

Advocacy West Wales — Eiriolaeth Gorllewin Cymru



Advocacy West Wales
Eiriolaeth Gorllewin Cymru

*A voice when you need it most
Llais pan fydd ei angen arnoch fwyaf*

ANNUAL REPORT 2021 - 2022

Registered Office
Advocacy West Wales—Eiriolaeth
Gorllewin Cymru
36/38 High Street
Haverfordwest
SA61 2DA

Tel/Fax: 01437 762935

Registered Charity No: 1172200

Chair's Report 2021-2022

Against our hopes, for the second year, the Covid-19 Pandemic has presented the greatest challenge to the Charity, its staff and its clients, and repeated surges have demanded changes to strategic plans and working practices. The team has worked closely together in responding to Welsh Government guidelines and in adapting to these changes, not only at work but also in their personal lives.

We continued this year to utilise the Tudor Trust Wellbeing Grant fund to support the team in a number of activities designed to provide welcome relief and opportunities to come together in small groups.

We will continue to adapt to the challenges of Covid-19 as we enter this winter period.

On a more positive note we have continued to deliver a service to our clients that has been praised and commended by Commissioners and other stakeholders in service reviews, despite the challenges the last year has brought.

We have successfully re-tendered for service contracts, most notably to continue to deliver the Independent Mental Health Advocacy (IMHA) service from April 22 for the next 3-5 years, and The Three County Independent Advocacy service (3CIPA) in conjunction with our partners, from April 22 for 4-7 years.



I would like to pay tribute to our long term supporter, the late Hywel Davies, whose significant legacy has enabled us to start a “Drop-in Mental Health Advocacy” service for people in Pembrokeshire more recently.

Other generous grants have been received from The Tudor Trust and Lloyds Bank Foundation during this reporting period. These have enabled AWW-EGC to consolidate some services, support core department, and develop other areas.

Over the past few years, under the leadership of our Chief Officer Natasha Fox, and her Assistant Manager Kate Bailey, AWW-EGC has expanded considerably, but through these changes the charity has continued to be financially sound and prudently managed, as the report from The Independent Examiner will confirm. There are dangers however in rapid change and it has been agreed by the Senior Management Team and Trustees that a period of consolidation is prudent, in order to maintain our high standards and to ensure they are consistent and sustainable.

This current year AWW-EGC will again be assessed for resilience and quality by the Quality Performance Mark (QPM) audit, which is an integral part of our Quality Assurance policy, and a requirement for many of our services.

Looking forward, the big challenge for all of us, Trustees, staff and the organisation, will be the financial crisis that we all face, and which unfortunately will have a significant impact on many people's mental health. For the organisation this is set against a backdrop of frozen funding for over a decade. We have had to rely on “efficiency savings” to maintain the same level of service to our clients. I am confident however that we will cope with and adapt to the changing circumstances whilst advocating into commissioning organisations the need for sustainable funding.

My confidence is based on the strategic leadership of our CO Natasha Fox and the Management Team and ably supported by the magnificent Team.

Finally, I would like to thank my colleagues on the Board of Trustees for their continued support and commitment, Helen Butland for staff recruitment, Caroline Evans, Jane Kelso, Hon. Treasurer Carolyn Oakley and Vice Chair Emlyn Schiavone.



Andrew Watters
Chairperson, AWW-EGC

Treasurer's Report 2021- 2022

Total income for the year was £591,330 (£656,001 in 2021 – this included advanced receipts for projects then delivered 2021-2022 and reserves following the transfer of service from Pembrokeshire People First). Total expenditure was £666,661 (£516,275 in 2021) giving a deficit for the year of £75,331 (surplus of £176,118 in 2021). Total funds carried forward were £203,592 (£278,923 in 2021). The increase in expenditure between 20-21 and 21-22 is explained by the increase in projects delivered and resultant increase in staff team.

However, AWW-EGC remains financially sound and continues to be held in high regard by our full range of funders. They are confident that their funds will be put to good use by providing a range of excellent advocacy services across the three counties of Carmarthenshire, Ceredigion and Pembrokeshire.

We would like to thank everyone who has provided funding for AWW-EGC's many projects: Hywel Dda University Health Board, Ceredigion County Council, Lloyds Foundation, Carmarthenshire County Council, Tudor Trust, Enhancing Pembrokeshire, West Wales Care Partnership (WWCP). Advocacy West Wales has also been fortunate in attracting a few donations. Future Developments include Hywel Davies Drop-In services for Pembrokeshire and 3 years funding from Henry Smith for the Pembrokeshire Service for People with a Learning Disability and Autistic People.

Thanks to Temitope Adebayo for her invaluable input as Finance Officer. It is quite an achievement to monitor all the different departments which have increased considerably in number post-merger and with the development of new services across a wider geographical area. She provides regular management accounts for the Chief Officer and the Trustees. We also thank Sue Blantern, Office Manager, for her continued and invaluable input with the many of the financial processes, payroll and other functions. Thanks go to all the staff for delivering excellent front line advocacy services to those who need it.

Again, we must thank Mike Harris FCCA, of L M Griffiths and Co, for producing the final accounts. Last, but certainly not least, a big thank you to Natasha Fox for all her very hard work, planning, managing and leading the organisation. Her bid writing skills have contributed hugely to the financial stability of AWW-EGC, providing employment for many people and a broader range of services for an ever-growing number of service users.

As Treasurer, I am confident that AWW-EGC will continue to go from strength to strength over the coming years.

Carolyn Oakley
07.09.2022

Chief Officer's Report 2021-2022

Every year I start this report stating that we have had a year full of developments and that we are looking to consolidate for a period. Every year throws up new challenges and opportunities.

This year, my 8th year reporting as Chief Officer, has been no exception. It has been the most exacting and yet rewarding year at the organisation and for our services.

At 2022 we now employ a team of 26 dedicated people across 8 projects

Outside of the further development of our advocacy services this year, the greatest development has been that of our Organisational Structure; the establishment of a Leadership Team and extension of provision in the Core Department with the addition of a Finance Officer (Temitope Adebayo) and development of Peggy Spooner's role as Project Development Manager.

Achievements in Securing Funding:

We were able to achieve real progress in terms of securing funding for existing and new services during this reporting period with the following funding bids from grant foundations/organisations and statutory services:

3 County Independent Professional Advocacy: During this financial year we were able to put together a strong partnership with Age Cymru Dyfed, Carmarthenshire People First, Carer's Trust Crossroads West Wales and Dewis CIL, and successfully bid, as leading provider/bidder, for the 3 County IPA Service under the Social Services and Wellbeing Act. This service involves supporting people facing barriers to getting their views across, and undergoing care and support assessment, planning and review, safeguarding processes, and complaint about these. The service started 1.4.22 and will run for between 4 and 7 years.

Independent Mental Health Advocacy – 3 County: AWW has held this contract with Hywel Dda University Health Board since its inception in 2008. We were successful in the re-tender during this reporting period and the new contract, which will run for 3-5 years, started 1.4.22.

Continuation Funding – Ceredigion Community Mental Health Advocacy: What started in December 2020 as a pilot project has been extended through this period and up to March 2023.

Henry Smith – Independent Advocacy for People with a Learning Disability and Autistic People in Pembrokeshire: During this period we applied for dedicated funding for a 3 year project to enable sustainable funding for our existing service for PwLD and AP in Pembrokeshire. This is the first time this service will have had specific funding and confirms Pembrokeshire People First's trust in placing this service with us back in January 2021.

Lloyds Bank Foundation: As an organisation we have been funded by Lloyds Bank Foundation with a grant supporting our core department since 2019. We successfully applied for a final year of funding during this reporting period and the grant runs to April 2023. This funding has been critical in enabling us to support our management and non-advocacy roles and support our advocacy teams.

Hywel Davies Trust: Hywel Davies was a long time supporter of AWW (MAP as was) and it was with huge

Quote from a service user;

Thanks ...for being there to help me feel safe and supported, priceless

sadness that we learned of his death. We were very fortunate during this period to be given a small legacy from his estate. Later in this reporting period we were also invited to apply for funding from Hywel's residual estate to support a Pembrokeshire service. We made an application for 3 years funding for a Pembrokeshire Mental Health Advocacy Drop-in Service, mirroring the service funded by Tudor Trust in Carmarthenshire. We were successful in securing that funding and an additional award which will support our Core Department over the next few years. Our thanks to the Trustees of the fund and to Hywel.

Integrated Care Funding – Carers Support Innovation Fund – We were successful in securing a small award to support our work in developing a comprehensive Self-Advocacy Toolkit. Funding ran for a few months over winter in this reporting period and work continues to finalise the Toolkit ready for final consultation and publication. The Toolkit comprises a comprehensive set of methods and exercises to grow self-advocacy, whether solo or in conjunction with an advocate, and will ultimately be available in Welsh, English and Easy Read for anyone who needs it.

Integrated Care Funding – Learning Disability Innovation Fund – We were able to secure a small grant from this fund to continue support of our service in Pembrokeshire and piloted a new service My Wishes in Film involving advocacy and film making with people wanting to create a new way to inform professionals of their views and wishes. The funding enabled the pilot to run in the last 6 months of this reporting period. It was a significant learning exercise in how much work and additional skills are needed to produce meaningful videos on behalf of the people we support.

We were successful in every funding proposal submitted during 2021-2022.

Service Development:

Leadership Team Training and Team Reset Day: With the development of a new Organisational Structure over the last 12 months, a significant piece of training was put in place for the Leadership Team to support existing and new managers, and help us all work together as a team. It has also led to work to develop an AWW Team Charter with the aim of helping us consolidate our team and ensure a One Team approach.

Covid-19: The impact of the pandemic continued to be felt across AWW, by the people we support and more widely in our communities. We are pleased to have been able to maintain as much face to face service as we could in this period in a safe and managed way. We contributed to a Welsh sector wide survey and report in this period, following up on the original Valuing Voices report, which explored the ongoing impact of Covid-19 on the people we support, our teams and our services. Ongoing hybrid working (home/office) was aided by the development of our new client case management database which, after a long period of development, went live on the 1.7.21.

Wellbeing: Additional wellbeing support to our teams has been put in place with support from Welsh Government funded RCS for training, webinars, Wellbeing Action Plans and Wellbeing Champions drawn from our own team.

Arrivals and Departures: In the early part of this reporting period we welcomed Temitope Adebayo as Finance Officer, bringing back in house our finance support. Temi's support to Trustees and me in relation to the management account and finance governance of AWW and also to preparation of funding bids has been a welcome development.

We welcomed Abi Alexander, Rosie Culyer, Joanne Davies and Chloe Ellis to the team during this reporting period.

We said goodbye to Ellie-Jay Thomas last summer and more recently Ed Latter and Rachel Watt in Ceredigion and we welcomed Helen Hillary.

For a brief period we welcomed a new colleague to Ceredigion to fill the Independent Mental Health Advocacy role there. The person found the transition to the advocacy role impossible but his observations when he spoke to us as he moved on from AWW perhaps act as a reminder of who we are as an organisation and what we seek to achieve:

He spoke of the warm welcome and excellent support he had with us at AWW. He spoke of how he had never appreciated before just how tough it was in charities such as ours, the pressure we work under and how we must work to eek out every bit of value from the frozen funding we receive to maintain the standard of our services. He told of how we strive to go the extra mile for clients and the unique skill set an independent advocate must have to perform their role as required and how special those people who possess that skill set are. He spoke of listening in at a Health Board meeting during his induction and being overwhelmed by the excellent feedback about our services, and how well regarded we are as individuals and as a team. He recognised the challenges in settings where sometimes our role is welcomed and in others there is hostility to it, and how we maintain a focus on the client and a totally professional approach. He spoke of how in his future working life he will be telling his new colleagues how essential advocacy is for the people they support.

