



***Advice Services Strategy
for Wales
2005-08***

Consultation Draft

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Glossary of terms used in the Advice Services Strategy for Wales

Term Used	Explanation
Legal Services Commission (LSC)	A non-departmental public body accountable to the Department for Constitutional Affairs for the management of the legal aid budget in England and Wales
Legal Services Commission (LSC) Wales	The Legal Services Commission's Wales office is based in Cardiff. The LSC's Director for Wales has lead responsibility for the implementation of LSC policies and procedures in Wales. Although legal aid is not a formally devolved function, the LSC in Wales works closely with the Welsh Assembly Government on issues where the agendas overlap (for example, housing, health and social justice)
Community Legal Service	The Community Legal Service (CLS) is a 'virtual organisation' in the sense that it has no separate legal status in its own right. The working definition of the CLS is 'a network of quality assured providers of information, advice and legal services, supported by co-ordinated funding, delivering services to local communities, in accordance with an effective assessment of local needs'. The Legal Services Commission has a statutory duty under the Access to Justice Act to work in partnership with the users, providers and funders of information and advice services to develop and support the CLS – however, the Commission is just one member of the wider CLS
Community Legal Service Partnerships (CLSPs)	These are the local partnerships (based upon unitary authority boundaries) that are the building blocks of the CLS in Wales. By April 2005, each CLSP will have published a local plan for the development of information and advice services to address locally identified need
National Forum of the CLS in Wales	This is an all-Wales forum attended by organisations with an interest in the development of the CLS but who cannot commit to engage with 22 local CLSPs (for logistical reasons, or because their all-Wales remit makes such engagement inappropriate). The National Forum is the commissioning body for the Advice Services Strategy for Wales
Legal Problem	A problem that is capable of being resolved within a legal framework
Legal Information and Advice	Information and advice about the legal rights and obligations relevant to the solution of a legal problem Information services focus on equipping individuals with the knowledge they need to be able to resolve the problem for themselves Advice services will assist the individual in understanding the problem(s) that need to be addressed, will present options for resolving the problem(s), and may involve taking action on behalf of the individual to resolve the problem

Vision

Our Vision is a **Wales where everyone knows their rights as an individual and is able to exercise them**

Mission

- The Community Legal Service in Wales will deliver Quality Assured legal information and advice services to everyone. A particular emphasis will be placed on ensuring that those people with the greatest need for information and advice services, and those who otherwise find it most difficult to access support services, are able to benefit from the services provided.
- Information and advice on legal rights and responsibilities will allow each person to maximise their opportunity to contribute to the social and economic life of Wales.
- Feedback from service users, non-users and service providers will be collated and analysed in order to inform and influence the development and implementation of new policies, and changes to existing policies. This feedback will be central to the delivery of citizen-centred services.
- Monitoring, evaluation and review will support quality assured, accessible and user-friendly services.
- Service planning, the maintenance of existing services, and the development of new services will be guided by the needs of service users, non-users, and informed by relevant research.
- Services will be accessible and user-friendly.

Values

Tackling Inequality – information and advice services will promote equality of opportunity for all, whatever their race, colour, national origin, language, religion, disability, age, gender, marital status and sexual orientation

Social justice – information and advice services will reach out to those who are hardest to reach and target those whose needs are greatest

Equal access for all – everybody has a right to quality assured information and advice about their legal rights and responsibilities at a time and place, and in a format, that is appropriate to their needs

Quality Assured – information and advice services will meet agreed minimum standards and will be subject to independent audit and inspection

Continuous Learning – feedback from users and non-users, monitoring, evaluation and review activities will inform the way that information and advice services are planned and delivered

Partnership and participation – information and advice services will be planned, developed and co-ordinated through the active participation of users, non-users, providers and funders

Informing and influencing – feedback from service users, non-users and providers will inform and influence the development and implementation of policies – in this context, policies will include initiatives that may impact on the need for information and advice (eg changes to regulations on homelessness or welfare benefits entitlement); and initiatives impacting on the delivery of information and advice services (eg the development of telephone or internet based services)

Chapter 1 : The Community Legal Service and the Advice Services Strategy for Wales

Legal Problems Affect Us All

Legal problems are not only relevant to lawyers and the courts. They are often the problems of everyday life faced by all of us at one time or another – as parents, as shoppers, as employees, as tenants, as borrowers. “Today, following the establishment over the last thirty years of an extensive range of rights and obligations related to child support, education, employment, debt, health, housing, and welfare benefits, these problems involve numerous issues of basic social well-being”.¹

Of course, following the strict legal process may not always be necessary or indeed appropriate in seeking to resolve these problems. Other avenues – such as formal complaint procedures or direct negotiation - can be at least as effective and will often be quicker and cheaper. “However, the existence of a defining framework of civil law applicable to many problems of everyday social life and social well-being, and the possibilities for utilising legal services and process to reach solutions to such problems, mean that the infrastructure of civil justice today plays an important role in realising social justice”.¹

Information and Advice Service Provision

There is a wide variety of service providers in Wales² - based in the statutory, private and not-for-profit sectors - and ranging from small, volunteer-based community organisations to professional legal practices with £1m plus annual turnovers. Funding for information and advice services comes from equally diverse sources – UK government departments and associated public bodies, the Welsh Assembly Government, local authorities, Lottery distribution bodies, corporate bodies and private charitable trusts all provide significant financial support to service providers. Historically however, little attempt was made to co-ordinate either service delivery or the funding to support it. Consequently, services developed in a piecemeal fashion, with the inevitable duplication of services in some areas, and a total lack of provision in others. At the same time, users and non-users of information and advice services were provided with little or no information on the quality of the service provided, and the mechanisms by which that quality was monitored and maintained.

The Community Legal Service Concept

The concept of the Community Legal Service was a key plank of the Access to Justice Act 1999. It is a ‘virtual organisation’, drawing together the providers of legal information and advice services, and the funders of those services. The key objective of the Community Legal Service is to ensure that everyone who experiences a legal problem has access to information and advice services that will enable them to satisfactorily resolve that problem. The Community Legal Service Quality Mark is the high street brand of the Community Legal Service and provides a level of assurance to service users and funders that the information and advice provider has been independently assessed against a nationally set quality standard.

¹ Pleasence et al; *Causes of Action : Civil Law and Social Justice*; TSO, London 2004; p.1

² Details of Quality Assured providers of legal advice can be obtained from the Community Legal Service Direct website at www.clsdirect.org.uk or by ringing 0845 345 4 345

Information, Advice and Social Justice – the research evidence

Whilst the Community Legal Service is available to everyone in society, there is a growing body of evidence to support the view that “lack of access to reliable [legal information and advice services] can be a contributing factor in creating and maintaining social exclusion”; and that “poor access to advice has meant that many people have suffered because they have been unable to enforce their legal rights effectively, or have been unaware of their rights and responsibilities in the first place”.³ Other commentators have gone further in suggesting that the empowerment of individuals as a result of appropriate information and advice enabling them to secure the benefits and services to which they are entitled, has a knock-on effect in terms of community development : “Legal advocacy and advice for the poor and excluded is an effective engine of social inclusion and fighting poverty through insuring and expanding rights to critical benefits and services, and giving a voice to grievances and empowering people and communities”.⁴

Causes of Action : Civil Law and Social Justice reports the findings of the most in-depth study of people’s civil law problems ever undertaken. It identifies the types of problem that people experience, their response to those problems (including the reasons why no action is taken in respect of almost one-fifth of identified problems), and the particular characteristics of people who experience problems. The report concludes that “those who reported long-standing ill-health or disability, lone parents, those living in the rented housing sector and in high density housing, those who were unemployed and on very low incomes, and those aged between 25 and 44 were most likely to report problems”.⁵ Furthermore “although there were instances of problems being reported by respondents from all walks of life, it is clear that ‘socially excluded’ groups are particularly vulnerable to experiencing [legal] problems”.⁵ In addition, people from ‘socially excluded’ groups were found to be more likely to suffer multiple problems.

The Community Legal Service in Wales

Much of the work associated with the development of the Community Legal Service in Wales since its launch in April 2000 has been focussed at the local level – either in establishing local partnerships of service providers and funders; or in developing service providers to enable them to achieve the Quality Mark standard. As a result, only limited work has gone into developing initiatives at an all-Wales level that have contributed to the achievement of the Community Legal Service’s overarching aims and objectives.

This strategy, developed by the National Forum for the Community Legal Service in Wales, is the first step along the way to redressing that balance. It is informed by feedback from people who have been involved in shaping the Community Legal Service in their local areas, and has been drafted by a Task Group comprising representatives of service providers, funders and policy makers at an all-Wales level.

