hŷn i ymdrin â hwy.

Unwaith yn rhagor rydym yn gweld bod hyfforddi ac ymwybyddiaeth yn gwneud eiriolwyr yn fwy tebygol o adnabod ac felly cefnogi pobl mewn achosion o gam-drin hawliau dynol. Gellir gwella hyn ymhellach gan fwy o hyfforddiant a gwell ymwybyddiaeth o sut mae hawliau dynol yn berthnasol i eiriolwyr a phobl hŷn.



Casgliad

Mae'n hanfodol bod ymrwymadau i ddarpariaeth eirioli, fel drwy'r Fframwaith Gwasanaeth Cenedlaethol ar gyfer Pobl Hŷn yng Nghymru yn cael eu gweithredu'n llwyr. Bydd sicrhau bod gwasanaethau eiriolaeth annibynnol ar gael, a'u bod yn cael eu hariannu'n gynaliadwy, ym mhob ardal yng Nghymru, yn help i sicrhau bod pobl hŷn sydd wedi colli eu hawdurdod, sy'n agored i niwed, ac yn delio ag amserau heriol yn eu bywydau yn cael y cymorth iawn pan mae ei angen arnynt ac yn ganolog i'r penderfyniadau ynglŷn â'u bywydau.

Mae Pwysigrwydd Eiriolaeth 3 yn nodi bod gwelliannau bach wedi cael eu gwneud i wasanaethau ers 2008; fodd bynnag mae hefyd yn dangos y gellir gwneud llawer mwy i sicrhau bod gan bobl hŷn fynediad at wasanaethau eirioli annibynnol pan mae ei angen arnynt. Mae'n hanfodol sicrhau nad yw gwasanaethau eirioli cyfredol ledled Cymru yn dioddef o ganlyniad i'r amserau economaidd heriol a bod comisiynwyr lleol yn cydnabod gwerth eiriolaeth fel gwasanaeth rheng flaen wrth adolygu eu strategaethau ariannu.

Credwn y dylai pob unigolyn hŷn sydd mewn sefyllfa fregus gael yr hawl i gymorth gan eiriolwr annibynnol. Dylai hyn gynnwys mynediad cyfartal i bobl hŷn o wahanol gymunedau ledled Cymru.

Ar hyn o bryd mae'r ddarpariaeth yn amrywio'n eang ledled Cymru ac mae angen mynd i'r afael â hyn er mwyn sicrhau bod gan bob unigolyn hŷn lais ac nad ydynt yn cael eu hymyleiddio nac yn destun gwahaniaethu.

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Advocacy Counts 3

The third report on advocacy provision for older people in Wales

Executive summary · March 2011



In October 2007 the first Advocacy Counts survey established a baseline from which future changes in the provision and availability of advocacy services in Wales could be measured. It found that only 23 organisations provided advocacy services for older people. In November 2008, Advocacy Counts 2 reported that the number had fallen to 19.

In 2010, with support from the Older People's Commissioner for Wales, we conducted the Advocacy Counts survey for the third time. 20 organisations responded to our online survey to indicate that they provide independent advocacy services, of which 11 provide services to older people as part of a wider client group. Respondents included complaints services, Independent Mental Capacity Advocacy services, mental health advocacy services, domestic abuse services, and Age Concerns amongst others.

Availability of services

In total, the responses indicate that there are 22 advocacy services for older people in Wales. This is more than in 2008 but one fewer than the original baseline established by Advocacy Counts in 2007.

There are still large areas of Wales that have no funded generic or specialist advocacy provision providing services to older people. These areas include Swansea, Pembrokeshire, Neath Port Talbot, and Carmarthenshire. Some areas are trying to provide a limited service from within existing resources which can push those services to

breaking point. Bringing an end to the post code lottery in availability of advocacy services for older people in Wales is essential, as is ensuring that advocacy provision is adequately funded.





Funding

Funding from charitable trusts remains constant at around 20% of total income for advocacy projects. Funding from local authorities and local health boards has increased marginally since 2008 but this has done little to reassure advocacy providers that funding is secure and will be maintained in the context of public sector funding cuts expected over the next few years. It is essential that advocacy services are maintained and adequately funded so that older people are not discriminated against or marginalised, have support to overcome injustice and play a central role in decisions being made about them.

Staff and volunteers

The number of staff delivering advocacy services for older people is 16 full time, 23 part time and 30 volunteers. This indicates an increase in the number of volunteer advocates. Two further organisations are now using volunteer advocates and the total number of organisations who use volunteer advocates has increased to eight.