2022-2023 Work Plan for AWW:

Consolidation – Change and growth has kept coming at AWW during these last few years. It has been crucial to support our services, the people we support, and to make the organisation more resilient and sustainable long term. However with that change and growth come new challenges. We now need a period of consolidation and training focus to ensure that we are able to build our new expanded team together as one and ensure the quality of our work continues to meet the high standards we expect.

Community Mental Health Advocacy Services Re-commissioning – These services across the Hywel Dda University Health Board area go out to recommissioning in a few weeks in readiness for a new contract starting in April 2023. This is essential to AWW and we will be working hard to secure that new contract via the tendering process.


Quality Performance Mark – Re-accreditation with our industry standard Quality Performance Mark for Advocacy Services comes around every 3 years and comes around quickly. Later this year we restart the process of re-accreditation in readiness for a new award in the summer of 2023.

Thanks and Acknowledgements:

The organisation is grateful to Pembrokeshire Association of Voluntary Services for continuing to host our Haverfordwest office, University Wales TSD for hosting our new Carmarthen office at Yr Atom and Mike Harries of LM Griffiths for his ongoing service as Independent Examiner.

Our Chair Andy Watters has already extended thanks to our funders and I will echo that.

Finally, I would like to give special thanks to our entire team, both out on



Thank you. It was great to meet you today. It feels good to know I have some quality support to help me tackle difficulties at CMHT and GP. Thanks again,.

the front-line of advocacy and the support team here at Advocacy West Wales, for their dedication and expertise, and the strong team spirit that they display. They have shown remarkable adaptability and resilience during this period. I look forward to working with the whole team over the next year and to see the organisation continue to go from strength to strength for the benefit of those who rely upon our services.

I will briefly detail the key aspects of services for which I have management responsibility. Kate Bailey, AM, will report in relation to our community/non-statutory services.

Independent Mental Health Advocacy (IMHA): The service has again been impacted by Covid-19 during the whole of this reporting period. It is a credit to the team that they have been able to continue to meet the advocacy needs of patients through this period.

This service continues to receive incredibly good feedback from clients and commissioners/other stakeholders alike. Thanks must go to the dedicated team across AWW-EGC in providing this service and continuing to strongly advocate client views and seek to uphold their rights and entitlements in an increasingly difficult environment in health and social services.

We continue to work to improve delivery with ongoing training, awareness training to referrers, better ways of working.

Covid-19 saw the recommissioning of IMHA delayed for a 12 month period with a rollover for a like period. A challenge to the tender award led to further delay in the outcome but we were finally confirmed as the continuing provider of IMHA services in the Hywel Dda University Health Board area and the new contract started 1.4.22. With funding the same as it has been since inception of IMHA in 2008 there is significant pressure on the budget to meet outcomes and maintain the advocacy hours and service quality.

Quote from service user;

you are so supportive and just for me, not judging me, you help me understand what's happening and I need that as I don't always understand documents and reports and what is happening

Three County Independent Professional Advocacy: This new service was put out to tender by the three local authorities in September last year.

AWW was already a provider of the individually contracted service in Ceredigion and an aspect of the service in Carmarthenshire.

We moved quickly to establish a collaboration between all existing providers in the area- ourselves, Age Cymru Dyfed, Carmarthenshire People First, Carers Trust Crossroads West Wales and Dewis CIL – and to jointly tender for the three county service, with AWW as the lead provider on the contract.

We were successful and the new contract started in April this year and runs for a minimum 4, maximum 7 years.

The service receives regular referrals across a range of care and support needs and issues but much work is to be done on developing the partnership, our capacity and referral levels to ensure the maximum number of people can access high quality advocacy in a timely way.



Natasha Fox, Chief Officer, September 2022

COMMUNITY REPORT APRIL 2021- MARCH 2022

It has been a year of continuing to navigate through, and start emerging from, the pandemic. Like all areas of life, the pandemic has still had its impact during this period.

Risk assessing and reviewing guidance has been key to continue to keep all service users and advocates safe. A lot of learning on our feet had to happen in 2020. However, during this period, we had the opportunity to utilise what worked well. One aspect has been blended working. This allows advocates to continue to be flexible in relation to where they carry out their work outside of face to face visits and meetings. Some advocates prefer to be office based and others work from home. All advocates have the technology and the IT support to make this flexibility possible.

I will take this opportunity to provide a more specific update for all our community services:

The Community Mental Health Advocacy Service - Pembrokeshire

This service continues to be extremely busy. The structure of weekly allocation meetings, client caseworkers supporting with low level advocacy and signposting /referring on has been essential. Most of the year we have been able to manage service user needs for this service and limited capacity of advocates with the support of the Client Caseworkers. They have been fantastic at keeping in touch with clients if there have been any delays in a 1:1 advocate being available to them. However, in December 2021, for the first time every at AWW, we finally got to the point where a waiting list was unavoidable. This was managed carefully within the new database and contact was made with all who were placed on this. We were able to end this in early January. The service has also had some staff changes. Rebecca Arnold left the community team to become Pembrokeshire IMHA. We welcomed Abi Alexander to the team at the very end of 2021.

The Community Mental Health Advocacy Service - Carmarthenshire

We had focussed on the need to promote the service and increase links again with the local CMHT's with the aim to increase referrals from them. On reviewing the stats through the year, we have continued to be pleased with the positive increase in referrals. After quite a difficult period for the service it has been a good year of consolidation. We were pleased to welcome Elaine Lewis back to the service as a full-time community advocate alongside Clare Singleton. This has meant the service has been back up to full strength now for some time. We had a review of the service and agreed an outcome from this is to help move forward to build a one team approach for the community services. We have our first all community service review on Wednesday 14th September 2022.

Ceredigion All Age Community Advocacy Service

Since its development in December 2020, the All age service has gone from strength to strength. It has built good working relationships with a wide range of services that regularly refer into the service for

Quote from a service user;

Thank you. Life would be far less stressful if people had the listening skills which you have expressed this year.

example CMHT, Local Authority, University. The service consistently works with an average of 40 clients a month.

Carers' Advocacy Service in Carmarthenshire

This service continued to steadily build and when Elaine moved on we welcomed Natalie Sen our former cover advocate into the Carers Advocacy post. Natalie worked alongside Peggy in the promotion and networking within cares services in the county. It however came to an end in this form at the end of March 2022 as it is now included within the 3 County Independent Professional Advocacy Service (3CIPA).

Service for People with a Learning Disability and Autistic People

This service has been steadily busy throughout the year although referral levels can fluctuate at times the needs of the service users are often extremely complex. A lot of work took place throughout the year to identify funding opportunities for this service to continue and develop. This led to an application being submitted to the Henry Smith Charity at the beginning of 2022. I am very pleased to say that this was successful, and the service now has secure funding until 2025.

Carmarthenshire Tudor Trust Drop in Service

Amy Tynan joined AWW in July 2021 in her role as the Tudor Trust Drop-In advocate. She worked an advocacy induction and also worked very closely with Peggy Spooner, our then Project Development Officer, to network with other local services and get the service up and running. The Drop-In service continues to run in Carmarthen, Llanelli and Ammanford. The drop-in advocate builds up their own caseload from those they support at Drop-In. We are very appreciative of the ongoing working relationships we have with Links and Adferiad.

Pembrokeshire Hywel Davies Trust Drop-In Service

At the beginning of 2022, AWW was approached by the Hywel Davies Trust to put in an application for funding a new service within Pembrokeshire. Based on the value and success we had seen in the Carmarthenshire Drop-In service it was felt this would be an ideal opportunity to develop a service in Pembrokeshire. I am happy to report that this application for 3 years funding was successful and the new drop in advocate Helen Hillary came into post on the 1st August 2022.

Kate Bailey - Assistant Manager

Quote from a service user;

Without your professional guidance, I would not be aware of what my options are. Over the past few months, my anxiety has got much worse. the help being provided is making a massive difference in my life

Quote from a service user;

Without you directing myself to essential sources of information regarding my rights. I would very likely be off sick from work with terrible anxiety. Advocacy has been there for myself at a time when my physical and mental health has been challenged. Every time you ring, I am clearer on my rights

Trustees

Andy Watters, Chair

Carolyn Oakley, Treasurer

Jane Kelso, Trustee

Andrew Armstrong, Trustee (resigned June 2021)

Helen Butland, Trustee

Emlyn Sciafone, Vice-Chair

Dinah Davies, Trustee (resigned July 21)

Huw Michael, Trustee (resigned August 21)

David Jones, Trustee (resigned August 21)

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### Staff Team

Natasha Fox, Chief Officer

Kate Bailey, Deputy Manager

Sue Blantern, Office Manager/Administrator

Andrea Potter, Supervisor/IMHA Carmarthenshire

Nia Williams, Supervisor/IMHA, Carmarthenshire

Sarah Thomas, IMHA, Carmarthenshire

Sue Williams, CCW /Advocate

Ed Latter, Supervisor Ceredigion (resigned June 22)

Ian Rees, IMHA Carmarthenshire

Rebecca Arnold, Community Advocate/IMHA  
Pembrokeshire

Jayne Edwards, Information Officer

Clare Singleton, Community Advocate,  
Carmarthenshire

Peggy Spooner, Client Caseworker/Project  
Development worker

Elaine Lewis, Community Advocate,  
Carmarthenshire

Ellie-Jay Thomas, Advocate (resigned August 21)

Pete Irvine, LD & AP Advocate

Kate Roberts, Community Advocate,  
Pembrokeshire

Shelly Newton, LD & AP Advocate

Kate Isherwood, LD advocate (Jan-May 21)

Rachel Watt, IMHA/CIPA (resigned June 22)

Ceridwen Kabir, Community Advocate Ceredigion  
(from Jan 21)

Temitope Adebayo, Finance Officer (from March 21)

Amy Tynan, Community Advocate,  
Carmarthenshire (from July 21)

Natalie Sen, IMHA/Community Carmarthenshire  
(from July 21)

Abi Alexander, Independent Advocate (from  
December 2021)

Rosie Culyer, Independent Advocate (from March  
2022)

Joanne Davies, CCW (from March 2022)

Chloe Ellis, CCW (from April 2022)

Helen Hillary, Advocate (from August 2022)



# With thanks to our Funders





**Advocacy West Wales**  
**Eiriolaeth Gorllewin Cymru**

*A voice when you need it most*  
*Llais pan fydd ei angen arnoch fwyaf*

**CHARITY REGISTRATION NUMBER: 1172200**

**REPORTS AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022  
FOR  
ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**

L M Griffiths & Co Limited  
Chartered Certified Accountants  
1&2 Merlins Court  
Winch Lane  
Haverfordwest  
Pembrokeshire  
SA61 1SB

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**FINANCIAL STATEMENTS**  
**for the year ended 31 March 2022**

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**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**TRUSTEES' REPORT**  
**31 March 2022**

**Structure, Governance and Management**

Advocacy West Wales - Eiriolaeth Gorllewin Cymru (AWW-ECG) is a charitable incorporated organisation governed by a Constitution, dated 9 November 2016 and registered with the Charity Commission 1 April 2017 - number 1172200. This was amended on 20th February 2020 following the merger of AWW with EGC. At this point all of the assets, liabilities, services and employees were transferred from EGC to the newly merged charity.