The Strategy sets out desired outcomes, action plans, key performance indicators enabling progress to be measured, and arrangements for monitoring and review in respect of information and advice service provision, public awareness, local partnerships, and funding. It is acknowledged that there are limitations on funding, and

³ Lord Chancellor’s Department and Law Centres Federation; *Legal and Advice Services : A pathway out of social exclusion*; Lord Chancellor’s Department, 2001; p.11

⁴ Stein J.; *The future of social justice in Britain : A new mission for the Community Legal Service*; London School of Economics, 2001; p.48

⁵ Pleasence et al; *Causes of Action : Civil Law and Social Justice*; TSO, London 2004; p.45

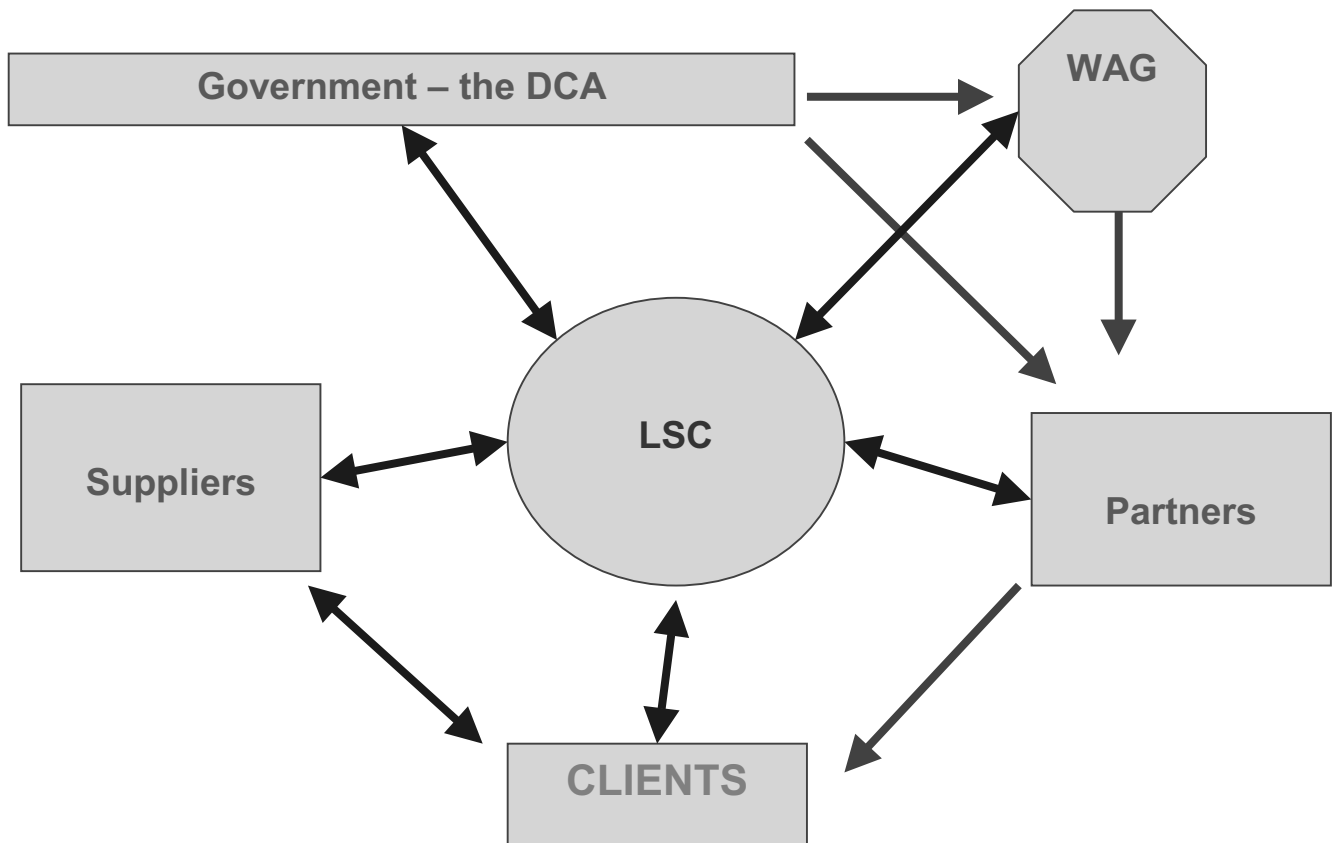
that there is an increased importance for innovation in order to meet the need of legal information and advice services.

The Strategy will continue to be owned and monitored by the National Forum for the Community Legal Service in Wales, and it is likely to need to be regularly reviewed and updated as new information becomes available and as action set out in the individual chapters is implemented and reviewed.

Membership of the National Forum includes:

Age Concern Cymru	ASBAH yng Nghymru
Barclays Community Affairs	Canllaw Online
Citizens Advice Cymru	Coalfields Regeneration Trust
Commission for Racial Equality	Disability Rights Commission
Disability Wales	Dyfed/Powys Probation Service
ELWA	Equal Opportunities Commission
Halifax PLC	Immigration Advisory Service
LACORS	Law Centres Federation
Law Society in Wales	Mediation Wales
MEWN Cymru	National Assembly for Wales
National Probation Service	Shelter Cymru
SNAP Cymru	Stonewall Cymru
The NHS Centre for Equality & Human Rights	The Pension Service
Wales Co-operative Centre Ltd	Wales Funders Forum
WCVA	Welsh Consumers Council
Welsh Local Government Association	Welsh Refugee Council
Youth Access	

CLS Relationships



Chapter 2 : The Community Legal Service and the wider Policy Context in Wales

The Statutory Framework and the Story So Far

The Access to Justice Act 1999 places a statutory duty on the Legal Services Commission to develop and maintain the Community Legal Service, and to work in partnership with the funders and providers of information and advice services in the discharge of that duty. The implication in the legislation that a partnership approach to the development of the Community Legal Service – based on co-operation and collaboration – was most likely to result in the delivery of anticipated benefits, has been further reinforced through practical experience in the five years since its launch in April 2000. Working in partnership is not an easy option, and is particularly problematic where the partners may also be in grantor/grantee relationship, or may find themselves in competition for limited funding to deliver similar services.

Partnerships and Public Service Policy in Wales

There have undoubtedly been a number of false starts as local Community Legal Service partnerships have become established, and it is still very early days in terms of the development of partnerships in some areas. Nevertheless, the partnership approach is consistent with the general approach to public service delivery favoured by the Welsh Assembly Government, and most recently reinforced in *Making the Connections : Delivering Better Services for Wales*⁶. Chapter 5 of this Strategy sets out a number of proposals designed to increase the effectiveness of local partnerships in helping to deliver the Strategy for the Community Legal Service in Wales. In particular, there is a renewed focus on linking the planning, funding and delivery of information and advice services into the wider Community Planning framework; and on ensuring that the views of users of services can be heard in the service planning process. Account will be taken of the Welsh Assembly Government's commitment to develop and implement an integrated Spatial Plan for Wales, which reflects the desire for a future based upon the key principles of social justice, equality and sustainability.

Strategic Overview

Chapter 1 outlined the emerging evidence to support the view that accessible, quality assured information and advice services have a role to play in delivering social justice, and contributing to community development. This resonates strongly with the Welsh Assembly Government's vision for a Wales where "action on social justice.. tackles poverty and poor health, and provides people and their communities with the means to help themselves and break out of the poverty trap".⁷ Awareness of legal rights, and how to go about enforcing them, is a necessary first step if people are to take full advantage of the benefits and services that are available to them and that are designed to help them fulfil their potential as active citizens in their local communities. Chapter 4 of this Strategy sets out proposals for increasing that awareness and reducing the number of people who take no action to address problems thinking that nothing can be done.

Funding for the delivery of information and advice services tends to attract criticism from service providers because of its short-term nature, and project-specific focus. Whilst this is a particularly acute problem for providers in the not-for-profit sector, it applies to a greater or lesser extent to providers in the private and statutory sectors as well. Chapter

⁶ Welsh Assembly Government; *Making the Connections : Delivering Better Services for Wales*; October 2004

⁷ Welsh Assembly Government; *Wales : A Better Country*; September 2003

6 of this Strategy contains proposals for improving the co-ordination of funding for information and advice services, reducing the bureaucratic burden placed on service providers as a result of a multiplicity of reporting arrangements imposed by different funders, and developing guidelines for good funding practice drawing on the Welsh Assembly Government's Codes of Practice and the recently published ACEVO (Association of Chief Executives for Voluntary Organisations) Commission of Inquiry report *Surer Funding*⁸.

Consultation Questions

1. Are there any further issues, which you consider have been overlooked?
2. Do you agree we have captured the situation, as you understand it?

⁸ ACEVO; *Surer Funding*; November 2004

Chapter 3 : Information and Advice Service Provision

Desired Outcomes

- Quality Assured legal information and advice services are available to everyone in Wales
- Services are planned and delivered in response to the evidence-based needs of service users and potential users
- Services are delivered in a variety of ways, balancing the particular needs of service users and the need to maintain agreed quality standards
- Users are directed effectively and efficiently to the most appropriate source of quality assured information and advice to address their particular legal problem
- Legal information and advice providers wishing to become Quality Marked at the relevant level are able to access help and support to reach the required standard
- There is continuity and development of service provision during the life of the strategy

Action Plan

Client focussed

- Review and commission market research to establish the requirements of users and non-users of legal information and advice services in terms of service delivery methods, opening hours, service location etc. – specific research to be focused on those living in geographically deprived areas, and users who are more likely than average to experience legal problems (based on the *Causes of Action* research)
- Establish a task group to develop proposals for the collection and analysis of information from service users, non-users and providers that can be used to influence and inform future policy development with the aim of reducing the incidence of future legal problems for individuals

Service provision

- Establish a task group to;
 - review, identify and learn from best practice in sign-posting and referral procedures, and publish practice guidelines for providers in Wales
 - review and identify the support needs of organisations wishing to become Quality Marked, and to make recommendations on how those support needs could best be met
- Review completed evaluations of service delivery methods to assess the extent to which they are effective in addressing the needs of users and non-users, and the extent to which they offer effective and efficient services to service funders
- Access to service for the client continues and develops during the research period

Targets

- Publish a review of the evaluations of service delivery methods by December 2005
- Establish a task group(s) to;
 - develop practice guidelines for sign-posting and referral in the CLS in Wales – guidelines to be published by April 2006
 - to recommend on how best to meet the support needs of organisations wishing to become Quality Marked – recommendations to be published by April 2006
 - to develop proposals for Wales-wide policy work – proposals to be published by April 2006

- Publish market research analysis of user requirements by September 2006
- Quality assured service accessibility increased each year. Increase in number of Quality Marked services.

Monitoring and Review

Progress against the Targets will be reported quarterly to the National Forum of the Community Legal Service in Wales

Consultation Questions

3. Do you agree with the propositions made?
4. Which of the partners would you see as carrying lead responsibility for the individual actions in this chapter?
5. How can partners communicate with non-users of services?
6. Are the timescales realistic?
7. Are all aspects covered? If not, what would you like to include?

