Action in Caerau and Ely

Annual Report 2021 - 2022
Our Ambitions For Our Community Through Our Own Efforts
Message from the Chair

Doubts about where next year’s funding will come from may still keep senior staff awake at night. But after five consecutive years of expansion, in 2021-22 the breathless pace of growth itself became a feature of ACE’s remarkable success story which also demanded our attention.

The staff has more than doubled from 15 to 37. Our recently refurbished base at the Dusty Forge is already beginning to feel overcrowded, and management of the charity - which funders are always less keen to fund than projects - is under constant strain.

ACE’s reputation for effective projects has spread. Public bodies and national charities are keener than ever to work in partnership with us. In the past year our core activities in areas such as community development, health, youth work and community arts have been consolidated or expanded. It’s particularly gratifying that we have been invited to extend our distinctive community-led partnership approach to new areas of work. The ACE Cares project with Cwmpas is exploring ways our community can support carers at a time when care services are hard-pressed/stretch thin. Shape your Future is helping people stuck in low paid jobs to advance their careers.

All this success was typified by the triumphant opening in September 2021 of the CAER Heritage Centre and playground - the culmination of ten years of inspired work with Cardiff University on the Hidden Hillfort project. Then 10 months later we capped even that with our community archaeology Big Dig in Caerau, which amazingly revealed the site of an Iron Age roundhouse, the oldest house ever found in Cardiff.

The scope and reach of ACE’s activities may seem unlimited. But it isn’t.

We are confronted now with the race to respond to the needs of desperate families who have come through the ravages of covid only to be plunged into a cost of living crisis and chronic food and fuel poverty. ACE has mustered an array of measures, including cheap food at the Pantry and Café Barr, weekly crisis advice “clinics”, low-cost equipment hire at the Library of Things, big increases in the distribution of fuel vouchers for struggling households, and urgent planning for “warm bank” refuge in the coming winter.

Co-directors Dave Horton and Michelle Powell, who seamlessly took over from John Hallett in April 2021, reluctantly concede the shocking scale of this latest challenge. Even though senior staff share responsibilities for fundraising with brilliant results, and our superbly flexible staff fit into new roles at the drop of a hat, and our volunteers contribute massively, and finances are kept constantly under review, all our efforts and resources can never be enough.

Managing our many modestly resourced activities is like juggling with a dozen balls on a tightrope without a net while the lion tamer is on holiday. I’m in awe of what our staff and volunteers achieve, and I’m always grateful for the support they receive from my colleagues on our excellent Board.

Of course, some of the power to provide answers to the terrible times many community members are facing lie with politicians. But at least I’m confident that ACE will be doing everything possible to grow our capacity to help wherever we can, so our community can do more than survive - we can thrive together with dignity.

Mel Witherden,
Chair, October 2022
Equal
Our Vision: To create ‘vibrant, equal and resilient communities for all, where people find fulfilment in themselves, each other, and the place where they live’.

We work with communities to achieve lasting positive change for an equal and just Cardiff by:

- Mobilising local people behind a shared vision
- Co-producing projects and services that make use of assets and meet needs
- Driving positive social change, making our communities fairer and more inclusive
- Securing income and maximising community assets for sustainability and community resilience
- Working closely with private, public and third sector organisations to secure the benefits of their resources for our communities

At ACE we believe:

- Local people know their community best.
- Everyone has something unique to contribute.
- Everyone’s contribution should be valued equally.
- Poverty should not be accepted as a fact of life.
- Social injustice should be challenged and changed.

Our Theory of Change:

Need: We tackle poverty, disadvantage and related complex needs on all fronts using a fully integrated approach.

Solutions: Co-produced initiatives build confidence, skills, capacity and resilience, improving mental health and promoting supportive social networks.

Outcomes: Local people report a range of outcomes including improved wellbeing, securing employment, completing training, stronger social networks and greater aspirations.

Impact: Local people who have developed confidence, skills and energy contribute these to collective approaches to community development.