The constitution provides for an executive committee of not less than 4 nor more than 15 members including Chair and Vice-Chair. Of these, not less than 3 and not more than 12 members are to be elected at the annual general meeting and hold office from the conclusion of that meeting. The executive committee may in addition appoint up to a maximum of 4 co-opted members providing that not more than one third of the executive committee is made up of co-opted members.

The executive committee shall hold at least 6 ordinary meetings each year.

**History**

Advocacy West Wales - Eiriolaeth Gorllewin Cymru was conceived in 1995 from a service users group and started providing advocacy services in 1998.

In March 1998, Advocacy West Wales became a registered charity - number 1068440.

On 1 July 2009, it changed its name from Mental Health Advocacy in Pembrokeshire to Mental Health Advocacy Providers then again On 22 October 2014 to Advocacy West Wales. This change was made to reflect changes and restructuring in the provision and commissioning of services which have led to the provision of advocacy not only in Pembrokeshire but also in the surrounding counties. Upon its merger on 20 February 2020 the charity name was changed to Advocacy West Wales - Eiriolaeth Gorllewin Cymru (AWW-ECG)

Registered Charity 1068440 was dissolved at its AGM Wed 20 September 2017, all assets, services, employees and liabilities of that charity having been transferred 1 April 2018 to Advocacy West Wales, CIO - registered number 1172200.

**Objectives and activities for the public benefit**

Advocacy West Wales - Eiriolaeth Gorllewin Cymru's objects, as set out in the governing document, are to promote improved mental health and well-being of people of all ages living in West Wales, and those areas of Wales commissioning advocacy in partnership with commissioners in West Wales, through the provision of a range of services including comprehensive independent advocacy, education, training and awareness raising.

The charity carries out these objects by:

- (i) providing advocacy services for adults experiencing mental health issues, for older people with mental health issues and/or dementia, for adults with a learning disability or autism, and for children and young people with mental health issues.
- (ii) a commitment to raising awareness of all independent forms of advocacy and other forms of advocacy. The long term aim is that independent advocacy is seen as an essential service for all people with a range of care and support needs and people experiencing the effects of disadvantages and disengagement.
- (iii) being an integral participant in developing advocacy services and promoting awareness of needs for people with a range of care and support needs both locally and in the wider West Wales arena.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**TRUSTEES REPORT**  
**31 March 2022**

**Achievements and Performance**

Advocacy West Wales (AWW) changed its name to Advocacy West Wales - Eiriolaeth Gorllewin Cymru (AWW-EGC) in November 2019

Advocacy West Wales (AWW) has continued the provision of advocacy services to each of the following:

- adults including older people in Pembrokeshire and in Carmarthenshire including Carers (since 1/3/20)
  - IMHA Service in Carmarthenshire, Ceredigion and Pembrokeshire
  - Independent Professional Advocacy in Ceredigion
  - Tudor Trust Drop In Services Carmarthenshire from April 2021 to March 2022
  - All ages Community Mental Health, Ceredigion from December 2020
  - Adults with a learning disability or autism, Pembrokeshire (following a transfer from PPF 1/1/2021)
- AWW-EGC merged with Eiriol Mental Health Advocacy from 1/3/20
- All current services that were due for retender or new funding during this reporting period were successful and are now in receipt of the funding

**Financial Review**

Advocacy West Wales is predominantly reliant on contracts for its services.

Funds were received from:

Local Health Board, Ceredigion County Council, Lloyds Bank Foundation, Carmarthenshire County Council, Tudor Trust, Enhancing Pembrokeshire, West Wales Care Partnership (WWCP).

Advocacy West Wales has also been fortunate in attracting a few donations.

Total income for the year was £591,330.

**Reserves Policy**

The current policy is to hold reserves equivalent to:

3 months working capital to accommodate the provision of restricted projects pending the receipt of associated restricted income.

At the end of the financial year, general unrestricted reserves were £87,321 and restricted reserves amounted to £116,271

**Future Developments**

Hywel Davies Drop In services for Pembrokeshire . Henry Smith 3 year funding for the Pembrokeshire Adults with a Learning Disability and Autistic People Service.

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**TRUSTEES' REPORT**  
**31 March 2022**

**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed, requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

ON BEHALF OF THE BOARD

.....  
A Watters, Chairperson

Date: .....

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**TRUSTEES REPORT**  
**31 March 2022**

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2022.

**REFERENCE & ADMINISTRATIVE DETAILS**

Registered Charity number 1172200

Registered office 36/38 High Street, Haverfordwest, Pembrokeshire, SA61 2DA

Trustees

Andy Watters  
Carolyn Oakley  
Jane Kelso  
Helen Butland  
Emlyn Sciavone

Chair  
Treasurer

Accountants

L M Griffiths & Co Ltd  
Chartered Certified Accountants  
1&2 Merlins Court, Winch Lane, Haverfordwest, SA61 1SB

Bankers

CAF Bank Ltd  
25 Kings Hill Avenue, Kings Hill, West Malling, Kent

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**INDEPENDENT EXAMINER'S REPORT**  
**31 March 2022**

**Independent examiner's report to the trustees of Advocacy West Wales - Eiriolaeth Gorllewin Cymru**

I report to the charity trustees on my examination of the accounts of Advocacy West Wales - Eiriolaeth Gorllewin Cymru (the Trust) for the year ended 31 March 2022.

**Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Act)

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body, I can confirm that I am qualified to undertake the examination because I am a registered member of ACCA which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and come across no other matters in connection with the examination to which attention should be drawn in this report to enable a proper understanding of the accounts to be reached.

Michael Harries FCCA  
L M Griffiths & Co Ltd  
1&2 Merlins Court  
Winch Lane  
Haverfordwest  
Pembrokeshire  
SA61 1SB

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
for the year ended 31 March 2022

|                                                       | Notes | Unrestricted<br>funds | Designated<br>&<br>Restricted<br>funds | Total<br>funds<br>2022 | Total<br>funds<br>2021 |
|-------------------------------------------------------|-------|-----------------------|----------------------------------------|------------------------|------------------------|
|                                                       |       | £                     | £                                      | £                      | £                      |
| <b>INCOMING RESOURCES</b>                             |       |                       |                                        |                        |                        |
| <b>Incoming resources from generated funds:</b>       |       |                       |                                        |                        |                        |
| Voluntary income                                      | 3     | 9,011                 | -                                      | 9,011                  | 47,422                 |
| Investment income                                     | 4     | 67                    | -                                      | 67                     | 52                     |
| <b>Incoming resources from charitable activities:</b> |       |                       |                                        |                        |                        |
| Grants & contracts                                    | 5     | -                     | 582,252                                | 582,252                | 608,527                |
| <b>Total incoming resources</b>                       |       | 9,078                 | 582,252                                | 591,330                | 656,001                |
| <b>RESOURCES EXPENDED</b>                             |       |                       |                                        |                        |                        |
|                                                       | 15    |                       |                                        |                        |                        |
| <b>Charitable activities</b>                          |       | 88,226                | 578,882                                | 667,108                | 516,275                |
| <b>Total resources expended</b>                       |       | 88,226                | 578,882                                | 667,108                | 516,275                |
| <b>NET INCOMING RESOURCES before transfers</b>        |       | (79,148)              | 3,370                                  | (75,778)               | 139,726                |
| <b>Gross transfers between funds</b>                  | 12&13 | 90,394                | (90,394)                               | -                      | -                      |
| <b>Net incoming /(outgoing) resources</b>             |       | 11,246                | (87,024)                               | (75,778)               | 139,726                |
| <b>RECONCILIATION OF FUNDS</b>                        |       |                       |                                        |                        |                        |
| <b>Funds brought forward</b>                          |       | 75,628                | 203,295                                | 278,923                | 139,197                |
| <b>TOTAL FUNDS CARRIED FORWARD</b>                    | 12    | 86,874                | 116,271                                | 203,145                | 278,923                |

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**BALANCE SHEET**  
**As at 31 March 2022**

|                                               | Notes | Unrestricted<br>funds | Restricted<br>income<br>funds | Total this<br>year<br>2022<br>£ | Total last<br>year<br>2021<br>£ |
|-----------------------------------------------|-------|-----------------------|-------------------------------|---------------------------------|---------------------------------|
|                                               |       | £                     | £                             |                                 |                                 |
| <b>FIXED ASSETS</b>                           |       |                       |                               |                                 |                                 |
| Tangible assets                               | 9     | 3                     | 3,129                         | 3,132                           | 545                             |
|                                               |       | 3                     | 3,129                         | 3,132                           | 545                             |
| <b>CURRENT ASSETS</b>                         |       |                       |                               |                                 |                                 |
| Debtors : Amounts falling due within one year | 10    | -                     | -                             | -                               | 39,776                          |
| Cash at bank and in hand                      |       | 86,871                | 129,283                       | 216,154                         | 241,141                         |
|                                               |       | 86,871                | 129,283                       | 216,154                         | 280,917                         |
| <b>CREDITORS</b>                              |       |                       |                               |                                 |                                 |
| Amounts falling due within one year           | 11    | -                     | 16,141                        | 16,141                          | 2,539                           |
| <b>NET CURRENT ASSETS</b>                     |       | 86,871                | 113,142                       | 200,013                         | 278,378                         |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>  |       | 86,874                | 116,271                       | 203,145                         | 278,923                         |
| <b>FUNDS</b>                                  | 12    |                       |                               |                                 |                                 |
| Unrestricted funds                            |       | 86,874                | -                             | 86,874                          | 75,628                          |
| Restricted funds                              |       | -                     | 116,271                       | 116,271                         | 203,295                         |
| <b>TOTAL FUNDS</b>                            |       | 86,874                | 116,271                       | 203,145                         | 278,923                         |

The financial statements were approved by the trustees on \_\_\_\_\_ and were signed on its behalf by:

\_\_\_\_\_  
A Watters, Chair

\_\_\_\_\_  
C Oakley, Treasurer

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**NOTES TO THE ACCOUNTS**  
**31 March 2022**

**1 Basis of preparation**

**1.1 Basis of accounting**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

**1.2 Change in basis of accounting**

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

**1.3 Changes to previous accounts**

No changes have been made to accounts for previous years.

**2 Accounting policies**

**2.1 Incoming resources**

**Recognition of incoming resources**

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

**Incoming resources with related expenditure**

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resources and related expenditure are reported gross in the SoFA.

**Grants and donations**

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

**Tax reclaims on donations and gifts**

Incoming resources from tax reclaims are included in the SoFA at the same time as the gift to which they relate.

**Contractual income and performance related grants**

This is only included in the SoFA once the related goods or services have been delivered.

**Gifts in kind**

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised.

Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity.

Gifts in kind for use by the charity are included in the SoFA as incoming resources when receivable.

**Donated services and facilities**

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

**Volunteer help**

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

**Investment income**

This is included in the accounts when receivable.