Chapter 4 : Public Awareness

Desired Outcomes

- An increased awareness that people in their everyday lives have enforceable legal rights and obligations.
- Recognition that information and/or advice is available to assist and support them in resolving the full range of legal problems
- The Community Legal Service (CLS) Quality Mark is recognised by everyone as the independently verified quality assurance standard for information and advice services. People seeking information and/or advice recognise that these services are the 'gateway' to the CLS and turn to these providers in the first instance.

Action Plan

- Commission market research to establish benchmarks in terms of :
 - public awareness of their enforceable legal rights and obligations
 - public recognition of the CLS Quality Mark and what it represents
 - public recognition that information and/or advice is available to assist and support them in resolving the full range of legal problems
- Develop, consult on, implement and review a promotion campaign to raise awareness of:
 - enforceable legal rights and obligations
 - the CLS Quality Mark
 - the availability of information and advice services to assist and support people in resolving legal problems
- Collate information on current approaches to marketing and promoting information and advice services in Wales and England to inform good practice guidelines for individual providers and local partnerships and national promotion.
- Establish the National Forum as the co-ordinating body for publicity and awareness raising campaigns in Wales

Targets

- Promotion campaign to raise awareness:
 - of enforceable legal rights and obligations
 - of the CLS Quality Mark
 - of the availability of information/advice servicesReady for implementation by April 2006
- Good practice guide on marketing and promoting information and advice services published by September 2006
- Awareness benchmarks established by September 2006

Monitoring and Review

Progress against the Targets will be reported quarterly to the National Forum of the Community Legal Service in Wales

Specific monitoring and review arrangements will be written into the individual promotion campaign plans

Consultation Questions

8. Are you content that the CLS Quality Mark is the brand of the Strategy?
9. Do you believe there is confusion about the variety of providers available?
10. Are you aware of any current proposals for improving public awareness of existing services?
11. Who would you see as carrying lead responsibility for the individual actions in this chapter?

Chapter 5 : Local Partnerships / Strategies

Desired Outcomes

- Legal information and advice services are an integral part of Community Strategies and/or Health, Social Care and Well-being Strategies, and the Community Legal Services Partnership is an active contributor to relevant local strategic partnership initiatives
- There is a Services Plan for information and advice services for each unitary authority area, reviewed at least once a year, linked to the Advice Services Strategy for Wales, and underpinning local decisions on service development and funding
- Community Legal Services Partnerships, as a model, are supported by the majority of Quality Marked organisations in the unitary authority area – CLSP members actively engage with the partnership as a source of added value to their organisations
- Community Legal Service Partnerships lead the way in planning for legal information and advice services at a unitary authority level

Action Plan

- Review practice and experience from CLSPs in Wales and England to establish bench marks for what contributes to an effective partnership, and publish results
- Work with CLSP members to develop minimum requirements and good practice guidelines for the production of local Services Plans that are linked to this Strategy and also to other relevant local strategies
- Review existing reports and undertake research amongst Quality Marked organisations to better understand the level of involvement in CLSPs and to maximise active consistent involvement across a range of organisations.
- Engage with key partners at a local, All-Wales and any emerging sub regions as determined within the Wales Spatial Plan, to increase awareness of the Community Legal Service and the role that local Partnerships can play in helping to deliver social justice and social regeneration targets
- Clarify the minimum information and support that will be provided to CLSPs.

Targets

- Publish results of a review of practice and experience as to what contributes to an effective partnership by April 2006
- Publish minimum requirements and good practice guidelines on service planning by April 2006
- Complete research into the factors that would encourage more organisations to become involved in Partnerships by July 2006
- Increased engagement with key partners involved in the social justice/social regeneration agendas, to include as a minimum Community Planners and Local Health Boards.

Monitoring and Review

Progress against the Targets will be reported quarterly to the National Forum of the Community Legal Service in Wales

Specific monitoring and review arrangements will be written into the individual action plans

Consultation Questions

13. What specific aspect of the Social Regeneration agendas could be linked in to the Strategy?
14. Are there structures or models, other than CLSPs, which need to be included in the options? If so, what are they?

Chapter 6 : Funding

Desired Outcomes

- A more co-ordinated approach to the funding of legal information and advice services in order to deliver increased and equal access and offering effective and efficient services to service funders
- Simplified, consistent reporting arrangements for service providers, irrespective of the source of funding, piloted through a unified performance management framework
- Funding decisions informed by appropriate evidence and consistent with local and/or national service development priorities
- Funding mechanisms that are consistent with the Welsh Assembly Government's Code of Practice on Funding

Action Plan

- Establish a Task Group reporting to the National Forum :
 - to develop detailed proposals for the development of a co-ordinated approach to the funding of legal information and advice services in Wales; and
 - to develop guidelines on funding mechanisms for adoption by funders, and that are consistent with the Welsh Assembly Government's Code of Practice on Funding
- Establish a Task Group reporting to the National Forum to develop and pilot a unified performance management framework for information and advice service providers, including further development of outcome measures and to link with similar work being undertaken in England
- Further develop the Special Interest Group for Funders of Information and Advice Services (a joint initiative by the Legal Services Commission and the Wales Funders Forum) to ensure that funders have access to relevant research and local strategies/ plans when making funding decisions

Targets

- Special Interest Group for the Funders of Information and Advice Services formally established by 30th September 2005
- Performance Management Framework Task Group established by September 2005
- Funding Task Group established by December 2005
- Recommendations of the Funding Task Group published by April 2006
- Action plan to implement the agreed recommendations of the Funding Task Group published by September 2006
- Performance Management Framework piloted in at least two unitary authority areas by September 2006
- Pilot scheme evaluated and recommendations published by March 2007

Monitoring and Review

Progress against the Targets will be reported quarterly to the National Forum of the Community Legal Service in Wales

Details of actual funding decisions relating to information and advice services in Wales will be collated by the Legal Services Commission and reported to the National Forum on a quarterly basis

Consultation Questions

15. Why do you think we need a co-ordinated approach to funding?
16. Who should be a part of the Funding Task Group?
17. Have all the issues been captured?

Timetable

Targets	Date for completion
Information and Advice Service Provision	
Publish a review of the evaluation of service delivery methods	Dec 05
Set up a Task Group to develop practice guidelines for sign-posting and referral in the CLS in Wales – guidelines to be published	April 06
Set up a task group to recommend on how best to meet the support needs of organisations wishing to become Quality Marked – recommendations to be published	April 06
Set up a Task Group to develop proposals for Wales-wide policy work – proposals to be published	April 06
Publish market research analysis of user requirements	September 06
Public Awareness	
Promotion campaign to raise awareness of enforceable legal rights and obligations; of the CLS Quality Mark; of the availability of information/advice services	Ready for implementation April 06
Good practice guide on marketing and promoting information and advice services	September 06
Awareness benchmarks established	September 06
Local Partnerships / Strategies	
Publish results of a review of practice and experience as to what contributes to an effective partnership	April 06
Publish minimum requirements and good practice guidelines on service planning	April 06
Complete research into the factors that would encourage more organisations to become involved in Partnerships	July 06
Increased engagements with key partners involved in the social justice/social regeneration agendas to include as a minimum community planners and Local Health Boards	Ongoing
Funding	
Special Interest Group for the Funders of Information and Advice Services formally established	September 05
Performance Management Framework Task Group established	September 05
Funding Task Group established	December 05
Recommendations of the Funding Task Group published	April 06
Action Plan to implement the agreed recommendations of the Funding Task Group published	September 06
Performance Management Framework piloted in at least two unitary authority areas	September 06
Pilot scheme evaluated and recommendations published	March 07



***Strategaeth Gwasanaethau
Cynggori i Gymru
2005-08***

Drafft Ymgynghori

Cynnwys

Pennawd Adran	Tudalen
Rhestr Termau	3
Gweledigaeth, Cenhadaeth a Gwerthoedd	4
Pennod 1 : Y Gwasanaeth Cyfreithiol Cymunedol a Strategaeth Gwasanaethau Cynghori Cymru	6
Pennod 2 : Y Gwasanaeth Cyfreithiol Cymunedol a'r Cyd-destun Polisi ehangach yng Nghymru	10
Pennod 3 : Darpariaeth Gwasanaethau Gwybodaeth a Chynghori	12
Pennod 4 : Ymwybyddiaeth y Cyhoedd	14
Pennod5 : Partneriaethau/Strategaethau Lleol	16
Pennod 6 : Cyllid	18
Amserlen	20