In 2023 we will be revisiting our Theory of Change and writing a new strategic plan.
Resilient
Cost of Living Crisis
- the scale of need and our response

People in Cardiff, and across the UK, are facing an unprecedented storm of factors affecting both our finances and our mental health. The rising costs of fuel, food and housing, combined with low, stagnant wages and benefits, record inflation and the ongoing effects of the pandemic and Brexit have all combined to create the hardest times that most of us have seen.

Our partners at Citizens Cymru report that 12% of people in employment in Cardiff earn less than the real Living Wage - the independently calculated amount you need to earn just to get by - which is now £10.90 an hour.

“Almost half of low-paid workers are now regularly skipping meals due to financial reasons. Over two thirds of low paid workers now report low pay negatively affecting their levels of anxiety and overall quality of life.”
(Living Wage Foundation, Sept. 2022)

At ACE, we are seeing a massive increase in numbers coming to us for crisis support, help with fuel bills, and affordable food. Over 100 people use our pantry and community shop each week. Our crisis support team has helped 525 households in 2021-22. This number has increased significantly over the last year. The removal of the £20.00 weekly Universal Credit uplift that benefited many working and low income working households has been a contributing factor, but the increase in fuel costs is driving demand to unprecedented levels. If the trend continues at its current rate, we anticipate that by April 2023, we will have supported over 1100 households.

“Our families report that they are unable to afford the basics, let alone anything beyond that and that they are living pay check to pay check, with the slightest increased cost, unexpected bill or emergency likely to push them into crisis.”

It is not a case of simply budgeting better, you can’t cook with nothing, you can’t buy cheap food with nothing. ACE has seen an unprecedented increase in demand for crisis support. In response to the growing and urgent need we have launched a daily crisis hour to cope with the demand that is growing week on week. We are issuing more food bank vouchers and fuel vouchers than ever before. This is not sustainable. Those who historically would have placed a few extra tins in their trollies for the food bank donation box, are now accessing food banks themselves.”
- From ACE’s contribution to Welsh Government’s inquiry into Cost of Living pressures.

“My benefits have stayed the same but obviously prices have gone up. I’ve had to cut down on my food bill, but I’ve also had to cut down on my gas and electric so I am now in debt, you know, most people are in debt now, it’s just one of those things. So it has impacted on me big time. Next year is looking scary actually, to be honest with you.”
- Alex Withey, Pantry volunteer
“It’s bad. I’m going to have to tell my children that Christmas is going to be cut badly this year. I’m a mum, I make sure my family is fed first and my animals are fed first, I’ll just have the leftovers on the table. I gets told off for it in my house but that’s how it is. But it’s not just me, it’s affecting everybody and it’s just going to get worse. They need to buck up their ideas. You’re going to get more suicides, you’re going to get more people who are going to get arrested because they’re going to be shoplifting because they can’t afford to buy stuff, I think that’s what we’re going to be looking at.”
- Natasha Hayes, Lead volunteer, Cafe Barr

So, what are we doing about it?

At ACE, we believe that poverty should not be accepted as a fact of life, and social injustice should be challenged and changed.

We are doing our best to offer practical support in a holistic way, through our many projects and services which are outlined in this report. We are building things together in our community to enable people to look after each other. This includes our pantry, community shop, Cafe Barr and community groups for peer support.

Crucially, we are becoming more involved in organising to make change at a wider level. This includes our work with Citizens Cymru and the Bevan Foundation.

Bevan Foundation – Lived Experiences Research

Our ongoing Joseph Rowntree Foundation funded research project captures people’s lived experiences of poverty, with 54 participants to date. We are using outcomes of this research to help influence policy and bring about social change through partnership working with the Bevan Foundation. Local people’s contributions to this research have influenced the Wales Centre for Public Policy Report on Poverty and Social Exclusion in Wales, which states that "Poverty and social exclusion are major issues in Wales. Almost a quarter of people in Wales are currently living in poverty."