- 39 paid advocates equates to one paid advocate per 17,000 older people in Wales
- When volunteer advocates are included there is one advocate per 9,500 older people in Wales

Whilst we recognise that not all older people are vulnerable or in need of the support of an advocate, we believe that these figures indicate that the number of advocates in Wales is still far too low despite increases since Advocacy Counts 2 in 2008.

It is reassuring to see that numbers of paid advocates has increased since 2008. These staff have supported approximately 4,500 older people, though we consider this to be only the tip of the iceberg in terms of overall need in Wales. Respondents believe that with longer term funding streams and more security they would be able to plan services into the future, employ more staff and support more people.

Volunteer numbers have increased, potentially adding value to and supporting the sustainability of services. Volunteering also provides people with excellent opportunities for personal development which often leads to employment opportunities and high degrees of personal satisfaction from supporting someone to resolve issues and problems.



Advocacy standards and definitions

Working to a recognised definition of advocacy and a clear and recognised set of standards are important parts of the structure and development of advocacy services. Respondents were very clear about how important it is for them to be achieving best practice standards and ensuring that their staff, clients and funders know that they are working towards the Quality Performance Mark (QPM) in advocacy. One of the respondents we interviewed had just achieved the QPM and was delighted to have this recognition.

Advocacy schemes are proving their commitment to providing quality services by achieving the advocacy QPM, working to the advocacy charter and the codes of practice and in some cases achieving the Advocacy Qualification.

Training

Training in advocacy, Protection of Vulnerable Adults (POVA) procedures and human rights has been rolled out to many advocates in Wales, with increased recognition that services are often working with some of the most vulnerable older people in Wales. This training has been successfully undertaken and utilised in day to day work with increased referrals to adult protection teams an indication that improvements have been made in recognising and dealing with cases of elder abuse.

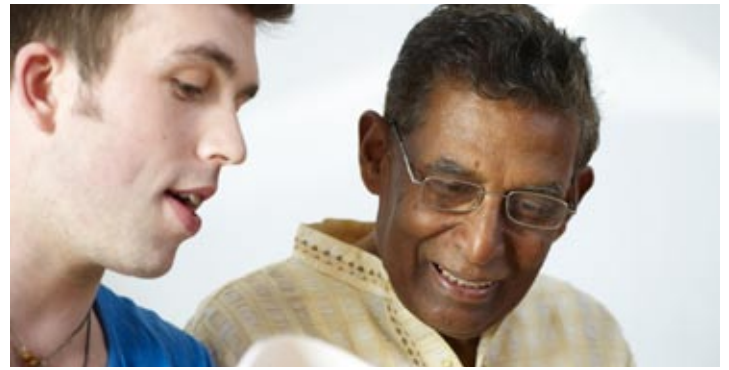
It is essential that this awareness training is maintained and refreshed so that staff and volunteers are best placed to protect older people from abuse and to support older people to voice their concerns and say no to abuse.

Further topics also need to be addressed in advocate training, including domestic abuse and the United Nations Principles for Older People.

Abuse

The last two years have seen a significant increase in the number of cases of financial abuse being dealt with by advocates. At the same time Age Cymru has been working to improve awareness of scams and provide information to help people recognise and prevent them. Experts have spoken at conferences and workshops in order to raise awareness and to share best practice. Partnership working is ongoing with colleagues in Trading Standards, the police and the Welsh Assembly Government to improve awareness of doorstep crime and other scams. The result is an increase in the number of scams and other types of financial abuse cases that advocates are supporting older people to deal with.

Once again we are seeing that training and awareness has made advocates more likely to recognise and therefore support people in cases of the abuse of human rights. This could be improved further by more training and improved awareness of how human rights relate to advocates and older people.



Conclusion

It is imperative that commitments to advocacy provision, such as through the National Service Framework for Older People in Wales are fully implemented. Ensuring independent advocacy services are available, and sustainably funded, in all areas of Wales will help ensure that older people who are disempowered, vulnerable and dealing with challenging times in their lives have the right support when they need it and are central to decisions made about their lives.

Advocacy Counts 3 indicates that small improvements have been made to services since 2008; however it also shows that far more can be done to ensure that older people have adequate access to independent advocacy services when they need it. It is essential that existing advocacy services across Wales do not become a casualty of these challenging economic times and that local commissioners recognise the value of advocacy as a front line service when reviewing their funding strategies.

We believe that all older people who are in vulnerable situations must have the right to access an independent advocate. This must include equal access for older people from diverse communities across Wales.

Currently provision still varies greatly across Wales and this needs to be addressed to ensure all older people have a voice and are not marginalized or discriminated against.

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Registered charity no: 1128436. Age Cymru is the new force combining Age Concern Cymru and Help the Aged in Wales. Age Cymru is working in partnership with local Age Concerns.