Rhestr termau a ddefnyddir yn Strategaeth Gwasanaethau Cyngori Cymru

Term	Esboniad
Comisiwn Gwasanaethau Cyfreithiol (LSC)	Corff cyhoeddus anadrannol atebol i'r Adran Materion Cyfansoddiadol am reoli'r gyllideb cymorth cyfreithiol yn Lloegr a Chymru
Comisiwn Gwasanaethau Cyfreithiol (LSC) Cymru	Mae swyddfa Comisiwn Gwasanaethau Cyfreithiol Cymru yng Nghaerdydd. Cyfarwyddydd LSC Cymru sydd â chyfrifoldeb arweiniol dros weithredu polisïau a gweithdrefnau'r LSC yng Nghymru. Er na chafodd swyddogaeth cymorth cyfreithiol ei ddatganoli'n ffurfiol, mae'r LSC yng Nghymru yn gweithio'n agos gyda Llywodraeth Cynulliad Cymru ar faterion lle mae'r agendâu yn gorgyffwrdd (er enghraifft tai, iechyd a chyfiawnder cymdeithasol)
Gwasanaeth Cyfreithiol Cymunedol	Mae'r Gwasanaeth Cyfreithiol Cymunedol (CLS) yn 'rhith sefydliad' yn yr ystyr nad oes ganddo statws cyfreithiol ar wahân ei hunan. Y diffiniad gwaith o'r CLS yw 'rhwydwaith o ddarparwyr gwasanaethau gwybodaeth, cyngori a chyfreithiol gyda sicrwydd ansawdd, a gefnogir gan gyllid cydlynol, yn cyflenwi gwasanaethau i gymunedau lleol, yn unol ag asesiad effeithlon o anghenion lleol'. Mae gan y Comisiwn Gwasanaethau Cyfreithiol ddyletswydd statudol dan y Ddeddf Mynediad i Gyfiawnder i weithio mewn partneriaeth gyda defnyddwyr, darparwyr a chyllidwyr gwasanaethau gwybodaeth a chynghori i ddatblygu a chefnogi'r CLS - fodd bynnag dim ond un aelod o'r CLS ehangach yw'r Comisiwn
Partneriaethau Gwasanaeth Cyfreithiol Cymunedol (CLSP)	Mae'r rhain yn bartneriaethau lleol (yn seiliedig ar ffiniau awdurdod unedol) sy'n flociau adeiladu'r CLS yng Nghymru. Erbyn Ebrill 2005, bydd pob Partneriaeth wedi cyhoeddi cynllun lleol ar gyfer datblygu gwasanaethau gwybodaeth a chynghori i fynd i'r afael ag anghenion a ddynodwyd yn lleol
Fforwm Cenedlaethol y CLS yng Nghymru	Mae hwn yn fforwm Cymru-gyfan a fynyichir gan sefydliadau gyda diddordeb yn natblygiad y CLS ond na all ymrwmo i ymwneud gyda 22 CLSP lleol (am resymau logistaidd, neu oherwydd bod eu cylch gorchwyl Cymru-gyfan yn golygu fod ymrwymiad o'r fath yn amhriodol). Y Fforwm Cenedlaethol yw'r bwrdd comisiynu ar gyfer Strategaeth Gwasanaethau Cyngori Cymru
Problem Gyfreithiol Gwybodaeth a Chyngor Cyfreithiol	Problem y medrir ei datrys o fewn fframwaith cyfreithiol Gwybodaeth a chyngor am yr hawliau ac oblygiadau cyfreithiol perthnasol i ddatrys problem gyfreithiol. Mae gwasanaethau gwybodaeth yn canolbwyntio ar roi'r wybodaeth i unigolion y maent ei hangen i fedru datrys y broblem drostynt eu hunain. Bydd gwasanaethau cyngori yn cynorthwyo'r unigolyn i ddeall y broblem sydd angen ei thrafod, cyflwyno opsiynau am i'w datrys, a gall olygu cymryd camau gweithredu ar ran yr unigolyn i ddatrys y broblem.

Gweledigaeth

Ein Gweledigaeth yw **Cymru lle mae pawb yn gwybod eu hawliau fel unigolyn ac yn medru eu gweithredu.**

Cenhadaeth

- Bydd y Gwasanaeth Cyfreithiol Cymunedol yng Nghymru yn cyflenwi gwasanaethau gwybodaeth a chynghori cyfreithiol gyda Sicrwydd Ansawdd i bawb. Dodir pwyslais arbennig ar sicrhau y gall y bobl hynny gyda'r angen mwyaf am wasanaethau gwybodaeth a chynghori, a'r rhai a fyddai fel arall yn ei chael yn fwyaf anodd i gael mynediad i wasanaethau cefnogaeth, fanteisio o'r gwasanaethau a ddarperir.
- Bydd gwybodaeth a chynghori ar hawliau cyfreithiol a chyfrifoldebau yn galluogi person i fwyhau eu cyfle i gyfrannu at fywyd cymdeithasol ac economaidd Cymru.
- Caiff adborth gan ddefnyddwyr gwasanaeth, rhai nad ydynt yn ddefnyddwyr a darparwyr gwasanaeth eu cywain a'u dadansoddi er mwyn hysbysu a dylanwadu datblygiad a gweithrediad polisïau newydd, a newidiadau i bolisïau presennol. Bydd yr adborth hwn yn ganolog i gyflenwi gwasanaethau yn canolbwyntio ar y dinesydd.
- Bydd monitro, gwerthusiad ac adolygu yn cefnogi gwasanaethau gyda sicrwydd ansawdd, hygyrch a chyfeillgar i'r defnyddiwr.
- Caiff cynllunio gwasanaeth, cynnal a chadw gwasanaethau presennol a datblygu gwasanaethau newydd eu llywio gan anghenion defnyddwyr gwasanaeth, rhai heb fod yn ddefnyddwyr, a'u seilio ar ymchwil perthnasol.
- Bydd gwasanaethau yn hygyrch a chyfeillgar i'r defnyddwyr.

Gwerthoedd

Mynd i'r afael ag Anghyfartaledd - bydd gwasanaethau gwybodaeth a chynghori yn hyrwyddo cyfle cyfartal i bawb, beth bynnag eu hil, lliw, tarddiad cenedlaethol, iaith, crefydd, anabledd, oedran, rhyw, statws priodasol a thueddiad rhywiol

Cyfiawnder cymdeithasol – bydd gwasanaethau gwybodaeth a chynghori yn ymestyn allan i'r rhai anoddaf eu cyrraedd ac yn targedu'r rhai sydd â'r anghenion mwyaf

Mynediad cyfartal i bawb - mae gan bawb hawl i wybodaeth a chynghori gyda sicrwydd ansawdd am eu hawliau a chyfrifoldebau cyfreithiol ar amser a lle, ac mewn ffurf sy'n addas ar gyfer eu hanghenion.

Sicrwydd Ansawdd – bydd gwasanaethau gwybodaeth a chynghori yn cyrraedd isafswm safonau a bydd archwiliad ac arolygiad annibynnol arnynt.

Dysgu Parhaol - bydd adborth gan ddefnyddwyr a rhai heb fod yn ddefnyddwyr, monitro, gwerthuso ac adolygu gweithgareddau yn sail i'r ffordd y caiff gwasanaethau gwybodaeth a chynghori eu cynllunio a'u cyflenwi.

Partneriaeth a chyfranogiad – caiff gwasanaethau gwybodaeth a chynghori eu cynllunio, eu datblygu a'u cydlynu drwy gyfranogiad defnyddwyr, rhai heb fod yn ddefnyddwyr, darparwyr a chyllidwyr

Hysbysu a dylanwadu - bydd adborth gan ddefnyddwyr gwasanaeth, rhai heb fod yn ddefnyddwyr a darparwyr yn hysbysu ac yn dylanwadu ar ddatblygiad a gweithrediad polisïau - yn y cyd-destun hwn, bydd polisïau'n cynnwys cynlluniau a all effeithio ar yr angen am wybodaeth a chynghori (e.e. newidiadau i reoliadau ar hawliau digartrefedd neu fudd-daliadau lles); a chynlluniau yn effeithio ar gyflenwi gwasanaethau gwybodaeth a chynghori (ee datblygu gwasanaethau ffôn neu seiliedig ar y rhyngwyd).

Pennod 1 : Y Gwasanaeth Cyfreithiol Cymunedol a Strategaeth Gwasanaethau Cynghori Cymru

Problemau Cyfreithiol yn Effeithio ar Bawb Ohonom

Nid dim ond i gyfreithwyr a'r llysoedd y mae problemau cyfreithiol yn berthnasol. Maent yn aml yn broblemau bob dydd sy'n ein hwynebu i gyd ar ryw amser neu'i gilydd - fel rhieni, fel siopwyr, fel cyflogedigion, fel tenantiaid, fel benthycwyr. "Heddiw, yn dilyn sefydlu amrediad helaeth o hawliau ac oblygiadau yn gysylltiedig â chefnogaeth plant, addysg, cyflogaeth, dyled, tai, iechyd a budd-daliadau lles dros y deng mlynedd ar hugain diwethaf, mae'r problemau hyn yn cynnwys nifer fawr o faterion llesiant cymdeithasol sylfaenol".¹

Wrth gwrs, efallai na fydd bob amser angen dilyn y broses gyfreithiol fanwl neu yn wir gall fod nad yw hynny'n briodol wrth geisio datrys y problemau. Gall llwybrau eraill - megis gweithdrefnau cwynion ffurfiol neu negodi uniongyrchol - fod o leiaf mor effeithlon a bydd yn aml yn gyflymach ac yn rhatach. "Fodd bynnag, mae bodolaeth fframwaith diffiniol o gyfraith sifil perthnasol i lawer o broblemau bywyd cymdeithasol bod dydd a llesiant cymdeithasol, a'r posibiladau ar gyfer defnyddio gwasanaethau a phroses gyfreithiol i gyrraedd datrysiadau i broblemau o'r fath, yn golygu fod gan seilwaith cyfiawnder sifil heddiw rôl pwysig wrth wireddu cyfiawnder cymdeithasol".¹

Darpariaeth Gwasanaethau Gwybodaeth a Chynghori

Mae amrywiaeth eang o ddarparwyr gwasanaeth yng Nghymru² - yn seiliedig yn y sectorau statudol, preifat a dim-er-elw - ac yn amrywio o sefydliadau cymunedol bychan yn seiliedig ar wirfoddolwyr i bractisau cyfreithiol proffesiynol gyda throsiant o £1m a mwy y flwyddyn. Daw cyllid ar gyfer gwasanaethau gwybodaeth a chynghori o ffynonellau yr un mor amrywiol - mae adrannau llywodraeth y DG a chyrrff cyhoeddus cysylltiedig, Llywodraeth Cynulliad Cymru, awdurdodau lleol, cyrrff dosbarthu Loteri, cyrrff corfforaethol i gyd yn darparu cefnogaeth ariannol sylweddol i ddarparwyr gwasanaeth. Yn hanesyddol, fodd bynnag, ychydig o ymgais a wnaed i gydlynu un ai gyflwyniad y gwasanaeth neu'r cyllid i'w gefnogi. Fel canlyniad, datblygodd gwasanaethau mewn ffordd ddarniog, gyda dyblygu anochel ar wasanaethau mewn rhai ardaloedd, a diffyg llwyr o ddarpariaeth mewn eraill. Ar yr un pryd, nid oedd fawr neu ddim gwybodaeth ar gael i ddefnyddwyr gwasanaethau gwybodaeth a chynghori ac eraill ar ansawdd y gwasanaeth a ddarparwyd, a'r dulliau a ddefnyddid ar gyfer monitro a chynnal ansawdd.

