



## How ACE can help?

### ACE/Dusty Forge - Update 16th April 2020

Whilst the Dusty Forge remains shut for public use, ACE has refocused its resources (staff and volunteers) to offer as much support as we can for the local community. If you or someone you know needs some support or just some friendly reassurance please get in touch, give us a call (02920 003132), email ([info@aceplace.org](mailto:info@aceplace.org)) or message on Facebook.

**Community support and advice line (02920 003132):** Staff are on hand to offer advice, guidance, and a friendly chat to anyone who needs it. Help can be provided over the phone, or via callback with financial worries, DAF application help, Universal Credit/JSA/ESA queries, Foodbank vouchers and information on other services. Please give us a call if you need any help.

**Emergency food parcels:** A limited staff team are able to provide emergency food parcels to people in need, where we are unable to help we will signpost to one of our partner organisations.

**ACE Your Local Pantry:** ACE will now be running the Dusty Forge Pantry as a delivery service for existing Pantry members. We will be delivering food bags to Pantry members on Wednesdays. These need to be ordered in advance by phone - 02920 003132. Payment of £5 will be taken by debit card in advance. Bags will be made up to ensure food is fairly distributed. Deliveries are subject to availability and limited to one delivery per household each week.

**Working with partner organisations across the community:** ACE is currently working with the Police, local GP surgeries, local Cllrs, and the council to support the community. ACE are providing support by transporting health workers to see patients; providing prescription pickups and general wellbeing checks. If you are interested in volunteering to support this work please email us on [info@aceplace.org](mailto:info@aceplace.org) or contact the Council volunteering service <https://www.volunteercardiff.co.uk/>

**Community shop (donate what you can afford):** Offering children's toys and clothing, please give us a call should you require any items, we will see what is available.

**Community Health and mental health support:** Our 'yourspace' wellbeing team are operating a phone based service, providing a weekly 'check-in' call and signposting to support available with practical needs (e.g. food, medication) and general wellbeing. Anyone can refer into this service by calling ACE on 02920 003132. Our 'Tier 0' mental health team are also operating a phone based service, delivering guided self-help on a range of topics, accessible via referral from a GP.

**Phone Friend Line:** ACE are matching isolated community members to volunteers based on their interests to help people stay connected via telephone. Please ring 02920 003132 to sign up for the service or if you would like to volunteer to support this work, please email us on [healthy@aceplace.org](mailto:healthy@aceplace.org)

**Youth work provision:** staff are delivering online youth work help, support and guidance for young people via Facebook (ACE Youth Offer); Instagram (@aceyouth2019) and e-mail ([youth@aceplace.org](mailto:youth@aceplace.org)).

**A range of online based activities:** through existing projects, including ACE Arts, CAER Heritage and the Working Well project – see project facebook groups or give us a call for details.

**Home learning resources:** a range of activities for families- see facebook groups or give us a call for details. A post-box has been set up outside the Dusty Forge so you can post a Kindness Card; an A4 drawing or message to be delivered to those who need it most. If you would like to take part, please post these on your daily walk.

**Call us on 02920 003132 , facebook message us, email us ([info@aceplace.org](mailto:info@aceplace.org))**

For a chat, an update or to develop ideas to help the local community.

Check out our ACE Facebook page and our website [www.aceplace.org](http://www.aceplace.org)



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