**Investment gains and losses**

This includes any gain or loss on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

**2.2 Expenditure & liabilities**

**Liability recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

**Governance costs**

Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

**2.3 Assets**

**Tangible fixed assets for use by charity**

These are capitalised if they can be used for more than one year, and cost at least £100. They are valued at cost or a reasonable value on receipt. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixture and fittings - 10 % Straight Line

Computer equipment - 33 % Straight Line

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**NOTES TO THE ACCOUNTS**  
**31 March 2021**

| 3 VOLUNTARY INCOME | 2022               |                    |       | 2021   |
|--------------------|--------------------|--------------------|-------|--------|
|                    | Designated         |                    | Total | Total  |
|                    | Unrestricted Funds | & Restricted Funds |       |        |
|                    | £                  | £                  |       |        |
| Other income       | 8,011              | -                  | 8,011 | 47,024 |
|                    | 8,011              | -                  | 8,011 | 47,024 |

| 4 INVESTMENT INCOME      | 2022 | 2021 |
|--------------------------|------|------|
|                          | £    | £    |
| Deposit account interest | 67   | 52   |

| 5 GRANTS & CONTRACTS | 2022               |                    |         | 2021    |
|----------------------|--------------------|--------------------|---------|---------|
|                      | Designated         |                    | Total   | Total   |
|                      | Unrestricted Funds | & Restricted Funds |         |         |
|                      | £                  | £                  |         |         |
| Community P          | -                  | 74,312             | 74,312  | 77,183  |
| Community C          | -                  | 92,414             | 92,414  | 93,174  |
| Community Ceredigion | -                  | 33,368             | 33,368  | 67,576  |
| ICF                  | -                  | -                  | -       | 3,757   |
| IMHA                 | -                  | 201,697            | 201,697 | 198,257 |
| Carers               | -                  | 36,253             | 36,253  | 35,996  |
| PPF                  | -                  | 18,605             | 18,605  | 49,000  |
| Ceredigion CIPA      | -                  | 70,882             | 70,882  | 70,247  |
| Lloyds               | -                  | 25,000             | 25,000  | -       |
| Tudor                | -                  | 29,721             | 29,721  | 13,337  |
| Sue Evans/CYP        | -                  | -                  | -       | -       |
|                      | -                  | 582,252            | 582,252 | 608,527 |

| 6 NET INCOMING/(OUTGOING) RESOURCES      | 2022  | 2021  |
|------------------------------------------|-------|-------|
|                                          | £     | £     |
| Net resources are stated after charging: |       |       |
| Accountancy fees                         | 1,240 | 3,174 |
| Depreciation                             | 1,783 | 612   |

**7 TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

|                                       | 2022 | 2021 |
|---------------------------------------|------|------|
|                                       | £    | £    |
| Trustees' expenses                    | 102  | 22   |
| Number of trustees receiving expenses | 1    | 1    |

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**NOTES TO THE ACCOUNTS**  
**31 March 2022**

|                      |             |             |
|----------------------|-------------|-------------|
| <b>8 STAFF COSTS</b> | <b>2022</b> | <b>2021</b> |
|                      | £           | £           |

|                    |         |         |
|--------------------|---------|---------|
| Wages and salaries | 555,865 | 430,594 |
|--------------------|---------|---------|

|                                                                         |             |             |
|-------------------------------------------------------------------------|-------------|-------------|
| The average monthly number of employees during the year was as follows: | <b>2022</b> | <b>2021</b> |
|-------------------------------------------------------------------------|-------------|-------------|

|           |    |    |
|-----------|----|----|
| Full time | 4  | 2  |
| Part time | 20 | 19 |
|           | 24 | 21 |

There were no employees with salaries in excess of £60,000

**9 TANGIBLE FIXED ASSETS**

|                       | Fixtures<br>and fittings<br>£ | Computer<br>equipment<br>£ | Total<br>£ |
|-----------------------|-------------------------------|----------------------------|------------|
| <b>COST</b>           |                               |                            |            |
| At 1 April 2021       | 1,190                         | 21,716                     | 22,906     |
| Additions             | -                             | 4,370                      | 4,370      |
|                       | 1,190                         | 26,086                     | 27,276     |
| <b>DEPRECIATION</b>   |                               |                            |            |
| At 1 April 2021       | 1,190                         | 21,171                     | 22,361     |
| Charge for year       | -                             | 1,783                      | 1,783      |
|                       | 1,190                         | 22,954                     | 24,144     |
| <b>NET BOOK VALUE</b> |                               |                            |            |
| At 31 March 2022      | -                             | 3,132                      | 3,132      |
| At 31 March 2021      | -                             | 545                        | 545        |

|                                                        |             |             |
|--------------------------------------------------------|-------------|-------------|
| <b>10 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b> | <b>2022</b> | <b>2021</b> |
|                                                        | £           | £           |

|                                      |   |        |
|--------------------------------------|---|--------|
| Amounts falling due within one year: | - | 39,776 |
|                                      | - | 39,776 |

|                                                          |             |             |
|----------------------------------------------------------|-------------|-------------|
| <b>11 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b> | <b>2022</b> | <b>2021</b> |
|                                                          | £           | £           |

|                 |        |       |
|-----------------|--------|-------|
| Accruals        | 1,240  | 1,194 |
| Other creditors | 14,901 | 1,345 |
|                 | 16,141 | 2,539 |

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**NOTES TO THE ACCOUNTS**  
**31 March 2022**

**12 MOVEMENT IN FUNDS**

|                           | <b>At 01.04.21</b> | <b>Funds brought forward at 01.04.21<br/>£</b> | <b>Net movement in funds<br/>£</b> | <b>Transfers between funds<br/>£</b> | <b>At 31.03.22<br/>£</b> |
|---------------------------|--------------------|------------------------------------------------|------------------------------------|--------------------------------------|--------------------------|
| <b>Unrestricted funds</b> |                    |                                                |                                    |                                      |                          |
| General fund              | -                  | 75,628                                         | (79,148)                           | 90,394                               | 86,874                   |
| <b>Restricted funds</b>   |                    |                                                |                                    |                                      |                          |
| Restricted income funds   | -                  | 203,295                                        | 3,370                              | (90,394)                             | 116,271                  |
| <b>TOTAL FUNDS</b>        | <b>-</b>           | <b>278,923</b>                                 | <b>(75,778)</b>                    | <b>-</b>                             | <b>203,145</b>           |

Net movements in funds, included in the above are as follows:

|                           | <b>Incoming resources<br/>£</b> | <b>Resources expended<br/>£</b> | <b>Movement in funds<br/>£</b> |
|---------------------------|---------------------------------|---------------------------------|--------------------------------|
| <b>Unrestricted funds</b> |                                 |                                 |                                |
| General fund              | 9,078                           | 88,226                          | (79,148)                       |
| <b>Restricted funds</b>   |                                 |                                 |                                |
| Restricted income funds   | 582,252                         | 578,882                         | 3,370                          |
| <b>TOTAL FUNDS</b>        | <b>591,330</b>                  | <b>667,108</b>                  | <b>(75,778)</b>                |

**13 TRANSFERS BETWEEN FUNDS**

Transfers were made from WCVA, Ceredigion CIPA, ICF, Tudor Trust, Community Ceredigion, Lloyds, PPF and IMHA to unrestricted income by way of a charge made to restricted funds for central support services

**14 FUND DEFICITS**

As at the year end 31 March 2022, no funds were in a deficit position

**ADVOCACY WEST WALES - EIRIOLAETH GORLLEWIN CYMRU**  
**NOTES TO THE ACCOUNTS**  
**31 March 2022**

**15 DETAILED ANALYSIS OF STATEMENT OF FINANCIAL ACTIVITIES**

|                                                  | Unrestricted funds | Restricted Funds |             |                      |       |          |         |          |          |                 | 2022    | 2021        |             |
|--------------------------------------------------|--------------------|------------------|-------------|----------------------|-------|----------|---------|----------|----------|-----------------|---------|-------------|-------------|
|                                                  | Reserves           | Community P      | Community C | Community-Ceredigion | ICF   | IMHA     | Carers  | Lloyds   | PPF      | Ceredigion CIPA | Tudor   | Total funds | Total funds |
|                                                  | £                  | £                | £           |                      | £     | £        | £       |          |          | £               | £       | £           | £           |
| INCOMING RESOURCES                               |                    |                  |             |                      |       |          |         |          |          |                 |         |             |             |
| Voluntary & other income                         | 8,011              | 74,312           | 92,414      | 33,368               |       | 201,697  | 36,253  | 25,000   | 18,605   | 70,882          | 29,721  | 590,263     | 652,061     |
| Government Grants                                | 1,000              | -                | -           | -                    |       | -        | -       | -        | -        | -               | -       | 1,000       | 3,888       |
| Investment income                                | 67                 |                  |             |                      |       |          |         |          |          |                 |         | 67          | 52          |
| Total incoming resources                         | 9,078              | 74,312           | 92,414      | 33,368               | -     | 201,697  | 36,253  | 25,000   | 18,605   | 70,882          | 29,721  | 591,330     | 656,001     |
| RESOURCES EXPENDED                               |                    |                  |             |                      |       |          |         |          |          |                 |         |             |             |
| Charitable activities                            |                    |                  |             |                      |       |          |         |          |          |                 |         |             |             |
| Salaries & wages                                 | 62,402             | 64,298           | 69,614      | 40,222               |       | 147,353  | 27,659  |          | 43,194   | 34,911          | 13,596  | 503,249     | 387,145     |
| Travel expenses                                  | 525                | 1,327            | 903         | 2,028                |       | 7,219    | 955     |          | 1,724    | 887             | 382     | 15,950      | 7,372       |
| Training / Recruitment                           | 1,390              | 42               |             | 90                   |       | 95       |         |          |          | 165             | 11      | 1,793       | 2,139       |
| CRB Checks                                       | 60                 | 67               | 25          | 27                   |       | 145      |         |          | 71       | 46              |         | 441         | 238         |
| Subscriptions                                    | 595                |                  |             |                      |       |          |         |          |          |                 |         | 595         | 270         |
|                                                  | 64,972             | 65,734           | 70,542      | 42,367               | -     | 154,812  | 28,614  | -        | 44,989   | 36,009          | 13,989  | 522,028     | 397,164     |
| Support costs                                    |                    |                  |             |                      |       |          |         |          |          |                 |         |             |             |
| Salaries & wages                                 | 662                | 6,891            | 8,599       | 3,087                |       | 18,797   | 3,418   |          | 1,736    | 6,615           | 2,811   | 52,616      | 43,449      |
| Training                                         |                    |                  |             |                      |       |          |         |          |          |                 |         | -           | 1,816       |
| Rent                                             | 4,843              | 1,200            | 2,007       | 866                  |       | 3,553    | 675     |          | 923      | 700             | 562     | 15,329      | 14,404      |
| Heat & light                                     | 241                |                  | 89          |                      |       | 142      | 34      |          | 3        |                 | 31      | 540         | 862         |
| Room hire                                        | 174                | 64               | 84          | 53                   |       | 96       | 45      |          |          | 53              | 3       | 572         | -           |
| Cleaning                                         | 164                |                  |             |                      |       | 15       |         |          |          |                 |         | 179         | 596         |
| Insurance                                        | 5,369              |                  |             |                      |       | 282      |         |          |          |                 |         | 5,651       | 2,965       |
| Telephone                                        | 1,623              | 941              | 815         | 635                  |       | 2,628    | 602     |          | 514      | 540             | 857     | 9,155       | 6,439       |
| Postage, stationery & advertising                | 668                | 222              | 336         | 105                  |       | 601      | 283     |          | 193      | 115             | 258     | 2,781       | 2,874       |
| Website & computing costs                        | 2,332              | 2,790            | 2,780       | 1,366                |       | 4,100    | 1,064   |          | 944      | 1,746           | 1,000   | 18,122      | 5,420       |
| Equipment                                        | 270                | 55               | 224         | 118                  |       | 250      | 180     |          | 32       | 26              | 133     | 1,288       | 5,411       |
| Sundries                                         | 32                 |                  | 25          |                      |       | 44       | 8       |          |          |                 | 8       | 117         |             |
| Professional fees                                | 4,126              | 326              | 326         | 206                  |       | 1,262    | 120     |          | 239      | 27,202          | 109     | 33,916      | 30,548      |
| Bank charges                                     | 96                 |                  |             |                      |       |          |         |          |          |                 |         | 96          | 69          |
| AGM/Staff welfare                                | 820                |                  |             |                      |       |          |         |          |          |                 | 773     | 1,593       | 450         |
| Accountancy                                      | 1,240              |                  |             |                      |       |          |         |          |          |                 |         | 1,240       | 3,174       |
| Trustees' expenses                               | 102                |                  |             |                      |       |          |         |          |          |                 |         | 102         | 22          |
| Depreciation - fixtures & fittings               |                    |                  |             |                      |       |          |         |          |          |                 |         | -           | -           |
| Depreciation - computer eqpt                     | 492                | 170              | 48          |                      |       | 332      | 38      |          | 87       | 446             | 170     | 1,783       | 612         |
|                                                  | 23,254             | 12,659           | 15,333      | 6,436                | -     | 32,102   | 6,467   | -        | 4,671    | 37,443          | 6,715   | 145,080     | 119,111     |
| Total resources expended                         | 88,226             | 78,393           | 85,875      | 48,803               | -     | 186,914  | 35,081  | -        | 49,660   | 73,452          | 20,704  | 667,108     | 516,275     |
| NET INCOMING/OUTGOING RESOURCES before transfers |                    |                  |             |                      |       |          |         |          |          |                 |         |             |             |
|                                                  | (79,148)           | (4,081)          | 6,539       | (15,435)             | -     | 14,783   | 1,172   | 25,000   | (31,055) | (2,570)         | 9,017   | (75,778)    | 139,726     |
| Gross transfers between funds                    | 90,394             | (8,677)          | (10,785)    | (7,538)              | -     | (23,670) | (4,302) | (25,000) | (1,698)  | (5,184)         | (3,540) | -           | -           |
| Net incoming/(outgoing) resources                | -                  | -                | -           |                      | -     |          | -       |          |          | -               |         | (75,778)    | 139,726     |
| Funds brought forward                            | 75,628             | 45,469           | 14,980      | 45,953               | 3,668 | 35,688   | 3,273   | -        | 39,234   | 12,769          | 2,261   | 278,923     | 139,197     |
| Funds carried forward                            | 86,874             | 32,711           | 10,734      | 22,980               | 3,668 | 26,801   | 143     | -        | 6,481    | 5,015           | 7,738   | 203,145     | 278,923     |