We have submitted evidence to various committees to help bring about change, particularly around the cost of living. We are delivering training for people to better understand politics, particularly in a Welsh context. Understanding better how the Senedd exercises its powers, including its role in making laws, public spending and scrutiny committees, empowers people to campaign for change themselves.

We have an ongoing piece of work that seeks to address the issue around affordable, safe and quality social housing. This project provides a means to engage with decision makers and push for change using our developing evidence base.

“This project has made me feel like I have a voice and that my shared experience will help others”.

Citizens Cymru

Through our Bevan Foundation project, we identified a recurring theme around poor social housing standards that were impacting a large proportion of the participants. We did a listening campaign within other areas of Cardiff and it was clear that this was not just a concern in Ely and Caerau. Collectively we decided to take action and form an action group. We shared testimony at the Citizens Accountability Assembly at Wales Millennium Centre in April 2022 and the elected leader of the council - Huw Thomas - agreed to work on this with us. Plans are in place to meet with him and Cllr Lynda Thorne to discuss how we can work together to ensure better standards of housing and repairs within social housing.
Thanks to the incredible support of our community, partners and friends, **ACE raised £4054.33** through donations during the financial year April 2020 - March 2021 (including gift aid). In October 2021, three staff ran and walked 10 miles each to celebrate ACE’s 10th birthday, raising £119 for ACE. Our Winter Warmth appeal raised £1766 from 26 donations. With this, our volunteers filled boxes with blankets, slippers, hot water bottles and thoughtful treats, to help people know that someone cares for them and give practical aid over the colder months. We delivered 50 boxes to community members who needed them most, many of whom are members of our food pantry.

In March 2022, ACE staff Charlotte McCarthy and Sam Froud-Powell, together with Cardiff University History Lecturer Ashley Walsh, ran the Cardiff Half Marathon to raise funds for ACE. Thank you so much to the runners for their incredible efforts, and to all 55 people who sponsored them. Together we raised £1480 to support ACE’s work.

**ACE Giving**

This winter looks set to be the hardest yet for many people in our communities. ACE is currently raising funds to cover 3 new projects to help people get through the winter.

1. **Cardiff Fuel Bank** - ACE is distributing £50 fuel vouchers to eligible households using pre-payment meters all across Cardiff.

2. **Warm and well at home boxes** - ACE volunteers will hand-deliver wellbeing boxes to households in Ely and Caerau who are struggling to pay their energy bills. These will include warm blankets, hats, gloves and slippers, as well as information about services to support wellbeing through the winter.

3. **Warm Space** - ACE will welcome our neighbours to the Dusty Forge for a warm, friendly space to chat with friends and meet new people. We hope to provide hot drinks, soup and a refuge from the cold, every week from November to February.

Please consider donating to the Cardiff Winter Crisis Fund here: **https://localgiving.org/appeal/wintercrisis/**

**Cardiff Winter Crisis Fund**

**Could you commit to a small monthly contribution to ACE?**

Every pound raised helps to continue and develop our essential work, making a real difference to the lives of real people in our community.

It’s easy to sign up here on our Local Giving page: **https://localgiving.org/charity/ace-action-in-caerau-ely/ Thank you!**

A very special thank you to everyone who donates to ACE, and especially to those who donate to ACE on a monthly basis - your ongoing support and encouragement means so much to us.

Please consider donating to the Cardiff Winter Crisis Fund here: **https://localgiving.org/appeal/wintercrisis/**
‘What I say has an impact’
- Christina’s story

I’m Christina Mitchell, I’m 28. I’ve been involved with Citizens for about 2 years now. After the lockdowns we asked, what was the thing that a lot of people have issues with, and housing and repairs kept coming up. There was a consensus that this is a really big issue, then the meetings after that we talked about okay, what can we do to combat this? How can we make people aware of this issue? Who do we need to see, what we need to do? Then we made the plan to go to the Citizens meeting and ask for some of the things we think will help.