Cysyniad Gwasanaeth Cyfreithiol Cymunedol

Roedd cysyniad y Gwasanaeth Cyfreithiol Cymunedol yn rhan allweddol o Ddeddf Mynediad i Gyfiawnder 1999. Mae'n 'rhith sefydliad', yn tynnu ynghyd ddarparwyr gwasanaethau gwybodaeth a chynghori cyfreithiol, a chyllidwyr y gwasanaethau hynny. Nod allweddol y Gwasanaeth Cyfreithiol Cymunedol yw sicrhau bod gan bawb sy'n cael problem gyfreithiol fynediad i wasanaethau gwybodaeth a chynghori a fydd yn eu galluogi i ddatrys y broblem honno yn foddhaol. Nod Ansawdd y Gwasanaeth Cyfreithiol Cymunedol yw brand stryd fawr y Gwasanaeth Cyfreithiol Cymunedol ac mae'n rhoi lefel o sicrwydd i ddefnyddwyr gwasanaeth a chyllidwyr yr aseswyd y darparwyd gwybodaeth a chynghori yn annibynnol yn erbyn safon ansawdd a osodwyd yn genedlaethol.

¹ Pleasence et al; *Causes of Action : Civil Law and Social Justice*; TSO, Llundain 2004; t.1

² Medrir cael manylion darparwyr cyngor cyfreithiol o wefan Galw Gwasanaeth Cyfreithiol Cymunedol yn www.clsdirect.org.uk neu drwy ffonio 0845 345 4 345.

Gwybodaeth Cyngor a Chyfiawnder Cymdeithasol – y dystiolaeth ymchwil

Tra bod y Gwasanaeth Cyfreithiol Cymunedol ar gael i bawb mewn cymdeithas, mae tystiolaeth gynyddol i gefnogi'r farn y gall diffyg mynediad i wasanaethau gwybodaeth a chynghori cyfreithiol dibynadwy fod yn ffactor sy'n cyfrannu at greu a chynnal allgauedd cymdeithasol, a bod mynediad gwael i gyngor wedi golygu i lawer o bobl ddioddef oherwydd iddynt fethu gweithredu eu hawliau cyfreithiol yn effeithlon neu na wyddent am eu hawliau a'u cyfrifoldebau yn y lle cyntaf.³ Aeth sylwebwyr eraill ymhellach drwy awgrymu fod ymrymuso unigolion fel canlyniad i wybodaeth a chynghori priodol yn eu galluogi i sicrhau'r buddion a gwasanaethau y mae ganddynt yn hawl iddynt effaith ategol yn nhermau datblygu cymunedol, gan ddweud fod adfocatiaeth a chynghori cyfreithiol i'r tlawd ac allgaedig yn beiriant effeithlon o gynhwysiant cymdeithasol ac ymladd tlodi drwy sicrhau ac ehangu hawliau i fuddion a gwasanaethau hollbwysig, a rhoi llais i gwynion ac ymrymuso pobl a chymunedau.⁴

Mae *Causes of Action : Civil Law and Social Justice* yn rhoi canfyddiadau'r astudiaeth fanylaf a gynhaliwyd erioed ar broblemau cyfraith sifil. Mae'n dynodi'r mathau o broblemau a gaiff pobl, eu hymateb i'r problemau hynny (yn cynnwys y rhesymau pam na weithredir yng nghyswllt bron un ym mhob pump o'r problemau a ddynodwyd) a nodweddion neilltuol pobl sy'n cael problemau. Daeth yr adroddiad i'r casgliad mai'r rhai a adroddodd salwch hir-sefydlog neu anabledd, rhieni unigol, y rhai'n byw yn y sector tai rhent ac mewn tai dwysedd uchel, y rhai a oedd yn ddi-waith neu ar incwm isel iawn, a rhai rhwng 25 a 44 oedd fwyaf tebygol o adrodd problemau. Ymhellach, er bod ymatebwyr o bob maes o fywyd yn adrodd problemau, mae'n glir fod grwpiau a 'allgaewyd yn gymdeithasol' yn arbennig o agored i brofi problemau cyfreithiol.⁵ Roedd pobl o grwpiau a 'allgaewyd yn gymdeithasol' hefyd yn fwy tebygol o ddioddef problemau lluosog.

Y Gwasanaeth Cyfreithiol Cymunedol yng Nghymru

Mae llawer o'r gwaith yn gysylltiedig â datblygu'r Gwasanaeth Cyfreithiol Cymunedol yng Nghymru ers ei lansio ym mis Ebrill 2000 wedi bod â ffocws lleol - un ai wrth sefydlu partneriaethau lleol o ddarparwyr a chyllidwyr gwasanaeth, neu wrth ddatblygu darparwyr gwasanaeth i'w galluogi i gyflawni'r safon Nod Ansawdd. Fel canlyniad dim ond gwaith cyfyngedig a aeth i ddatblygu cynlluniau ar lefel Cymru-gyfan a gyfrannodd at gyflawni nodau ac amcanion cynhwysfawr y Gwasanaeth Cyfreithiol Cymunedol.

Y strategaeth hon, a ddatblygwyd gan Fforwm Cenedlaethol Gwasanaeth Cyfreithiol Cymunedol Cymru, yw'r cam cyntaf ar hyd y ffordd i unioni'r cydbwysedd hwnnw. Fe'i hysbysir gan adborth gan bobl a fu â rhan wrth lunio'r Gwasanaeth Cyfreithiol Cymunedol yn eu hardaloedd, a chafodd ei ddrafftio gan Grŵp Tasg yn cynnwys cynrychiolwyr darparwyr gwasanaeth, cyllidwyr a gwneuthurwyr polisi ar lefel Cymru-gyfan.

Mae'r Strategaeth yn nodi canlyniadau dymunol, cynlluniau gweithredu, dangosyddion perfformiad allweddol ar gyfer mesur perfformiad, a threfniadau ar gyfer monitro ac adolygu yng nghyswllt darpariaeth gwasanaethau gwybodaeth a chynghori,

³ Adran yr Arglwydd Ganghellor a Ffederasiwn Canolfannau Cyfraith; *Legal and Advice Services: A pathway out of social exclusion*; Adran yr Arglwydd Ganghellor, 2001; t.11.

⁴ Stein J.; *The future of social justice in Britain : A new mission for the Community Legal Service*; Ysgol Economeg Llundain, 2001; t.48

⁵ Pleasance et al; *Causes of Action: Civil Law and Social Justice*; TSO, Llundain 2004; t.45

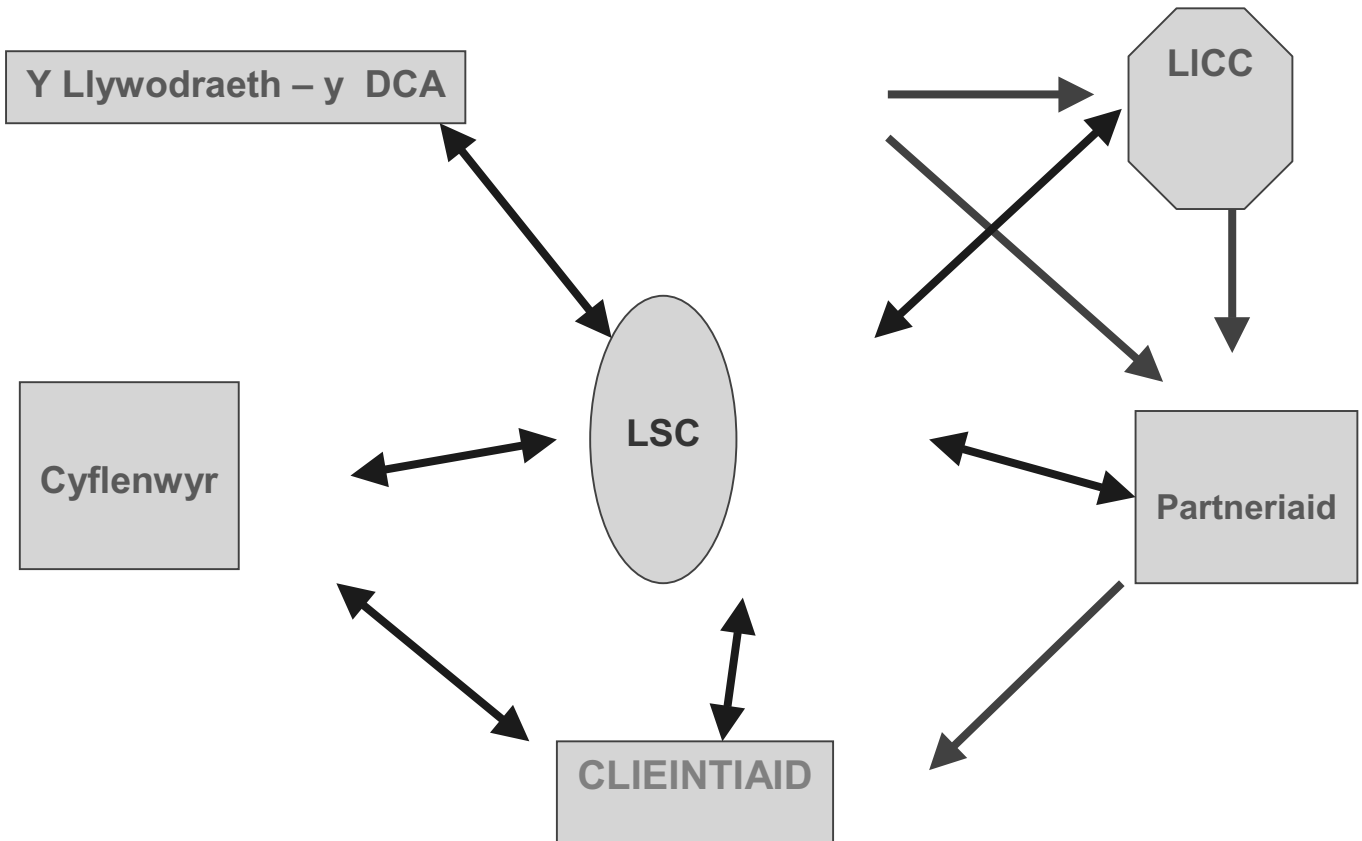
ymwybyddiaeth gyhoeddus, partneriaethau lleol a chyllid. Cydnabyddir fod cyfyngiadau ar gyllid, a bod pwyslais cynyddol ar arloesedd er mwyn ateb anghenion gwasanaethau gwybodaeth a chyngor cyfreithiol.