# Advocacy West Wales — Eiriolaeth Gorllewin Cymru



## ADRODDIAD BLYNYDDOL 2021 - 2022

Swyddfa Gofrestredig  
Advocacy West Wales -  
Eiriolaeth Gorllewin Cymru  
36/38 Stryd Fawr  
Hwlfordd  
SA61 2DA

Ffôn / Ffacs: 01437 762935  
Rhif Elusen Gofrestredig: 1172200

## **Adroddiad y Cadeirydd 2021-2022**

Yn groes i'n gobeithion, am yr ail flwyddyn, mae'r pandemig Covid-19 wedi cyflwyno'r her fwyaf i'r Elusen, ei staff a'i chleientiaid, ac mae ymchwyddiadau cyson wedi mynnu newidiadau i gynlluniau strategol ac arferion gwaith. Mae'r tîm wedi cydweithio'n agos wrth ymateb i ganllawiau Llywodraeth Cymru ac wrth addasu i'r newidiadau hyn, nid yn unig yn y gwaith ond yn eu bywydau personol hefyd.

Eleni, fe wnaethom barhau i ddefnyddio cronfa Grant Lles Ymddiriedolaeth Tudor i gynorthwyo'r tîm gyda nifer o weithgareddau, a gynlluniwyd i roi rhyddhad derbyniol iawn a chyfleoedd i ddod at ein gilydd mewn grwpiau bach.

Byddwn yn parhau i addasu i sialensiau Covid-19 wrth i'r gaeaf ein cyrraedd.

Ar nodyn mwy cadarnhaol, rydym wedi parhau i ddarparu gwasanaeth i'n cleientiaid, sydd wedi'i ganmol a'i gymeradwyo gan Gomisiynwyr a rhanddeiliaid eraill mewn adolygiadau gwasanaeth, er gwaethaf y sialensiau a ddaeth i'n rhan yn y flwyddyn ddiwethaf.

Rydym wedi ail-dendro'n llwyddiannus am gontractau gwasanaeth, yn fwyaf nodedig i barhau i ddarparu'r gwasanaeth Eiriolaeth Iechyd Meddwl Annibynnol (IMHA) o fis Ebrill 22 am y 3-5 mlynedd nesaf, a gwasanaeth Eiriolaeth Annibynnol y Tair Sir (3CIPA) ar y cyd â'n partneriaid, o fis Ebrill 22 am 4-7 mlynedd.



Hoffwn dalu teyrnged i'n cefnogwr hirdymor, y diweddar Hywel Davies, y mae ei gymynrodd sylweddol wedi ein galluogi i ddechrau gwasanaeth "Galw Heibio Eiriolaeth Iechyd Meddwl" i bobl yn Sir Benfro yn ddiweddar iawn.

Derbyniwyd grantiau hael eraill oddi wrth Ymddiriedolaeth Tudor a Sefydliad Banc Lloyds yn ystod y cyfnod adrodd hwn. Mae'r rhain wedi galluogi AWW-EGC i atgyfnerthu rhai gwasanaethau, cynorthwyo adrannau craidd, a datblygu meysydd eraill.

Dros y blynyddoedd diwethaf, o dan arweiniad ein Prif Swyddog Natasha Fox, a'r Rheolwr Cynorthwyol Kate Bailey, mae AWW-EGC wedi ehangu'n sylweddol, ond trwy'r newidiadau hyn mae'r elusen wedi parhau i fod yn sefydlog yn ariannol ac wedi'i rheoli'n ddarbodus, fel y bydd yr adroddiad gan yr Archwilydd Annibynnol yn cadarnhau. Fodd bynnag, mae yna beryglon wrth newid yn sydyn ac mae'r Uwch Dîm Rheoli a'r Ymddiriedolwyr wedi cytuno bod cyfnod o gydgyfnerthu'n ddoeth, er mwyn cynnal ein safonau uchel a sicrhau eu bod yn gyson ac yn gynaliadwy.

Eleni eto, bydd AWW-EGC yn cael ei asesu o ran cydnherthedd ac ansawdd gan yr archwiliad Marc Perfformiad Ansawdd (QPM), sy'n rhan annatod o'n polisi Sicrwydd Ansawdd, ac yn ofyniad ar gyfer llawer o'n gwasanaeth.

Wrth edrych i'r dyfodol, y sialens fawr i bob un ohonom, yr Ymddiriedolwyr, y staff a'r sefydliad, fydd yr argyfwng ariannol y mae pob un ohonom yn ei wynebu, ac a fydd yn anffodus yn cael effaith sylweddol ar iechyd meddwl llawer o bobl. I'r mudiad, mae hyn wedi'i osod yn erbyn cefndir o gyllid wedi'i rewi ers dros ddegawd. Rydym wedi gorfod dibynnu ar "arbedion effeithlonrwydd" i gynnal yr un lefel o wasanaeth i'n cleientiaid. Rwy'n hyderus, fodd bynnag, y byddwn yn ymdopi ac yn addasu i'r amgylchiadau newidiol, wrth hyrwyddo'r angen am gyllid cynaliadwy i sefydliadau comisiynu.

Mae fy hyder yn seiliedig ar arweinyddiaeth strategol ein Prif Swyddog Natasha Fox a'r Tîm Rheoli, sydd

wedi'u cefnogi'n fedrus gan y Tîm ardderchog.

Yn olaf, hoffwn ddiolch i'm cydweithwyr ar Fwrdd yr Ymddiriedolwyr am eu cefnogaeth a'u hymroddiad parhaus, i Helen Butland am recriwtio staff, i Caroline Evans, Jane Kelso, y Trysorydd Anrhydeddus Carolyn Oakley a'r Is-gadeirydd Emlyn Schiavone.



Andrew Watters  
Cadeirydd, AWW-EGC

### **Adroddiad y Trysorydd 2021- 2022**

Cyfanswm incwm y flwyddyn oedd £591,330 (£656,001 yn 2021 – roedd hyn yn cynnwys derbyniadau ymlaen llaw ar gyfer prosiectau a gyflawnwyd wedyn yn 2021-2022, a chronfeydd wrth gefn ar ôl trosglwyddo'r gwasanaeth o Pobl yn Gyntaf Sir Benfro). Cyfanswm y gwariant oedd £666,661 (£516,275 yn 2021) gan roi diffyg ariannol ar gyfer y flwyddyn o £75,331 (gwarged o £176,118 yn 2021). Cyfanswm yr arian a gariwyd ymlaen oedd £203,592 (£278,923 yn 2021). Eglurir y cynnydd mewn gwariant rhwng 20-21 a 21-22 gan y cynnydd mewn prosiectau a gyflawnwyd, a'r cynnydd canlyniadol yn y tîm staff.

Fodd bynnag, erys AWW-EGC yn sefydlog iawn yn ariannol ac mae parch mawr gan ein hystod lawn o arianwyr tuag at y mudiad o hyd. Maent yn hyderus y bydd defnydd da yn cael ei wneud o'u harian, trwy ddarparu ystod y wasanaethau eiriolaeth ardderchog ar draws y tair sir, sef Sir Gaerfyrddin, Ceredigion a Sir Benfro.

Hoffem ddiolch i bawb sydd wedi darparu cyllid ar gyfer niferus brosiectau AWW-EGC: Bwrdd Iechyd Prifysgol Hywel Dda, Cyngor Sir Ceredigion, Sefydliad Banc Lloyds, Cyngor Sir Gâr, Ymddiriedolaeth Tudor, Gwella Sir Benfro, a Phartneriaeth Gofal Gorllewin Cymru (WWCP). Mae Eiriolaeth Gorllewin Cymru wedi bod yn ffodus i ddenu rhai rhoddion hefyd. Mae Datblygiadau'r Dyfodol yn cynnwys gwasanaethau Galw Heibio Hywel Davies ar gyfer Sir Benfro, a chyllid am 3 blynedd gan Henry Smith ar gyfer Gwasanaeth Sir Benfro i Bobl ag Anabledd Dysgu a Phobl Awtistig.

Diolch i Temitope Adebayo am ei mewnbwn amhrisiadwy fel Swyddog Cyllid. Mae'n dipyn o gamp monitro'r holl adrannau gwahanol sydd wedi cynyddu'n sylweddol mewn nifer ar ôl yr uno, a chyda datblygiad gwasanaethau newydd ar draws ardal ddaearyddol ehangach. Mae'n darparu cyfrifon rheoli rheolaidd i'r Prif Swyddog a'r Ymddiriedolwyr. Diolchwn hefyd i Sue Blanter, Rheolwr Swyddfa, am ei mewnbwn parhaus ac amhrisiadwy gyda'r holl brosesau ariannol, y gyflogres a swyddogaethau eraill. Diolch i'r holl staff am ddarparu gwasanaethau eiriolaeth rheng flaen ardderchog i'r rhai sydd eu hangen.