I had gone around and got lots of feedback from people, asking them their views on Cardiff Council’s housing - what they do good, what they maybe don’t do so well, about the repair times. We found out there was a lot of loop holes - that they’ve got 28 days once you’ve logged it, but that’s only to come to the property and look at it, they don’t have to fix it. One person had a broken disabled shower for over eight years. After we brought that up at the [Citizens Accountability Assembly] meeting, about three weeks later, they came out and put in a new bath for her.

So we were finding the worst cases to bring forward and, you know, make them aware that these are the dire conditions some people have, this is a flaw in the system and something needs to be done about this. So I went up onto the stage in the WMC, I just explained about who I am and some of the work that we’ve done in the groups, and these are some of the housing conditions, these are some pictures, some real life accounts. There was a lovely woman who helped us make sure we emphasised the issue to the right people on the council who deal with that area, like, ‘this is the issue, you could fix this!’

I hadn’t done any public speaking for a long time, since I was a kid. They were really accommodating, helping me know exactly what the process was. I thought, I’m okay, you know, I can do this. I did get a bit shaky up there, like I need to hold on to this podium. It was nice to have the support of Nerys, they were all like, you’re amazing. It was really, really empowering. I was super proud, I posted the photos afterwards on Facebook. I’ve always wanted to show my girls that the littlest thing can make a difference; that they can make a difference. This was all about setting off a chain of events that eventually might make an actual big change.

The main change for me is just extra confidence. I’ve been keeping myself to myself, but now it’s a feeling that what I say has worth, that what I say has an impact, and it’s making a difference.
“I don’t know how I would have coped without this help. After losing my job I have been left without enough money to heat my home and feed my children.”

ACE Community Support is a service that helps people increase financial resilience. In response to the cost of living crisis we offer a daily Crisis Hour and further appointments to help address financial crises, debt and benefit claims. We tackle issues around income and support people to manage debt and access social tariffs and grants for essential household items.

We have increased household income in the community by £106,434 supporting 525 households with fuel vouchers, grants and unclaimed benefits. Working in partnership with Save the Children, Cardiff Council and Energy Redress, we are able to ensure that practical help is available and accessible to those who need it.

The shop stocks clothes, shoes, household items and hygiene items such as nappies and toiletries. The shop supported our Uniform Bank over the summer holidays, which enabled over 150 families to access preloved uniform and school items.

“I know I can always find what I need here. My son has outgrown his coat. I’ve managed to get him a nice warm coat here today. I donated his old coat so it feels like I’m giving something back too.”
**Repair Café**

The Dusty’s repair cafe celebrated its third anniversary on 22nd October. Our team of volunteer fixers’ skills include basic bike maintenance, electrical and IT repairs, ceramic and woodwork repairs, textile repairs including revival of elderly soft toys, and 1-2-1 advice about digital equipment. We continued our free service door-to-door during lockdown and now meet monthly to share skills with customers.

Our volunteer fixers offer a free service and have checked out over 300 items over three years. Most items are repaired, but all our customers leave feeling that they’ve received a very personal service and a friendly welcome from our volunteer hosts. Our repair cafe enjoys support from Unite Community Cardiff & Area branch and Repair Cafe Wales.

“I was able to get everything we needed for the camping trip, and then bring it back, which cost a fraction of the price. Benthyg is ACE!”
- Dale

**“The team is great to work with and so talented in repairing such a variety of things.”**
- Nigel - one of our founder fixers.

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**Benthyg - Library of Things**

Benthyg is Wales’ Library of Things and has one simple goal; to make borrowing as easy as popping out for a loaf of bread. Benthyg is a Welsh word meaning borrow or lend. We’re creating a culture of resilience and environmental sustainability that brings communities together to share items, knowledge and skills.