Bydd Fforwm Cenedlaethol Gwasanaeth Cyfreithiol Cymunedol Cymru yn dal i fod yn berchen y Strategaeth ac yn ei monitro, ac mae'n debygol y bydd angen ei hadolygu a'i diweddarau'n rheolaidd fel y daw gwybodaeth newydd i'r law ac fel y gweithredir ac yr adolygir y camau gweithredu a nodir yn y penodau unigol.

Mae aelodau'r Fforwm Cenedlaethol yn cynnwys:

Age Concern Cymru
Anabledd Cymru
ASBAH yng Nghymru
Barclays Community Affairs
Canllaw Online
Canolfan Cydraddoldeb a Hawliau Dynol GIG
Canolfan Cydweithredol Cymru Cyf
Comisiwn Cydraddoldeb Hiliol
Comisiwn Cyfle Cyfartal
Comisiwn Hawliau Anabledd
Cyfryngu Cymru
Cyngor Ar Bopeth Cymru
Cyngor Defnyddwyr Cymru
Cyngor Ffoaduriaid Cymru
Cyngor Gweithredu Gwirfoddol Cymru
Cymdeithas y Gyfraith yng Nghymru
Cymdeithas Llywodraeth Leol Cymru
Cynulliad Cenedlaethol Cymru
ELWa
Ffederasiwn Canolfannau Cyfraith
Gwasanaeth Cyngori Mewnffudo
Fforwm Cyllidwyr Cymru
Gwasanaeth Pensiwn
Gwasanaeth Prawf Cenedlaethol
Gwasanaeth Prawf Dyfed/Powys
Halifax CCC
LACORS
MEWN Cymru
Mynediad Ieuenctid
Shelter Cymru
SNAP Cymru
Stonewall Cymru
Ymddiriedolaeth Adfywio Meysydd Glo

Perthynas CLS



Pennod 2 : Y Gwasanaeth Cyfreithiol Cymunedol a'r Cyd-Destun Polisi ehangach yng Nghymru

Y Fframwaith Statudol a'r Stori Hyd Yma

Mae Deddf Mynediad i Gyfiawnder 1999 yn dod i dyletswydd statudol ar y Comisiwn Gwasanaethau Cyfreithiol i ddatblygu a chynnal y Gwasanaeth Cyfreithiol Cymunedol, ac i weithio mewn partneriaeth gyda chyllidwyr a darparwyr gwasanaethau gwybodaeth a chynghori i weithredu'r ddyletswydd honno. Cafodd y goblygiad yn y ddeddfwriaeth mai dynesiad partneriaeth at ddatblygu'r Gwasanaeth Cyfreithiol Cymunedol - yn seiliedig ar gydweithio a chydweithredu - oedd fwyaf tebygol o arwain at gyflwyno'r buddion a ragwelwyd, ei gyfnerthu ymhellach drwy brofiad ymarferol yn y pum mlynedd ers ei lansio yn Ebrill 2000. Nid yw gweithio mewn partneriaeth yn opsiwn rhwydd, ac mae'n neilltuol o broblemus lle gall y partneriaid hefyd fod mewn perthynas rhoddwr/derbynnydd, neu lle gallant fod yn cystadlu am gyllid cyfyngedig i gyflenwi gwasanaethau tebyg.

Partneriaethau a Gwasanaeth Polisi Cyhoeddus yng Nghymru

Mae'n ddi-os y bu nifer o achosion o gamgychwyn wrth i'r Partneriaethau Gwasanaeth Cyfreithiol Cymunedol Lleol ymsefydlu, ac mae'n dal yn gynnar iawn yn nhermau datblygiad partneriaethau mewn rhai ardaloedd. Fodd bynnag, mae'r dynesiad partneriaeth yn cyd-fynd â'r dynesiad cyffredinol at gyflenwi gwasanaeth cyhoeddus a ffafir gan Lywodraeth Cynulliad Cymru, a gadarnhawyd yn fwyaf diweddar yn *Creu'r Cysylltiadau: Gwell Gwasanaethau i Gymru*.⁶ Mae Pennod 5 y Strategaeth hon yn nodi nifer o gynigion a gynlluniwyd i gynyddu effeithlonrwydd partneriaethau lleol wrth helpu i gyflenwi'r Strategaeth ar gyfer y Gwasanaeth Cyfreithiol Cymunedol yng Nghymru. Yn neilltuol, adnewyddwyd y ffocws ar gysylltu cynllunio, cyllido a chyflenwi gwasanaethau gwybodaeth a chynghori i'r fframwaith Cynllunio Cymunedol ehangach; ac ar sicrhau y meddir clywed barn defnyddwyr gwasanaeth yn y broses cynllunio gwasanaeth. Rhoddir ystyriaeth i ymrwymiad Llywodraeth Cynulliad Cymru i ddatblygu a gweithredu Cynllun Gofodol integredig i Gymru, sy'n adlewyrchu'r dymuniad am ddyfodol yn seiliedig ar egwyddorion allweddol cyfiawnder, cydraddoldeb a chynaliadwyedd cymdeithasol.

Trosolwg Strategol

Amlinellodd Pennod 1 y dystiolaeth sy'n dod i'r amlwg i gefnogi'r farn fod gan wasanaethau gwybodaeth a chynghori hygyrch a gyda sicrwydd ansawdd rôl i'w chwarae wrth gyflenwi cyfiawnder cymdeithasol a chyfrannu at ddatblygiad cymunedol. Mae hyn yn taro tant cryf gyda gweledigaeth Llywodraeth y Cynulliad am Gymru lle sy'n "cymryd camau ym maes cyfiawnder cymdeithasol i fynd i'r afael â thlodi ac afiechyd a chynnig ffordd i bobl helpu eu hunain a'u cymunedau a dianc o fagl tlodi"⁷. Mae ymwybyddiaeth o hawliau cyfreithiol, a sut i'w gweithredu, yn gam cyntaf hanfodol os yw pobl i fanteisio'n llawn ar y buddion a'r gwasanaethau sydd ar gael iddynt ac a gynlluniwyd i'w helpu i gyflawni eu potensial fel dinasyddion gweithgar yn eu cymunedau lleol. Mae Pennod 4 y Strategaeth hon yn nodi cynigion ar gyfer cynyddu'r ymwybyddiaeth hwnnw a gostwng nifer y bobl nad ydynt yn cymryd unrhyw gamau i fynd i'r afael â phroblemau gan gredu na feddir gwneud dim.

Mae cyllid ar gyfer cyflenwi gwasanaethau gwybodaeth a chynghori yn tueddu i ddenu beirniadaeth gan ddarparwyr gwasanaeth oherwydd ei natur tymor byr a ffocws prosiect-

⁶ Llywodraeth Cynulliad Cymru, *Creu'r Cysylltiadau: Gwell Gwasanaethau i Gymru*; Hydref 2004

⁷ Llywodraeth Cynulliad Cymru; *Cymru: Gwlad Well*; Medi 2003

penodol. Er bod hyn yn broblem neilltuol o berthnasol i ddarparwyr yn y sector di-elw, mae'n weithredol i raddau i ddarparwyr yn y sectorau preifat a statudol hefyd. Mae Pennod 6 y Strategaeth yn cynnwys cynigion ar gyfer gwella cydlynu cyllid ar gyfer gwasanaethau gwybodaeth a chynghori, gostwng y baich biwrocraidd ar ddarparwyr gwasanaeth fel canlyniad i lu o drefniadau adrodd gwahanol gyllidwyr, a datblygu canllawiau ar arfer cyllido da yn seiliedig ar Godau Ymarfer Llywodraeth Cynulliad Cymru ac adroddiad Comisiwn Ymchwiliad *Surer Funding* ACEVO (Cymdeithas Prif Gweithredwyr Sefydliadau Gwirfoddol) a gyhoeddwyd yn ddiweddar.

Cwestiynau Ymgynghori

1. A oes unrhyw faterion eraill y credwch iddynt gael eu gadael allan?
2. A gytunwch i ni grynhoi'r sefyllfa fel y deallwch chi hi?