Unwaith eto, rhaid diolch i Mike Harris FCCA, o L M Griffiths & Co, am baratoi'r cyfrifon terfynol. Yn olaf, ond yn sicr nid lleiaf, diolch yn fawr i Natasha Fox am ei holl waith caled yn cynllunio, rheoli ac arwain y mudiad. Mae ei sgiliau paratoi ceisiadau wedi cyfrannu'n aruthrol at sefydlogrwydd ariannol AWW-EGC, gan roi cyflogaeth i lawer o bobl ac ystod ehangach o wasanaethau ar gyfer nifer cynyddol o ddefnyddwyr gwasanaethau.

Fel Trysorydd, rwy'n hyderus y bydd AWW-EGC yn parhau i fynd o nerth i nerth yn y blynyddoedd i ddod.

Carolyn Oakley  
07.09.2022

## **Adroddiad y Prif Swyddog 2021-2022**

Bob blwyddyn, rwy'n dechrau'r adroddiad hwn gan nodi ein bod wedi cael blwyddyn yn llawn datblygiadau a'n bod yn edrych i gydgyfnerthu am gyfnod. Mae sialensiau a chyfleoedd newydd yn ein hwynebu bob blwyddyn.

Nid yw eleni, fy 8<sup>fed</sup> flwyddyn fel Prif Swyddog, wedi bod yn eithriad. Dyma'r flwyddyn anoddaf eto, ond y mwyaf gwerth chweil i'r mudiad ac i'n gwasanaethau.

Yn 2022, rydym bellach yn cyflogi tîm o 26 o bobl ymroddgar ar draws 8 prosiect.

Y tu hwnt i ddatblygiad pellach ein gwasanaethau eiriolaeth eleni, y datblygiad mwyaf fu ein Strwythur Sefydliadol; sefydlu Tîm Arwain ac ymestyn y ddarpariaeth yn yr Adran Graidd, gan ychwanegu Swyddog Cyllid (Temitope Adebayo) a datblygu rôl Peggy Spooner fel Rheolwr Datblygu Prosiectau.

### **Llwyddiannau wrth Sicrhau Cyllid:**

Bu modd i ni wneud cynnydd gwirioneddol o ran sicrhau cyllid ar gyfer gwasanaethau presennol a rhai newydd yn ystod y cyfnod adrodd hwn, gyda'r ceisiadau canlynol am gyllid gan sefydliadau / mudiadau sy'n cynnig grantiau a gwasanaethau statudol:

Eiriolaeth Broffesiynol Annibynnol y 3 Sir: Yn ystod y flwyddyn ariannol, bu modd i ni allu creu partneriaeth gref gydag Age Cymru Dyfed, Pobl yn Gyntaf Sir Gâr, Ymddiriedolaeth Gofalwyr Croesffyrdd Gorllewin Cymru a Dewis CIL, a gwnaed cais llwyddiannus, fel darparwr/cynigydd arweiniol, i Wasanaeth IPA y 3 Sir o dan y Deddf Gwasanaethau Cymdeithasol a Llesiant. Mae'r gwasanaeth hwn yn cynorthwyo pobl sy'n wynebu rhwystrau rhag lleisio eu barn, prosesau diogelu, cynllunio ac adolygu, a chwyno am y rhain. Dechreuodd y gwasanaeth ar 1.4.22, a bydd yn para am rhwng 4 a 7 mlynedd.

Eiriolaeth Iechyd Meddwl Annibynnol – y 3 Sir: Mae AWW wedi dal y cytundeb hwn gyda Bwrdd Iechyd Prifysgol Hywel Dda ers ei sefydlu yn 2008. Buom yn llwyddiannus wrth ail-dendro yn ystod y cyfnod adrodd hwn, a cychwynnodd y contract newydd, a fydd yn para am 3-5 mlynedd, ar 1.4.22.

Cyllid Parhad – Eiriolaeth Iechyd Meddwl Cymunedol Ceredigion: Mae'r hyn a ddechreuodd ym mis Rhagfyr 2020 fel prosiect peilot wedi'i ymestyn drwy'r cyfnod hwn a hyd at fis Mawrth 2023.

Henry Smith – Eiriolaeth Annibynnol ar gyfer Pobl ag Anabledd Dysgu a Phobl Awtistig yn Sir Benfro: Yn ystod y cyfnod hwn, gwnaethom gais am gyllid penodol ar gyfer prosiect 3 blynedd, i alluogi cyllid cynaliadwy ar gyfer ein gwasanaeth presennol ar gyfer PwLD ac AP yn Sir Benfro. Dyma'r tro cyntaf i'r gwasanaeth hwn gael cyllid penodol, ac mae'n cadarnhau ymddiriedaeth Pobl yn Gyntaf Sir Benfro i leoli'r gwasanaeth hwn gyda ni nôl ym mis Ionawr 2021.

Sefydliad Banc Lloyds: Fel mudiad, cawn ei hariannu gan Sefydliad Banc Lloyds, gyda grant i gefnogi ein hadran graidd ers 2019.

Gwnaethom gais llwyddiannus am flwyddyn olaf o gyllid yn ystod y cyfnod adrodd hwn, a bydd y grant yn para nes mis Ebrill 2023.

Mae'r cyllid hwn wedi bod yn hanfodol i'n galluogi i gynorthwyo ein rheolwyr a'n rolau di-eiriolaeth a chefnogi ein timau eiriolaeth.

Ymddiriedolaeth Hywel Davies: Roedd Hywel Davies yn gefnogwr AWW (MAP fel yr oedd) ers amser maith, a thrist iawn oedd clywed am ei farwolaeth. Buom yn ffodus iawn yn ystod y cyfnod hwn i gael

Dyfyniad gan  
ddefnyddiwr  
gwasanaeth;  
Diolch ...am fod yno i'm  
helpu i deimlo'n ddiogel  
ac wedi'i fy nghefnogi,  
amhrisiadwy

cymynrodd fechan o'i ystâd. Yn ddiweddarach yn y cyfnod adrodd hwn, cawsom ein gwahodd i wneud cais hefyd am gyllid o ystâd weddilliol Hywel, i gynorthwyo gyda gwasanaeth yn Sir Benfro. Gwnaethom gais am gyllid 3 blynedd ar gyfer Gwasanaeth Galw Heibio Eiriolaeth Iechyd Meddwl Sir Benfro, sy'n adlewyrchu'r gwasanaeth a ariennir gan Ymddiriedolaeth Tudor yn Sir Gaerfyrddin. Buom yn llwyddiannus wrth sicrhau'r cyllid hwnnw a dyfarniad ychwanegol, a fydd yn cynorthwyo ein Hadran Graidd dros y blynyddoedd nesaf. Mae ein diolch yn fawr i Ymddiriedolwyr y gronfa ac i Hywel.

Cyllid Gofal Integredig – Cronfa Arloesi Cymorth i Ofalwyr – Buom yn llwyddiannus wrth sicrhau dyfarniad bach i gynorthwyo gyda'n gwaith i ddatblygu Pecyn Cymorth Hunan-eirioli cynhwysfawr. Parhaodd y cyllid am rai misoedd dros y gaeaf yn y cyfnod adrodd hwn, ac mae gwaith yn parhau i gwblhau'r Pecyn Cymorth yn barod ar gyfer ymgynghoriad terfynol a'i gyhoeddi. Mae'r Pecyn Cymorth yn cynnwys cyfres gynhwysfawr o ddulliau ac ymarferion i dyfu hunan-eiriolaeth, boed yn unigol neu ar y cyd ag eiriolwr, ac yn y pen draw fe fydd fersiwn Cymraeg, Saesneg a Hawdd Ei Ddarllen ar gael i unrhyw un sydd ei angen.

Cyllid Gofal Integredig – Cronfa Arloesi Anableddau Dysgu – Llwyddwyd i sicrhau grant bach gan y gronfa hon i barhau i gynorthwyo ein gwasanaeth yn Sir Benfro, a threialwyd gwasanaeth newydd *My Wishes in Film*, sy'n cynnwys eiriolaeth a chreu ffilmiau gyda phobl sydd am greu ffordd newydd i roi gwybod i weithwyr proffesiynol am eu barn a'u dymuniadau. Fe wnaeth y cyllid alluogi'r peilot i redeg yn ystod 6 mis diwethaf y cyfnod adrodd hwn. Roedd yn ymarfer dysgu arwyddocaol, o ran faint o waith a sgiliau ychwanegol sydd eu hangen i gynhyrchu fideos ystyrion ar ran y bobl rydym yn eu cynorthwyo.

Buom yn llwyddiannus ym mhob cynnig am gyllid a gyflwynwyd yn ystod 2021-2022.

### **Datblygu Gwasanaeth:**

Diwrnod Hyfforddi'r Tîm Arwain ac Ailosod y Tîm: Gyda datblygiad Strwythur Sefydliadol newydd dros y 12 mis diwethaf, rhoddwyd darn sylweddol o hyfforddiant ar waith i'r Tîm Arwain, i gefnogi'r rheolwyr presennol a'r rhain newydd, a'n helpu ni i gyd i weithio gyda'n gilydd fel tîm. Mae wedi arwain hefyd at waith i ddatblygu Siarter Tîm AWW, gyda'r nod o'n helpu i gydgyfnerthu ein tîm a sicrhau ymagwedd Un Tîm.

Covid-19: Roedd effaith y pandemig yn parhau i gael ei theimlo ar draws AWW, gan y bobl rydym yn eu cynorthwyo ac yn fwy eang yn ein cymunedau. Rydym yn falch ein bod wedi gallu cynnal cymaint o'n gwasanaeth wyneb yn wyneb ag y gallem yn y cyfnod hwn, mewn ffordd ddiogel a rheoledig. Fe wnaethom gyfrannu at arolwg ac adroddiad ar draws y sector Cymreig yn y cyfnod hwn, yn dilyn yr adroddiad Gwerthfawrogi Lleisiau gwreiddiol, a oedd yn archwilio effaith barhaus Covid-19 ar y bobl rydym yn eu cynorthwyo, ein timau a'n gwasanaethau. Cynorthwywyd ein gwaith hybrid (cartref/swyddfa) parhaus gan ddatblygiad ein cronfa ddata rheoli achosion cleientiaid newydd, a aeth yn fyw ar 1.7.21, ar ôl cyfnod hir o ddatblygu.

Llesiant: Mae cymorth Llesiant ychwanegol i'n timau wedi'i roi ar waith gyda chymorth RCS, a ariennir gan Lywodraeth Cymru ar gyfer hyfforddiant, gweminarau, Cynlluniau Gweithredu Llesiant a Hyrwyddwyr Llesiant o'n tîm ein hunain.

**Cyrraedd ac Ymadael:** Yn gynnar yn y cyfnod adrodd hwn, croesawyd Temitope Adebayo fel Swyddog Cyllid, gan ddod â'n cymorth ariannol yn ôl yn fewnol. Mae cymorth Temi i'r Ymddiriedolwyr a minnau o ran y cyfrif rheoli a llywodraethu cyllid AWW, ac wrth baratoi cynigion am gyllid hefyd, wedi bod yn ddatblygiad i'w groesawu.