Since launching in November 2021, ACE’s Benthyg project at the Dusty Forge has grown substantially with regards to both memberships andborrows. Since Jan. 2022, Benthyg has loaned out 186 items and has gained 195 active memberships alongside 352 new contacts on our website. New collaborations with Cardiff Youth Justice Service and Keep Wales Tidy will expand the project, which is funded by WCVA and the National Lottery Community Fund.
“Our Pantry is special and helps bring people together so they feel less alone, especially at this time when life is so hard for many.”
– Sarah Whitfield, Lead Volunteer.

Lead volunteer Sarah said: “The pantry is so much more than food. We try to have fun too, and make it the best experience it can be for people who are struggling. We have really got to know our members and provide a listening ear without judgement. When they don’t turn up for their weekly visit, we worry – we get in touch to check in.”

“The team of volunteers, led by Lead Volunteer Natasha Hayes, also offered grab bags throughout the school holidays for families experiencing holiday hunger and provided Christmas dinners to those living alone. Additional fun activities, including bingo, helped raise vital funds for the café to support the future sustainability of the project. They also hosted a Macmillan Coffee Morning and raised money for the vital work of Macmillan.

“Delicious meal of the day and iced coffee for lunch – yum!
Big thank you to the amazing Café Barr team.”

Café Barr is a volunteer-led cafe that provides affordable food served with love here at the Dusty Forge, with 600 customers to date. Café Barr was set up following the death of our dear colleague Caroline Barr, who was always feeding people and had an ambition to set up a café herself. The volunteers have channelled their own personal grief to make something wonderful happen.

Food Projects

Caerau Community Fridge

Any surplus food left over from the Pantry is taken to the CAER Heritage Centre each Friday to fill the Community Fridge. This means that as an organisation we are reducing food waste and providing even more food support to those who may not be Pantry members, but are still able to access some food for free.

Café Barr

The Pantry is in more demand than ever before due to the increase in food and fuel costs, with 128 members. The Pantry receives visits from over 100 households every week who have come to rely on the service. Members pay £5 for £15-£20 worth of food. In addition to providing a choice of affordable food, we also offer low cost cleaning items and toiletries.
Health and Wellbeing

Mental Health Support - Tier 0

“I do not know how I would have coped if I had not had the support of the service.”
- Patient.

ACE’s mental health support team delivered 1:1 Guided Self-Help sessions, which involved working with patients through a range of workbooks on different topics from anxiety and depression to procrastination and perfectionism. The team also provided invaluable support over the phone to people struggling with their mental health.

Yourspace Wellbeing Support

Yourspace is a well established service, providing 1:1 wellbeing support and developing new community-led wellbeing activities across South West Cardiff. The service was commissioned by Cardiff and Vale University Health Board and works in close partnership with Cardiff South West Primary Care Cluster. From April 2021 - March 2022, Yourspace supported a total of 412 people to improve their wellbeing and self-confidence.

People have been supported to join in with local activities and groups, take action to resolve issues, and been introduced to other services and providers. Many have become volunteers at ACE, in their local community. Our development workers have been proactive in addressing unmet needs, setting up coffee mornings, walking groups, fitness classes, tai chi, gardening, trips and a newsletter.

It was a very busy year, with 1041 patients engaging in the 1:1 Guided Self-Help sessions alone in 2021-22. Positive outcomes reported by participants were improvements in: managing their mental health, physical health & self care, social networks, identity & self esteem, and trust & hope for the future. In spring 2022, the service was transferred to MIND, following their successful tender.

“I live alone and it gets lonely but I keep coming to ACE. If you’re feeling down, there’s always someone there willing to listen, and talk to you, tell you how you can get involved if you want to. It’s a big help, it’s a good place to be.” – Keith (see page 17 for Keith’s story).
ACE Compassionate Communities

Funded by Macmillan and supported by the Compassionate Cymru Movement, we work with the communities of South West Cardiff. We aim to enhance support and compassion for people experiencing isolation, loneliness or disconnection from the community due to illness, caring responsibilities, approaching end of life and/or bereavement. We spoke with 82 people this year.

