National helpline’s opening hours change, as its focus sharpens on advocacy

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CYMRAEG ISOD

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Meic - the national information, advice and advocacy helpline for children and young people in Wales – has changed its opening hours as it moves away from providing night-time support.

The helpline is now open 16 hours a day (8am to midnight) to reflect the reduced contact at night. Those who contact after hours still have the option to directly transfer to Samaritans, ChildLine or NHS Direct Wales.

Meic was the first universal advocacy helpline in the UK when it was set up in 2011; the revised service will allow it to focus more on its role as Wales’ leading advocacy helpline for children and young people up to 25.

The information, advice and advocacy helpline will continue seven days per week for two years (until 31st March 2018). It will expand its reach to more children and young people through its website, which will feature “Grab the Meic” – an opportunity for children and young people to have their say, as well as through social media campaigns on issues of concern.

Since it was set up, Meic has dealt with nearly 30,000 contacts, covering a wide range of issues from exam stress to bullying, depression to eating disorders, relationship break-ups to domestic abuse, and much more.

Stephanie Hoffman, Head of Meic says, “I’m excited that we get to lead the service into an exciting new phase that will continue to innovate and improve the lives of the children and young people of Wales.”

After a recent tendering process by Welsh Government, ProMo-Cymru will continue to provide the Meic service for the benefit of young people across Wales. They’ve produced a new video to further explain Meic and advocacy, which can be viewed here (Welsh here).

As the young actress articulates in the video:

“Meic ensures our voice is listened to and taken seriously by adviser advocates who are there for us. They give us advice and, side-by-side, we gather the information we need to do something about our situation. If we still feel we can’t do this for ourselves, they can speak on our behalf - that’s because Meic is also an advocacy helpline.”

Children and young people in Wales up to the age of 25 can contact Meic 8am until midnight, seven days a week, 365 days of the year by instant message, text, call or email.

For more information, visit www.meic.cymru. You can watch Why Should Children and Young People Contact Meic? (Welsh version here) on Meic’s YouTube page and on Meic's website.

Notes for Editors:

Meic staff available for interview, upon request.

Meic is the information, advice and advocacy helpline for children and young people aged 0-25 in Wales, open 365 days a year. Young people can contact Meic by phone (080880 23456), text (84001), instant message (www.meic.cymru) or email (help@meic.cymru) between 8am and midnight.

Media:

Related Sectors:

Charities & non-profits :: Children & Teenagers :: Education & Human Resources :: Government :: Health ::

Related Keywords:

Information :: Advice :: Advocacy :: Helpline :: Children :: Young People :: Wales :: Changes :: Welsh Government :: Samaritans :: ChildLine :: NHS Direct Wales ::

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Meic is run by ProMo-Cymru and is funded by the Welsh Government. For further information, contact Stephanie Hoffman (Head of Meic) at steph@meic.cymru or on 029 2000 4787.

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Newid oriau agor llinell gymorth Genedlaethol, yn canolbwyntio ar eiriolaeth

Mae Meic - llinell gymorth gwybodaeth, cyngor ac eiriolaeth genedlaethol i blant a phobl ifanc yng Nghymru - wedi newid ei oriau agor, yn rhoi'r gorau i ddarparu cefnogaeth yn ystod y nos.

Bellach mae'r llinell gymorth yn agored 16 awr y dydd (8yb i hanner nos) i adlewyrchu'r gostyngiad cyswllt yn ystod y nos. Mae'r rhai sydd yn cysylltu tu allan i'r oriau yma yn cael yr opsiwn i drosglwyddo'n syth at y Samariaid, ChildLine neu Galw Iechyd Cymru.

Meic oedd y llinell gymorth eiriolaeth gyffredinol cyntaf yn y DU pan sefydlwyd yn 2011; mae'r gwasanaeth wedi'i hadolygu sydd yn caniatáu iddo ganolbwyntio'n fwy ar ei swyddogaeth fel llinell gymorth eiriolaeth arweiniol Cymru i blant a phobl ifanc hyd at 25 oed.

Bydd y llinell gymorth gwybodaeth, cyngor ac eiriolaeth yn parhau i weithredu 7 diwrnod yr wythnos am ddwy flynedd (tan Fawrth 31, 2018). Bydd yn ehangu ei gyrhaeddiad at fwy o blant a phobl ifanc trwy'r wefan, sydd yn cynnwys y nodwedd "Gafael yn y Meic" - cyfle i blant a phobl ifanc gael dweud eu dweud, yn ogystal ag ymgyrchoedd cyfryngau cymdeithasol am faterion pryderus.

Ers ei sefydliad, mae Meic wedi ymdrin â bron i 30,000 o gysylltiadau, gydag amrywiaeth eang o faterion o straen arholiadau i fwlio, iselder i anhwylderau bwyta, diwedd perthynas i gamdriniaeth yn y cartref, a llawer mwy.

Dywedai Stephanie Hoffman, Pennaeth Meic, "Dwi'n gynhyrfus iawn ein bod yn cael arwain y gwasanaeth i mewn i gyfnod newydd cyffrous fydd yn parhau i arloesi a gwella bywydau plant a phobl ifanc Cymru."

Yn dilyn proses tendro diweddar gan Lywodraeth Cymru, bydd ProMo-Cymru yn parhau i ddarparu'r gwasanaeth Meic er budd y bobl ifanc ledled Cymru. Maent wedi cynhyrchu fideo newydd i esbonio Meic ac eiriolaeth ymhellach, gellir ei wylio yn fan hyn (Saesneg yn fan hyn).

Fel dywedai'r ferch ifanc ar y fideo:

"Mae Meic yn sicrhau bod rhywun yn gwrando ar ein llais ac yn cymryd pethau o ddifrif. Mae'r cynghorwyr yno i ni. Maent yn rhoi cyngor ac, ochr yn ochr, rydym yn casglu'r wybodaeth sydd ei angen i fedru gwneud rhywbeth am ein sefyllfa yn hyderus. Ac os ydym yn dal i deimlo nid allem wneud hyn ar ben ein hunain, gallant siarad ar ein rhan. Mae hyn am fod Meic yn llinell gymorth eiriolaeth."

Gall plant a phobl ifanc hyd at 25 oed yng Nghymru gysylltu â Meic o 8yb tan hanner nos, 7 diwrnod yr wythnos, 365 diwrnod y flwyddyn drwy neges wib, neges testun, galwad ffôn neu e-bost.

Am wybodaeth bellach, ymwelwch â www.meic.cymru. Gallech wylio Pam Dylai Plant a Phobl Ifanc Gysylltu â Meic (fersiwn Saesneg yma) ar dudalen YouTube Meic ac ar wefan Meic.

Nodiadau Golygydd:

Staff Meic ar gael i'w cyfweld, ar gais.

Meic ydy'r llinell gymorth gwybodaeth, cyngor ac eiriolaeth i blant a phobl ifanc 0-25 oed yng Nghymru, yn agored 365 diwrnod y flwyddyn. Gall pobl ifanc gysylltu â Meic ar y ffôn (080880 23456), neges testun (84001), neges wib (www.meic.cymru) neu e-bost (help@meic.cymru) rhwng 8yb a hanner nos.

Mae Meic yn cael ei redeg gan ProMo-Cymru ac yn cael ei ariannu gan Lywodraeth Cymru. Am wybodaeth bellach cysylltwch â Stephanie Hoffan (Pennaeth Meic) arsteph@meic.cymru neu ar 029 2000 4787.

Rhywun ar dy ochr.

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