Croesawyd Abi Alexander, Rosie Culyer, Joanne Davies a Chloe Ellis i'r tîm yn ystod y cyfnod adrodd hwn. Fe wnaethom ffarwelio ag Ellie-Jay Thomas yr haf diwethaf, ac Ed Latter a Rachel Watt yng Ngheredigion yn fwy diweddar, a chroesawyd Helen Hillary.

Am gyfnod byr, fe wnaethom groesawu cydweithiwr newydd i Geredigion, i lenwi'r rôl Eiriolaeth Iechyd Meddwl Annibynnol yno. Roedd y person yn gweld y newid i rôl eiriolaeth yn amhosib, ond efallai bod ei sylwadau pan siaradodd â ni wrth ymadael ag AWW yn ein hatgoffa pwy ydym ni fel mudiad a'r hyn rydym yn ceisio'i gyflawni:

Soniodd am y croeso cynnes a'r gefnogaeth ardderchog a gafodd gyda ni yn AWW. Soniodd nad oedd erioed wedi gwerthfawrogi mor anodd y mae i elusennau fel ein un ni, y pwysau rydyn ni'n gweithio oddi tano a sut mae'n rhaid i ni weithio i gael bob tamaid bach o werth o'r cyllid wedi'i rewi a gawn i gynnal safon ein gwasanaethau. Soniodd am y ffordd rydyn ni'n mynd y filltir ychwanegol i'n cleientiaid, y set sgiliau unigryw y mae'n rhaid i eiriolwr annibynnol ei chael i gyflawni ei rôl yn ôl yr angen, a mor arbennig yw'r bobl sy'n meddu ar y set sgiliau honno. Soniodd ei fod wedi gwrandao ar gyfarfod o'r Bwrdd Iechyd yn ystod ei gyfnod sefydlu, a'i fod wedi'i syfrdanu gan yr atborth rhagorol am ein gwasanaethau a'r parch mawr sydd i ni fel unigolion ac fel tîm. Roedd yn cydnabod y sialensiau mewn lleoliadau lle mae ein rôl weithiau'n cael ei chroesawu ac mewn eraill lle mae gelyniaeth tuag ati, a sut rydyn ni'n cynnal ffocws ar y cleient a'n hagwedd gwbl broffesiynol. Soniodd y bydd, yn ei fywyd gwaith yn y dyfodol, yn sôn wrth ei gydweithwyr newydd mor hanfodol yw eiriolaeth i'r bobl maent yn eu cynorthwyo.

### **Cynllun Gwaith 2022-2023 ar gyfer AWW:**

Cydgfnerthu – Mae newid a thyfiant wedi parhau i ddigwydd yn AWW yn ystod yr ychydig flynyddoedd diwethaf. Mae wedi bod yn hollbwysig i gefnogi ein gwasanaethau, y bobl rydym yn eu cynorthwyo, ac i wneud y mudiad yn fwy cydnerth a chynaliadwy yn y tymor hir. Fodd bynnag, gyda'r newid a'r tyfiant hwnnw daw sialensiau newydd. Mae angen cyfnod o gydgfnerthu a chanolbwyntio ar hyfforddi arnom yn awr, i sicrhau ein bod yn gallu adeiladu ein tîm ehangach newydd fel un, a bod ansawdd ein gwaith yn parhau i gyrraedd y safonau uchel yr ydym yn eu disgwyl.

Ail-gomisiynu Gwasanaethau Eiriolaeth Iechyd Meddwl Cymunedol – Bydd y gwasanaethau hyn ar draws ardal Bwrdd Iechyd Prifysgol Hywel Dda yn cael eu hail-gomisiynu ymhén ychydig wythnosau, yn barod ar gyfer cyntact newydd a fydd yn dechrau ym mis Ebrill 2023. Mae hyn yn hanfodol i AWW, a byddwn yn gweithio'n galed i sicrhau'r contract newydd hwnnw drwy'r broses dendro.

Marc Perfformiad Ansawdd – Mae'r broses o'n hail-achredu â Marc Perfformiad Ansawdd safonol y diwydiant ar gyfer Gwasanaethau Eiriolaeth yn digwydd bob 3 blynedd, ac mae'n dod o gwmpas yn gyflym. Yn nes ymlaen eleni, fe fyddwn yn aildechrau'r broses o ail-achredu, yn barod ar gyfer dyfarniad newydd yn haf 2023.

### **Diolch a Chydnabyddiaethau:**

Mae'r mudiad yn ddiolchgar i Gymdeithas Gwasanaethau Gwirfoddol Sir Benfro am barhau i letya'n swyddfa yn Sir Benfro, i Brifysgol Cymru y Drindod Dewi Sant am letya'n swyddfa newydd yng Nghaerfyrddin yn Yr Atom, ac i Mike Harries o LM Griffiths am ei wasanaeth parhaus fel Archwilydd Annibynnol.

Mae ein Cadeirydd Andy Watters eisoes wedi diolch i'n harianwyr ac rwy'n ailadrodd hynny.

Diolch Roedd yn dda cwrdd â chi heddiw. Mae'n deimlad braf gwybod bod gennyf ryw faint o gymorth o safon i'm helpu i fynd i'r afael ag anawsterau gyda'm CMHT a'm Meddyg Teulu. Diolch eto.

Yn olaf, hoffwn ddiolch yn arbennig i'n tîm cyfan, allan ar reng flaen eiriolaeth a'r tîm cymorth yma yn Eiriolaeth Gorllewin Cymru, am eu hymroddiad a'u harbenigedd, a'r ysbryd tîm cryf y maent yn ei ddangos. Maent wedi dangos hyblygrwydd a chydnerthedd rhyfeddol yn ystod y cyfnod hwn. Edrychaf ymlaen at weithio gyda'r tîm cyfan y flwyddyn nesaf, a gweld y mudiad yn parhau i fynd o nerth i nerth er budd y rhai sy'n dibynnu ar ein gwasanaethau.

Fe wnaaf sôn yn fras am yr agweddau allweddol ar y gwasanaethau rwy'n gyfrifol am eu rheoli. Bydd Kate Bailey, AM, yn adrodd ar ein gwasanaethau cymunedol / anstatudol.

**Eiriolaeth Iechyd Meddwl Annibynnol (IMHA):** Unwaith eto, mae Covid-19 wedi effeithio ar y gwasanaeth yn ystod y cyfnod adrodd hwn. Mae'n gredyd i'r tîm eu bod wedi gallu parhau i ddiwallu anghenion eiriolaeth cleifion drwy'r cyfnod hwn.

Mae'r gwasanaeth hwn yn dal i gael atborth anhygoel o dda gan gleientiaid a chomisiynwyr / rhanddeiliaid eraill yn gyffelyb. Rhaid diolch i holl dîm ymroddedig AWW-EGC am ddarparu'r gwasanaeth hwn, parhau i eirioli barn cleientiaid yn gryf, a cheisio cynnal eu hawliau mewn amgylchedd cynyddol anodd ym maes iechyd a gwasanaethau cymdeithasol.

Rydym yn dal i weithio i wella'r ddarpariaeth drwy hyfforddi'n barhaus, hyfforddiant ymwybyddiaeth i atgyfeirwyr, a gwell ffyrdd o weithio.

Oedwyd y broses o ail-gomisiynu IMHA am gyfnod o 12 mis oherwydd Covid-19, gyda chyfnod treigl am amser tebyg. Arweiniodd her i ddyfarnu'r tendr at oedi pellach yn y canlyniad, ond o'r diwedd cawsom ein cadarnhau fel darparwr parhaus gwasanaethau IMHA yn ardal Bwrdd Iechyd Prifysgol Hywel Dda, a dechreuodd y contract newydd ar 1.4.22. Gyda'r cyllid yr un fath ag y bu ers sefydlu'r IMHA yn 2008, mae pwysau sylweddol ar y gyllideb i gyflawni canlyniadau a chynnal oriau eiriolaeth ac ansawdd y gwasanaeth.

Dyfyniad gan ddefnyddiwr gwasanaeth;

Rydych chi mor gefnogol i mi, nid ydych yn fy marnu, rydych chi'n fy helpu i ddeall beth sy'n digwydd ac mae angen hynny amaf, gan nad ydw i bob amser yn deall dogfennau ac adroddiadau, a beth sy'n digwydd.

**Eiriolaeth Broffesiynol Annibynnol y Tair Sir:** Rhoddwyd y gwasanaeth newydd hwn allan i dendr gan y tri awdurdod lleol ym mis Medi y llynedd.

Roedd AWW eisoes yn ddarparwr y gwasanaeth a gontractwyd yn unigol yng Ngheredigion, ac agwedd ar y gwasanaeth yn Sir Gaerfyrddin.

Symudwyd yn gyflym i sefydlu cydweithredu rhwng pob un o ddarparwyr presennol yr ardal - ni ein hunain, Age Cymru Dyfed, Pobl Yn Gyntaf Sir Gâr, Ymddiriedolaeth Gofalwyr Croesffyrdd Gorllewin Cymru a Dewis CIL – ac i dendro ar y cyd am y gwasanaeth tair sir, gydag AWW yn ddarparwr arweiniol ar y contract.

Buom yn llwyddiannus a dechreuodd y contract newydd ym mis Ebrill eleni, a bydd yn para am o leiaf 4 blynedd, ac uchafswm o 7 mlynedd.

Mae'r gwasanaeth yn cael atgyfeiriadau cyson ar draws ystod o anghenion a materion gofal a chymorth, ond mae llawer o waith i'w wneud i ddatblygu'r bartneriaeth, ein gallu a'n lefelau atgyfeirio, i sicrhau bod cymaint o bobl â phosib yn gallu cael mynediad at eiriolaeth o ansawdd uchel, mewn modd amserol.



Natasha Fox, Prif Swyddog, Medi 2022

## **ADRODDIAD CYMUNEDOL EBRILL 2021– MAWRTH 2022**

Mae wedi bod yn flwyddyn o barhau i lywio drwy'r pandemig, a dechrau dod allan ohono. Fel pob rhan o fywyd, roedd y pandemig yn dal i gael ei effaith yn ystod y cyfnod hwn.

Mae asesu risg ac adolygu canllawiau wedi bod yn allweddol i barhau i gadw ein holl ddefnyddwyr gwasanaethau a'n heiriolwyr yn ddiogel. Bu'n rhaid i ni ddysgu llawer wrth i ni fynd ymlaen yn 2020. Fodd bynnag, yn ystod y cyfnod hwn, cawsom gyfle i ddefnyddio'r hyn a weithiodd yn dda. Un agwedd ar hynny yw trefniadau gweithio cymysg. Mae hyn yn galluogi eiriolwyr i barhau i fod yn hyblyg o ran ble maent yn gwneud eu gwaith, y tu allan i ymweliadau a chyfarfodydd wyneb yn wyneb. Mae'n well gan rai eiriolwyr fod yn y swyddfa ac mae eraill yn gweithio gartref. Mae gan bob eiriolwr y dechnoleg a'r cymorth TG i wneud yr hyblygrwydd hwn yn bosib.