This year, we have given out 32 Well-being bags and 5 bags of food. Volunteers delivered 4 ‘back home’ boxes to people in End of Life care and their carers. We have facilitated 34 Grief SpACE peer support sessions. 125 Kindness cards were made by school children, brownies, and local community members, and 10 volunteers made hundreds of crochet gifts. More than 30 people expressed feeling less lonely and isolated and benefitting from befriending groups.

“I have been attending the group for a few months now, I like the sessions being outside, we quite often watch the robin. It’s the one thing I can do for myself, it’s my self-care. I am also signed up to do some volunteering with ACE, which I am looking forward to.”
– Grief SpACE attendee

Diana Garden

Diana garden was a neglected green space in Ely. ACE employed a coordinator in 2021 to manage the space one day a week. The aim is to create a welcoming space for the local community to relax, stay active and learn new skills. Our funders include: Capital Investment fund through C3SC, The National Lottery Community Fund, Keep Wales Tidy and Cardiff Council.

We run weekly gardening sessions with volunteers to help regenerate the garden. We did some door-to-door consultations to ask our neighbours for their ideas. We ran two family activities that engaged around 40 community members. We removed litter, commissioned Dusty Shed to build raised beds for growing vegetables, and got two picnic benches for visitors and volunteers to enjoy.

“As soon as you enter the garden, it looks more open and more welcoming, tidier and more organized than I’ve ever seen. The picnic benches make it look more welcoming and inviting.”
– Diana Garden volunteer

Phone Friends

Our Phone Friends service, which was so beneficial and needed during COVID 19 to reduce social isolation, became less relevant following the end of lockdown. People started to reconnect with their communities and the service was gradually wound down with only a few beneficiaries continuing to maintain their “phone friend relationship”.

This service aimed to improve wellbeing through reducing isolation and providing new opportunities to connect. 13 people with dementia and their carers took part, 5 new volunteers were recruited and 2 existing volunteers were trained. We developed close working relationships with services that support people living with dementia and their carers, and these organisations now deliver specialist sessions from the Dusty Forge.

Dementia friendly communities

In May 2021 we received short-term funding from Dementia Friendly Communities Fund, administered by CAVAMH, to reach out to people with dementia and their carers, utilising our Phone Friends model which provided a weekly chat with a volunteer or peer from the local community. We were able to recruit new volunteers and source dementia awareness training for staff and volunteers.
The lockdown completely stopped my way of life. I used to go out to play Skittles, visit my family, and it was all stopped. So I wasn’t really seeing anybody, and I got so bad that I just didn’t want to do anything, didn’t want to get up. It just totally took my life away from me the way I used to run it and use my life. And so I come up to ACE, because I was getting so fed up, I needed something to do. I explained to Lynette (Yourspace Wellbeing Connector) that I’ve been having problems with depression, anxiety, stress, loneliness, you know, all caused by the lockdown. I’ve also lost 6 family members in 10 years, so I’ve been finding things very tough.

So I started coming up to ACE. I started doing a bit of gardening on a Monday; woodwork Tuesday and Friday. And if there’s anything in between, I am willing to have a go. I’ve been coming about eight months. Although things have improved from what they were, I still got to fight these problems. I might have a few good days, then the anxiety, depression, and stress all starts to kick back in again. And you’ve got to start all over again. So that’s why I’ve got involved in things at ACE. I’ll keep coming in, I just hope I can improve more and more.

I enjoy coming up to ACE and to Diana garden with Vaida. They’re a good team up here, you know, everybody speaks to you and helps you in any way they can. It’s a good place to come if you’re struggling and you got nothing to do, you can come and have a look around, talk to people, have cups of tea. They got a café up there and different things you can get involved in. It’s a really good place to be.

