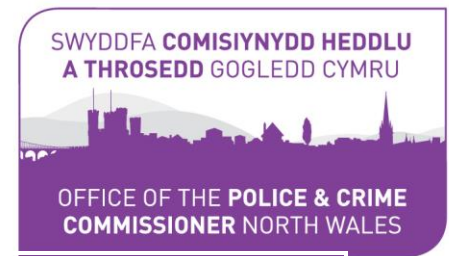


**Cofnod Penderfyniadau:  
Comisiynydd Heddlu a Throsedd Gogledd Cymru**

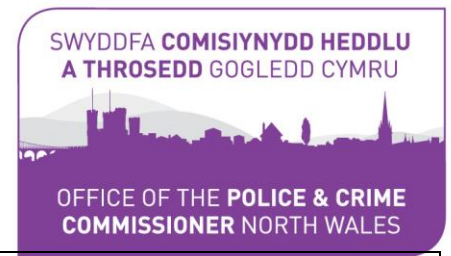
**Decision Record:  
Police and Crime Commissioner for North Wales**




<b>Rhan / Part 1</b>	<b>Cyf/Ref:2020.13</b>
<b>Teitl:</b> Cymorth i Ddiodefwyr – Gweithiwr Achosion o Dwyll	<b>Title:</b> Victim Support - Fraud Case Worker
<b>Crynodeb Gweithredol:</b> Cais yw hwn i gael grant recriwtio Gweithiwr Achosion o Dwyll yng Nghanolfan Cymorth i Ddiodefwyr yn Llanelwy, Sir Ddinbych.  Diben y rôl yw cynnig gwasanaeth llinell flaen i ddiodefwyr twyll yng ngogledd Cymru gan gynnig cefnogaeth o safon uchel i ddiodefwyr ar y ffôn ac ar y wefan. Bydd y rôl hefyd yn galluogi defnyddwyr y gwasanaethau i gael cefnogaeth bellach a gwybodaeth, yn unol â'u hanghenion a'u dewis. Bydd y gweithiwr achosion o dwyll yn gweithio yn agos gyda'r tîm twyll ac economi o fewn Heddlu Gogledd Cymru er mwyn cynnig diweddariadau effeithiol ac amserol gan weithredu fel y cyswllt rhwng gwasanaethau cefnogi ac ymchwilio.  Y rôl hon yw'r cyntaf o'i fath o fewn gwasanaethau diodefwyr ar draws y DU a bydd yn rhoi cefnogaeth annibynnol i ddiodefwyr twyll, a chynnig pwynt cyswllt penodol iddynt ynghyd â rheolaeth achos o'r dechrau i'r diwedd.	<b>Executive Summary:</b> This is a request to provide grant funding to recruit a Fraud Caseworker based within the Victim Help Centre in St Asaph, Denbighshire.  The purpose of the role is to deliver frontline service to victims of fraud within North Wales providing high quality, accessible and relevant telephone and Livechat support for victims of Fraud. The role will also enable users of the services to access further support and information, according to their needs and preferences. The fraud caseworker will also work closely with the fraud and economic team within North Wales Police in order to provide efficient and timely updates and act as the link between support services and the investigation.  This role is the first of its kind within victim services across the UK and it will be giving fraud victims independent support, providing them with a specific point of contact together with case management from start to finish.
<b>Goblygiadau:</b> Mae hyn yn gymorth i gyflwyno Cynllun Heddlu a Throsedd yr Heddlu.  Mae cyfraniad o £15,479 ar gael o'r gronfa Throsedd ac Anhwylder 2019/20 a chyfraniad pellach o £27,862 o gronfa Throsedd Ac Anhwylder 2020/21 er mwyn cefnogi'r rôl hon.  Bydd y rôl a'i effaith yn cael ei fonitro drwy ddata perfformiad chwarterol, holiaduron boddhad defnyddwyr y gwasanaeth, astudiaethau achos a gwybodaeth rheoli ac wedi ei fonitro gan gyfarfod cytundeb chwarterol gyda'r Ganolfan Cymorth i Ddiodefwyr.	<b>Implications:</b> This supports the delivery of the Commissioner's Police and Crime Plan.  A contribution of £15,479 has been made available from the Crime and Disorder Fund 2019/20 and further contribution of £27,862 Crime and Disorder Fund 2020/21 in order to support this role.  The role and its impact will be monitored through quarterly performance data, service user satisfaction surveys, case studies and management information and monitored by quarterly contract meeting with the Victim Help Centre.
<b>Prif Weithredwr a Swyddog Monitro:</b>	<b>Chief Executive and Monitoring Officer:</b>
Rwy'n cadarnhau fod hwn yn gais priodol i gael ei gyflwyno i'r Comisiynydd Heddlu a Throsedd.	I confirm that this is an appropriate request to be submitted to the Police and Crime Commissioner.

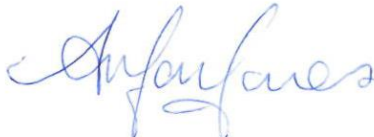
**Cofnod Penderfyniadau:  
Comisiynydd Heddlu a Throsedd Gogledd Cymru**

**Decision Record:  
Police and Crime Commissioner for North Wales**



Llofnod / Signature: 	Dyddiad/Date: 01.04.20

<b>Cymeradwyaeth a sylwadau'r Comisiynydd Heddlu a Throsedd</b>	<b>Approval and comments of Police and Crime Commissioner</b>
Gallaf gadarnhau fy mod yn cymeradwyo'r hyn a nodwyd uchod	I confirm that the above request has my approval

Llofnod / Signature: 
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<p><i>Arfon Jones</i> Comisiynydd Heddlu a Throsedd - Police and Crime Commissioner</p> <p>Dyddiad/Date: 01.04.20</p>
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