Rwy'n achub ar y cyfle hwn i roi diweddariad mwy penodol ar ein holl wasanaethau cymunedol:

### **Gwasanaeth Eiriolaeth Iechyd Meddwl Cymunedol - Sir Benfro**

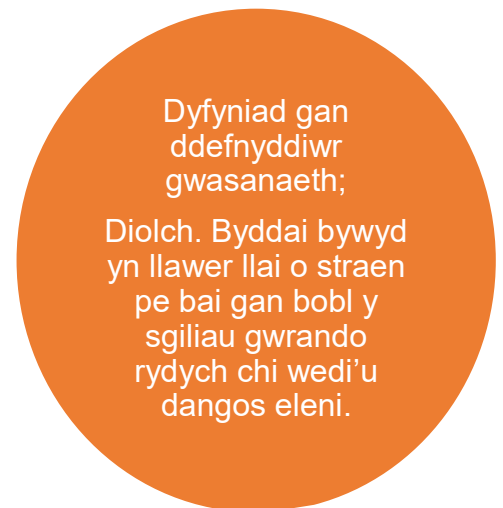
Mae'r gwasanaeth hwn yn dal i fod yn eithriadol o brysur. Mae strwythur y cyfarfodydd dyrannu wythnosol, gweithwyr achos cleientiaid yn cynorthwyo gydag eiriolaeth lefel isel a chyfeirio / atgyfeirio, wedi bod yn hanfodol. Y rhan fwyaf o'r flwyddyn, bu modd i ni reoli anghenion defnyddwyr gwasanaethau y gwasanaeth hwn a chapasiti cyfyngedig o ran eiriolwyr gyda chymorth y Gweithwyr Achos Cleientiaid. Maent wedi bod yn wych yn cadw mewn cysylltiad â chleientiaid, os bu unrhyw oedi cyn bod eiriolwr 1:1 ar gael iddynt. Fodd bynnag, ym mis Rhagfyr 2021, am y tro cyntaf un yn AWW, daethom i'r pwynt lle nad oedd modd osgoi rhestr aros. Cafodd ei rheoli'n ofalus o fewn y gronfa ddata newydd a chysylltwyd â phawb a roddwyd arni. Bu modd i ni ddod â hi i ben yn gynnar ym mis Ionawr. Mae'r gwasanaeth wedi gweld rhai newidiadau i'r staff hefyd. Gadawodd Rebecca Arnold y tîm cymunedol i ddod yn IMHA Sir Benfro. Croesawyd Abi Alexander i'r tîm reit ar ddiwedd 2021.

### **Gwasanaeth Eiriolaeth Iechyd Meddwl Cymunedol - Sir Gaerfyrddin**

Fe wnaethom ganolbwyntio ar yr angen i hyrwyddo'r gwasanaeth a chynyddu cysylltiadau unwaith eto gyda'r Timau CMHT lleol, gyda'r nod o gynyddu atgyfeiriadau ganddynt. Wrth adolygu'r ystadegau trwy gydol y flwyddyn, rydym yn parhau i fod yn falch o'r cynnydd cadarnhaol mewn atgyfeiriadau. Ar ôl cyfnod eithaf anodd i'r gwasanaeth, bu'n flwyddyn dda o gydgyfnerthu. Roedd yn dda gennym groesawu Elaine Lewis yn ôl i'r gwasanaeth fel eiriolwr cymunedol llawn amser, ochr yn ochr â Clare Singleton. Mae hyn wedi golygu bod y gwasanaeth yn gyflawn nawr ers peth amser. Gwnaethom adolygu'r gwasanaeth, a chytunwyd mai canlyniad hyn fyddai helpu i symud ymlaen i feithrin ymagwedd 'un tîm' ar gyfer y gwasanaethau cymunedol. Cynhelir ein hadolygiad cyntaf o'r gwasanaeth cymunedol cyfan ar ddydd Mercher 14 Medi 2022.

### **Gwasanaeth Eiriolaeth Cymunedol Pob Oed Ceredigion**

Ers ei ddatblygu ym mis Rhagfyr 2020, mae'r gwasanaeth Pob Oed wedi mynd o nerth i nerth. Mae wedi meithrin perthynas waith dda ag ystod eang o wasanaethau, sy'n atgyfeirio'n gyson i'r gwasanaeth er



enghraifft y CMHT, yr Awdurdod Lleol, a'r Brifysgol. Mae'r gwasanaeth yn gweithio'n gyson gyda 40 o gleientiaid y mis ar gyfartaledd.

### **Gwasanaeth Eiriolaeth Gofalwyr yn Sir Gaerfyrddin**

Mae'r gwasanaeth hwn wedi parhau i adeiladu'n raddol, a phan symudodd Elaine ymlaen fe wnaethom groesawu Natalie Sen ein cyn eiriolwr cyflenwi i swydd yr Eiriolwr Gofalwyr. Bu Natalie yn gweithio ochr yn ochr â Peggy, i hyrwyddo a rhwydweithio o fewn gwasanaethau gofalwyr yn y sir. Fodd bynnag, daeth i ben ar y ffurf hon ddiwedd mis Mawrth 2022, gan ei fod bellach wedi'i gynnwys o fewn Gwasanaeth Eiriolaeth Broffesiynol Annibynnol y 3 Sir (3CIPA).

### **Gwasanaeth i Bobl ag Anabledd Dysgu a Phobl Awtistig**

Mae'r gwasanaeth hwn wedi bod yn weddol brysur drwy gydol y flwyddyn, ac er y gall nifer yr atgyfeiriadau amrywio ar adegau mae anghenion y defnyddwyr gwasanaethau yn aml yn hynod gymhleth. Gwnaed llawer o waith trwy gydol y flwyddyn i nodi cyfleoedd ar gyfer cyllid i'r gwasanaeth hwn barhau a datblygu. Arweiniodd hyn at gyflwyno cais i Elusen Henry Smith ar ddechrau 2022. Mae'n bleser gen i ddweud bod y cais wedi bod yn llwyddiannus, ac mae gan y gwasanaeth bellach gyllid sicr nes 2025.

### **Gwasanaeth Galw Heibio Ymddiriedolaeth Tudor Sir Gaerfyrddin**

Ymunodd Amy Tynan ag AWW ym mis Gorffennaf 2021, yn ei rôl fel eiriolwr Galw Heibio Ymddiriedolaeth Tudor. Bu'n gweithio am gyfnod sefydlu fel eiriolwr, a hefyd bu'n gweithio'n agos gyda Peggy Spooner, ein Swyddog Datblygu Prosiectau bryd hynny, i rwydweithio â gwasanaethau lleol eraill a rhoi'r gwasanaeth ar waith. Mae'r gwasanaeth Galw Heibio yn parhau yng Nghaerfyrddin, Llanelli a Rhydaman. Mae'r eiriolwr Galw Heibio yn cronni ei llwyth achosion ei hun o'r rhai y mae'n eu cynorthwyo yn y sesiynau galw heibio. Rydym yn werthfawrogol iawn o'r berthynas waith barhaus sydd gennym gyda Links ac Adferiad.

### **Gwasanaeth Galw Heibio Ymddiriedolaeth Hywel Davies Sir Benfro**

Ar ddechrau 2022, gofynnodd Ymddiriedolaeth Hywel Davies i AWW gyflwyno cais am gyllid ar gyfer gwasanaeth newydd yn Sir Benfro. Yn seiliedig ar y gwerth a'r llwyddiant a welsom yng ngwasanaeth Galw Heibio Sir Gaerfyrddin, teimlwyd y byddai'n gyfle delfrydol i ddatblygu gwasanaeth tebyg yn Sir Benfro. Mae'n bleser gen i ddweud bod y cais hwn am gyllid 3 blynedd wedi bod yn llwyddiannus, a dechreuodd yr eiriolwr Galw Heibio newydd, Helen Hillary, ei swydd ar 1 Awst 2022.

Kate Bailey - Rheolwr Cynorthwyo

#### **Dyfyniad gan ddefnyddiwr gwasanaeth;**

Heb eich arweiniad proffesiynol, ni fyddwn yn ymwybodol o fy opsiynau. Dros y misoedd diwethaf, mae fy ngorbryder wedi gwaethgu llawer. Mae'r cymorth a ddarperir yn gwneud gwahaniaeth enfawr yn fy mywyd.

#### **Dyfyniad gan ddefnyddiwr gwasanaeth;**

Heb i chi fy nghyfeirio at ffynonellau gwybodaeth hanfodol ynghylch fy hawliau, mae'n debygol iawn y byddwn i'n absennol o'r gwaith â gorbryder ofnadwy. Mae AWW wedi bod yno i mi ar adeg pan oedd fy iechyd corfforol a meddyliol dan straen. Mae gen i fwy o ddealltwriaeth o fy hawliau bob tro y byddwch chi'n ffonio.

### Ymddiriedolwyr

Andy Watters, Cadeirydd

Carolyn Oakley, Trysorydd

Jane Kelso, Ymddiriedolwr

Andrew Armstrong, Ymddiriedolwr (*ymddiswyddo Mehefin 2021*)

Helen Butland, Ymddiriedolwr

Emlyn Sciafone, Is-gadeirydd

Dinah Davies, Ymddiriedolwr (*ymddiswyddo Gorff 21*)

Huw Michael, Ymddiriedolwr (*ymddiswyddo Awst 21*)

David Jones, Ymddiriedolwr (*ymddiswyddo Awst 21*)

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Tîm Staff

Natasha Fox, Prif Swyddog

Kate Bailey, Dirprwy Reolwr

Sue Blantern, Rheolwr Swyddfa/Gweinyddwr

Andrea Potter, Arolygydd/IMHA, Sir Gaerfyrddin

Nia Williams, Arolygydd/IMHA, Sir Gaerfyrddin

Sarah Thomas, IMHA, Sir Gaerfyrddin

Sue Williams, CCW/Eiriolwr

Ed Latter, Arolygydd Ceredigion (*ymddiswyddo Mehefin 22*)

Ian Rees, IMHA, Sir Gaerfyrddin

Rebecca Arnold, Eiriolwr Cymunedol/IMHA, Sir Benfro

Jayne Edwards, Swyddog Gwybodaeth

Clare Singleton, Eiriolwr Cymunedol,
Sir Gaerfyrddin

Peggy Spooner, Gweithiwr Achos Cleientiaid/
Gweithiwr Datblygu Prosiectau

Elaine Lewis, Eiriolwr Cymunedol,
Sir Gaerfyrddin

Ellie-Jay Thomas, Eiriolwr (*ymddiswyddo Awst 21*)

Pete Irvine, Eiriolwr LD & AP

Kate Roberts, Eiriolwr Cymunedol,

Sir Benfro

Shelly Newton, Eiriolwr LD & AP

Kate Isherwood, Eiriolwr LD (*Ion-Mai 21*)

Rachel Watt, IMHA/CIPA (*ymddiswyddo Mehefin 22*)

Ceridwen Kabir, Eiriolwr Cymunedol, Ceredigion
(*o fis Ion 21*)

Temitope Adebayo, Swyddog Cyllid (*o fis Mawrth 21*)

Amy Tynan, Eiriolwr Cymunedol,

Sir Gaerfyrddin (*o fis Gorffennaf 21*)

Natalie Sen, IMHA/Eiriolwr Cymunedol, Sir
Gaerfyrddin (*o fis Gorffennaf 21*)

Abi Alexander, Eiriolwr Annibynnol (*o fis Rhagfyr 2021*)

Rosie Culyer, Eiriolwr Annibynnol (*o fis Mawrth 2022*)

Joanne Davies, CCW (*o fis Mawrth 2022*)

Chloe Ellis, CCW (*o fis Ebrill 2022*)

Helen Hillary, Eiriolwr (*o fis Awst 2022*)



Gyda diolch i'n Harianwyr





Advocacy West Wales
Eiriolaeth Gorllewin Cymru

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