Pennod 3 : Darpariaeth Gwasanaethau Gwybodaeth a Chyngori

Canlyniadau Dymunol

- Mae gwasanaethau gwybodaeth a chyngor cyfreithiol gyda Nod Ansawdd ar gael i bawb yng Nghymru
- Caiff gwasanaethau eu cynllunio a'u cyflenwi mewn ymateb i anghenion defnyddwyr gwasanaeth a darpar ddefnyddwyr yn seiliedig ar wybodaeth
- Caiff gwasanaethau eu cyflenwi mewn amrywiaeth o ffyrdd, gan gydbwysu anghenion neilltuol defnyddwyr gwasanaeth a'r angen i gynnal safonau ansawdd a gytunwyd
- Caiff defnyddwyr eu cyfeirio'n effeithlon ac yn effeithiol at y ffynhonnell fwyaf priodol o wybodaeth a chyngor gyda sicrwydd ansawdd i fynd i'r afael â'u problem gyfreithiol neilltuol
- Gall darparwyr gwybodaeth a chyngor cyfreithiol sy'n dymuno cael Nod Ansawdd ar y lefel perthnasol gyrchu help a chefnogaeth i gyrraedd y safon ofynnol
- Mae parhad a datblygiad darpariaeth gwasanaeth yn ystod oes y strategaeth

Cynllun Gweithredu

Ffocws cleient

- Adolygu a chomisiynu ymchwil marchnad i sefydlu gofynion defnyddwyr a rhai nad ydynt yn defnyddio gwasanaethau gwybodaeth a chyngor cyfreithiol yn nhermau dulliau cyflwyno gwasanaeth, oriau agor, lleoliad gwasanaeth ac ati - ymchwil penodol i fod â ffocws ar y rhai yn byw mewn ardaloedd daearyddol difreintiedig a defnyddwyr sydd yn fwy tebygol na'r cyfartaledd i brofi problemau cyfreithiol (yn seiliedig ar ymchwil *Causes of Action*)
- Sefydlu grŵp tasg i ddatblygu cynigion ar gyfer casglu a dadansoddi defnyddwyr gwasanaeth, rhai nad ydynt yn ddefnyddwyr a darparwyr y meddir eu defnyddio i hysbysu datblygiad polisi'r dyfodol gyda'r nod o ostwng nifer problemau cyfreithiol ar gyfer unigolion yn y dyfodol.

Darpariaeth gwasanaeth

- Sefydlu grŵp tasg i;
 - adolygu, dynodi a dysgu o arfer gorau mewn gweithdrefnau arwyddbostio ac atgyfeirio, a sefydlu canllawiau ymarfer ar gyfer darparwyr yng Nghymru
 - adolygu a dynodi anghenion cefnogaeth sefydliadau sy'n dymuno cael Nod Ansawdd, a gwneud argymhellion ar y ffordd orau o gyflawni'r anghenion cefnogaeth hynny
- Adolygu gwerthusiadau a gwblhawyd o ddulliau cyflenwi gwasanaeth er mwyn asesu i ba raddau y maent yn effeithlon wrth fynd i'r afael ag anghenion defnyddwyr ac eraill, ac i ba raddau y maent yn cynnig gwasanaethau effeithlon ac effeithlon i gyllidwyr gwasanaeth
- Mynediad i wasanaethau ar gyfer y cleient i barhau a datblygu yn ystod y cyfnod ymchwil

Targedau

- Sefydlu adolygiad o'r gwerthusiadau o ddulliau cyflenwi gwasanaeth erbyn mis Rhagfyr 2005
- Sefydlu grŵp/grwpiau tasg i:
 - datblygu canllawiau ymarfer ar gyfer arwyddbostio ac atgyfeirio yn y CLS yng Nghymru - canllawiau i gael eu cyhoeddi erbyn Ebrill 2006

- argymell y ffordd orau i ateb anghenion cefnogaeth sefydliadau sy'n dymuno cael Nod Ansawdd – cyhoeddi argymhellion erbyn mis Ebrill 2006
- datblygu cynigion ar gyfer gwaith polisi Cymru-gyfan – cyhoeddi cynigion erbyn mis Ebrill 2006
- Cyhoeddi dadansoddiad ymchwil marchnad o ofynion defnyddwyr erbyn Medi 2006
- Cynyddu hygyrchedd gwasanaeth sicrwydd ansawdd bob blwyddyn. Cynyddu'r nifer o wasanaethau gyda Nod Ansawdd.

Monitro ac Adolygu

Rhoddir adroddiad chwarterol ar gynnydd ar y targedau i Fforwm Cenedlaethol Gwasanaeth Cyfreithiol Cymunedol Cymru

Cwestiynau Ymgynghori

3. A ydych yn cytuno gyda'r cynigion a wnaed?
4. Pa rai o'r partneriaid fydddech chi'n eu gweld yn bennaf gyfrifol am y camau gweithredu unigol yn y bennod hon?
5. Sut all partneriaid gyfathrebu gyda rhai nad ydynt yn defnyddio'r gwasanaeth?
6. A yw'r amserlenni yn realistig?
7. A gynhwyswyd pob agwedd? Os na, beth fydddech chi'n hoffi ei gynnwys?

Pennod 4 : Ymwybyddiaeth y Cyhoedd

Canlyniadau Dymunol

- Ymwybyddiaeth cynyddol fod gan bobl hawliau cyfreithiol ac oblygiadau gorfodadwy yn eu bywydau beunyddiol
- Cydnabyddiaeth fod gwybodaeth a/neu gyngor ar gael i'w cynorthwyo a'u cefnogi wrth ddatrys yr amrediad llawn o broblemau cyfreithiol
- Cydnabod Nod Ansawdd y Gwasanaeth Cyfreithiol Cymunedol (CLS) gan bawb fel safon sicrwydd ansawdd a ddilyswyd yn annibynnol ar gyfer gwasanaethau gwybodaeth a chynghori. Mae pobl yn ceisio gwybodaeth a/neu gyngor yn cydnabod mai'r gwasanaethau hyn yw'r 'porth' i'r CLS ac yn troi at y darparwyr hyn yn y lle cyntaf.

Cynllun Gweithredu

- Comisiynu ymchwil marchnad i sefydlu meincnodau yn nhermau:
 - ymwybyddiaeth gyhoeddus o'u hawliau ac oblygiadau cyfreithiol gorfodadwy
 - cydnabyddiaeth gyhoeddus i Nod Ansawdd y CLS a'r hyn y mae'n ei gynrychioli
 - cydnabyddiaeth gyhoeddus fod gwybodaeth a/neu gyngor ar gael i'w cynorthwyo a'u cefnogi wrth ddatrys yr amrediad llawn o broblemau cyfreithiol
- Datblygu, ymgynghori ar, gweithredu ac adolygu ymgyrch hyrwyddo i godi ymwybyddiaeth o:
 - hawliau ac oblygiadau cyfreithiol gorfodadwy
 - Nod Ansawdd y CLS
 - argaeledd gwasanaethau gwybodaeth a chynghori cyfreithiol i gynorthwyo a chefnogi pobl wrth ddatrys problemau cyfreithiol
- Cywain gwybodaeth ar ddynesiadau presennol at farchnata a hyrwyddo gwasanaethau gwybodaeth a chynghori cyfreithiol yn Lloegr yng Nghymru i hysbysu canllawiau arfer da i ddarparwyr unigol a phartneriaethau lleol a'u hyrwyddo'n genedlaethol
- Sefydlu'r Fforwm Cenedlaethol fel y corff cydlynu ar gyfer ymgyrchoedd cyhoeddusrwydd a chodi ymwybyddiaeth yng Nghymru

Targedau

- Ymgyrch hyrwyddo i godi ymwybyddiaeth o:
 - hawliau ac oblygiadau cyfreithiol gorfodadwy
 - Nod Ansawdd y CLS
 - argaeledd gwasanaethau gwybodaeth/cynghori
- Yn barod i'w gweithredu erbyn Ebrill 2006
- Cyhoeddi canllaw arfer da ar farchnata a hyrwyddo gwasanaethau gwybodaeth a chynghori erbyn Medi 2006
 - Sefydlu meincnodau ymwybyddiaeth erbyn Medi 2006

Monitro ac Adolygu

Rhoddir adroddiad chwarterol ar y cynnydd ar y targedau i Fforwm Cenedlaethol Gwasanaeth Cyfreithiol Cymunedol Cymru.

Bydd trefniadau monitro ac adolygu yn rhan o'r cynlluniau ymgyrch hyrwyddo unigol

Cwestiynau Ymgynghori

8. A ydych yn fodlon mai Nod Ansawdd y CLS yw brand y Strategaeth?
9. A gredwch fod dryswch am yr amrywiaeth o ddarparwyr sydd ar gael?
10. A wyddoch am unrhyw gynigion cyfredol i wella ymwybyddiaeth y cyhoedd o wasanaethau presennol?
11. Pwy fydddech chi'n ystyried fyddai â'r cyfrifoldeb arweiniol am y camau gweithredu unigol yn y bennod hon?

Pennod 5 : Partneriaethau/Strategaethau Lleol

Canlyniadau Dymunol

- Mae gwasanaethau gwybodaeth a chyngor cyfreithiol yn rhan gyfannol o Strategaethau Cymunedol a/neu Strategaethau Iechyd, Gofal Cymdeithasol a Llesiant ac mae Partneriaethau Gwasanaeth Cyfreithiol Cymunedol yn gyfrannydd gweithgar at gynlluniau partneriaeth strategol lleol perthnasol
- Mae Cynllun Gwasanaethau ar gyfer gwasanaethau gwybodaeth a chynghori ar gyfer pob awdurdod unedol, a adolygir o leiaf unwaith y flwyddyn, yn gysylltiedig â Strategaeth Gwasanaethau Cynghori Cymru, ac yn sail i benderfyniadau lleol ar ddatblygiad gwasanaeth a chyllid
- Caiff y Partneriaethau Gwasanaethau Cyfreithiol Cymunedol, fel model, eu cefnogi gan fwyafrif y sefydliadau Nod Ansawdd yn ardal yr awdurdod unedol - mae aelodau'r Partneriaethau yn cymryd rhan weithgar yn y partneriaethau fel ffynhonnell gwerth ychwanegol i'w sefydliadau
- Mae'r Partneriaethau Gwasanaeth Cyfreithiol Cymunedol yn arwain wrth gynllunio ar gyfer gwasanaethau gwybodaeth a chyngor cyfreithiol ar lefel awdurdod unedol

Cynllun Gweithredu

- Adolygu ymarfer a phrofiad Partneriaethau lleol yn Lloegr a Chymru i sefydlu meincnodau ar gyfer yr hyn sy'n cyfrannu at bartneriaeth effeithlon, a chyhoeddi canlyniadau
- Gweithio gydag aelodau Partneriaethau lleol i ddatblygu isafswm gofynion a chanllawiau arfer da ar gyfer cynhyrchu Cynlluniau Gwasanaethau lleol sy'n gysylltiedig â'r Strategaeth hon a hefyd â strategaethau lleol perthnasol eraill
- Adolygu adroddiadau presennol a chynnal ymchwil ymysg sefydliadau gyda Nod Ansawdd i ddeall yn well lefel ymgyfraniad mewn Partneriaethau lleol ac i fwyhau ymgyfraniad cyson ar draws amrediad o sefydliadau
- Ymrwymo gyda phartneriaid allweddol ar lefel leol, Cymru ac unrhyw isranbarthau sy'n datblygu a benderfynir o fewn Cynllun Gofodol Cymru, i gynyddu ymwybyddiaeth o'r Gwasanaeth Cyfreithiol Cymunedol a rôl bosibl Partneriaethau lleol wrth gyflwyno targedau cyfiawnder cymdeithasol ac adfywio cymunedol
- Egluro'r isafswm gwybodaeth a chefnogaeth y bydd angen ei darparu i Bartneriaethau lleol

Targedau

- Cyhoeddi canlyniadau adolygiad o ymarfer a phrofiad am yr hyn sy'n cyfrannu at bartneriaeth effeithlon erbyn Ebrill 2006
- Cyhoeddi isafswm gofynion a chanllawiau arfer da ar gynllunio gwasanaeth erbyn Ebrill 2006
- Cwblhau ymchwil i'r ffactorau fyddai'n annog mwy o sefydliadau i gymryd rhan mewn Partneriaethau erbyn Gorffennaf 2006
- Cynyddu ymrwymiad gyda phartneriaid allweddol yn cymryd rhan mewn agendâu cyfiawnder cymdeithasol/adfywio cymunedol i gynnwys Cynllunwyr Cymunedol a Byrddau Iechyd Lleol fel isafswm

Monitro ac Adolygu

Rhoddir adroddiad chwarterol ar y cynnydd ar y Targedau i Fforwm Cenedlaethol Gwasanaeth Cyfreithiol Cymunedol Cymru.

Bydd y cynlluniau gweithredu unigol yn cynnwys trefniadau monitro ac adolygu penodol.

Cwestiynau Ymgynghori

13. Pa agwedd penodol o'r agendâu Adfywio Cymdeithasol y medrir eu cysylltu i'r Strategaeth?
14. A oes strwythurau neu fodelau, heblaw Partneriaethau Gwasanaeth Cyfreithiol Cymunedol, sydd angen eu cynnwys yn yr opsiynau? Os felly, beth ydynt?

Pennod 6 : Cyllid

Canlyniadau Dymunol

- Dynesiad mwy cydlynol at gyllid gwasanaethau gwybodaeth a chynghor cyfreithiol er mwyn cyflenwi mynediad cynyddol a chyfartal a chynnig gwasanaethau effeithlon ac effeithlon i ddarparwyr gwasanaeth
- Trefniadau adrodd symlach a chyson ar gyfer darparwyr gwasanaeth, beth bynnag yw ffynhonnell y cyllid, wedi'i beilotio drwy fframwaith rheolaeth perfformiad unedig
- Penderfyniadau ar gyllid wedi eu seilio ar dystiolaeth briodol ac yn cyd-fynd â blaenoriaethau datblygu gwasanaeth lleol a/neu genedlaethol
- Dulliau cyllid sy'n cyd-fynd â Chod Ymarfer Cyllido Llywodraeth Cynulliad Cymru

Cynllun Gweithredu

- Sefydlu Grŵp Tasg yn adrodd i'r Fforwm Cenedlaethol:
 - datblygu cynigion manwl ar gyfer datblygu dynesiad cydlynol at gyllido gwasanaethau gwybodaeth a chynghor cyfreithiol yng Nghymru; a
 - datblygu canllawiau ar ddulliau cyllido i'w mabwysiadu gan gyllidwyr, sy'n cyd-fynd â Chod Ymarfer Cyllido Llywodraeth Cynulliad Cymru
- Sefydlu Grŵp Tasg yn adrodd i'r Fforwm Cenedlaethol i ddatblygu a pheilotio fframwaith rheolaeth perfformiad unedig ar gyfer darparwyr gwasanaethau gwybodaeth a chynghori, yn cynnwys datblygu mesurau cyllid ymhellach a chysylltu gyda gwaith tebyg i'r hyn a wneir yn Lloegr
- Datblygu ymhellach y Grŵp Diddordeb Arbennig ar gyfer Gwasanaethau Gwybodaeth a Chynghori (cynllun ar y cyd gan Gomisiwn Gwasanaethau Cyfreithiol a Fforwm Cyllidwyr Cymru) i sicrhau fod gan gyllidwyr fynediad i ymchwil a strategaethau/cynllunio lleol perthnasol wrth wneud penderfyniadau cyllido

Targedau

- Grŵp Diddordeb Arbennig ar gyfer Cyllidwyr Gwasanaethau Gwybodaeth a Chynghori wedi ei sefydlu'n ffurfiol erbyn 30 Medi 2005
- Sefydlu Grŵp Tasg Cyllid erbyn Rhagfyr 2005
- Cyhoeddi argymhellion y Grŵp Tasg Cyllid erbyn Ebrill 2006
- Cynllun gweithredu i weithredu'r argymhellion a gytunwyd gan y Grŵp Tasg Cyllid erbyn Medi 2006
- Cynnal cynllun peilot o'r Fframwaith Rheolaeth Perfformiad yn ardaloedd o leiaf ddau awdurdod unedol erbyn Medi 2006
- Gwerthuso'r cynllun peilot a chyhoeddi argymhellion erbyn Mawrth 2007

Monitro ac Adolygu

Rhoddir adroddiad chwarterol ar y cynnydd ar y targedau i Fforwm Cenedlaethol Gwasanaeth Cyfreithiol Cymunedol Cymru.

Caiff manylion y penderfyniadau cyllid gwirioneddol yn gysylltiedig â gwasanaethau gwybodaeth a chynghori eu cywain gan y Comisiwn Gwasanaethau Cyfreithiol a'u hadrodd i'r Fforwm Cenedlaethol ar sail chwarterol.

Cwestiynau Ymgynghori

15. Pam y credwch ein bod angen dynesiad cydlynol at gyllido?
16. Pwy ddylai fod yn rhan o'r Grŵp Tasg Cyllido?
17. A gynhwyswyd yr holl faterion?

Amserlen

Targedau	Dyddiad cwblhau
Darparu Gwasanaeth Gwybodaeth a Chynghori	
Cyhoeddi adolygiad o'r gwasanaeth o ddulliau cyflwyno gwasanaeth	Rhagfyr 05
Sefydlu Grŵp Tasg i ddatblygu canllawiau ymarfer ar gyfer arwyddbostio ac atgyfeirio yn y CLS yng Nghymru – canllawiau i gael eu cyhoeddi	Ebrill 06
Sefydlu Grŵp Tasg i argymhell y ffordd orau i ateb anghenion cefnogaeth sefydliadau sy'n dymuno cael Nod Ansawdd - argymhellion i gael eu cyhoeddi	Ebrill 06
Sefydlu Grŵp Tasg i ddatblygu cynigion ar gyfer gwaith polisi Cymru-gyfan – cynigion i gael eu cyhoeddi	Ebrill 06
Cyhoeddi dadansoddiad ymchwil marchnad o ofynion defnyddwyr	Medi 06
Ymwybyddiaeth Gyhoeddus	
Ymgrych hyrwyddo i godi ymwybyddiaeth o hawliau ac oblygiadau cyfreithiol gorfodadwy, o Nod Ansawdd y CLS, o argaeledd gwasanaethau gwybodaeth/cyngor	Parod i'w gweithredu Ebrill 06
Canllawiau ymarfer da ar farchnata a hyrwyddo gwasanaethau gwybodaeth a chyngor	Medi 06
Sefydlu meincnodau ymwybyddiaeth	Medi 06
Partneriaethau/Strategaethau Lleol	
Cyhoeddi canlyniadau adolygiad o ymarfer a phrofiad am yr hyn sy'n cyfrannu at bartneriaeth effeithlon	Ebrill 06
Cyhoeddi isafswm gofynion a chanllawiau arfer da ar gynllunio gwasanaeth	Ebrill 06
Cwblhau ymchwil i'r ffactorau a fyddai'n annog mwy o sefydliadau i gymryd rhan mewn Partneriaethau	Gorffennaf 06
Cynyddu ymrwymadau gyda phartneriaid allweddol yn cymryd rhan mewn agendâu cyfiawnder cymdeithasol/adfywio cymdeithasol i gynnwys cynllunwyr cymunedol a Byrddau Iechyd Lleol fel isafswm	Parhaol
Cyllid	
Sefydlu Grŵp Diddordeb Arbennig ar gyfer Cyllidwyr Gwasanaethau Gwybodaeth a Chyngor yn ffurfiol	Medi 05
Sefydlu Grŵp Tasg Fframwaith Rheolaeth Perfformiad	Medi 05
Sefydlu Grŵp Tasg Cyllid	Rhagfyr 05
Cyhoeddi argymhellion y Grŵp Tasg Cyllid	Ebrill 06
Cyhoeddi'r Cynllun Gweithredu i weithredu'r argymhellion a gytunwyd gan y Grŵp Tasg Cyllid	Medi 06
Cynnal cynllun peilot ar Fframwaith Rheolaeth Perfformiad yn ardaloedd o leiaf ddau awdurdod unedol	Medi 06
Gwerthuso cynllun peilot a chyhoeddi argymhellion	Mawrth 07