I found it very difficult to talk to people at first. But you tend to gain confidence, and if you get out and you talk to people, they will listen to your problems and they’ll try and help you see them in a better light, and it’s surprising how that do help. I live alone and it gets lonely but I keep coming to ACE. If you’re feeling down, there’s always someone there willing to listen, and talk to you, tell you how you can get involved if you want to. It’s a big help, it’s a good place to be.
Projects we host

Grow Well @ The Dusty Forge Community Garden

Coming out of the pandemic, many local people have told us how much they value this little, green oasis on their doorstep that offers the calm and beauty of nature as well as a good cuppa, a safe space and friendship. Designed, grown and loved by project participants, the garden and people thrive together each Monday in therapeutic community gardening sessions, supported by staff from Grow Cardiff in partnership with ACE and the Cardiff SW Primary Care Cluster. Volunteers are referred by their GP or can self-refer, with the aim of improving health and well-being. We’ve sown, grown, harvested and shared food as well as built, crafted and cared for wildlife. More info: growwell@growcardiff.org

“I don’t take the anti-depressants any more and I feel much better. There might be days that I become a bit stressed.... But after leaving here, it’s like having a chill. I feel good. So yeah, it makes a lot of difference.”
- Project Volunteer
The Dusty Shed

The Dusty Shed is an independent charity that works in parallel with ACE to support lonely and socially isolated people in Caerau and Ely. It provides a physically and emotionally safe place where members can engage with their peers in woodworking and craft activities, or simply swap stories over a cup of tea. Many members have gained a renewed feeling of self-worth.

Interest in Shed membership has increased significantly since our reopening in May 2021, with the number of regular attendees now well above the pre-pandemic level. The members regularly support the Repair Café and the Library of Things and undertake minor maintenance tasks for the Dusty Forge. They have also provided assistance to the Diana Garden project, Bute Park, and Safer Wales, among others.

Diana Gardens:
- Diana Garden project (see page 16 for more info)

CAER Heritage Centre:
- Curiosity STEM club
- Youth club
- Cooking club
- Coffee Morning
- Community Fridge
- Love Our Hilfort group
- Hidden Hillfort Gardening group
- Carers group
My husband died after a long illness, and I had been his full time carer. It was very hard for both of us. When he died, I had to say, ‘where am I going now?’. I got involved at the Wednesday morning club at the Church of the Resurrection, organising the speakers for the club, and through that I found ACE. A lot of our people at the club don’t see very well, can’t hear very well. But they do need to know that somebody cares, and sees them for the people that they are. As you get older you can find yourself in a position where you think, ‘who am I useful to?’ We all need to feel that we matter, we’ve got a place in the world. We all need somebody to say, ‘You’re okay. You’re okay. I see you.’ And that’s where I felt ACE opened up things for me, when I met Mags and Vaida, because I could see that they cared. So when I came to ACE, and saw what was going on and what could be developed, it was exactly what I felt I needed, and the community needed. It’s letting people know that there is never, should never be a time when you don’t count. The more I got to know, the more I wanted to be involved. I started coming to the Thursday coffee morning group out in the garden and I felt at ease with Mags straight away. Too often, I’ve felt people don’t realise how important they are. And it’s lighting that spark that’s so important. So when Mags asked me about volunteering for ‘phone a friend’, I said yes. During the lockdowns, I was a voice on the phone, and both myself and my ‘phone friends’ got a lot out of that.

I think the most significant thing that ACE gives me is a sense of belonging. It’s knowing that there is a place for you in the world. Coming on Thursday, going for the walks on Monday morning, talking to people... and Vaida’s so good at making you feel you’re using your brain as well as your body, it’s interesting. It was something that made me feel, you know, I count! I could do some good things as well for people. Just tell me, show me, and I’ll do it. And that’s what ACE is doing for me. I think the most significant thing is making me feel I’ve got something to offer.

That’s it.
ACE Volunteers

ACE has 85 volunteers, spread across 16 different projects at the Dusty Forge and CAER Heritage centre. Seven are lead volunteers, giving extra support to staff, often running projects with minimum supervision. ALL our volunteers have a vital role to fulfil and they are WONDERFUL! Thank you to all our volunteers!

Awards:
This year we held a brilliant awards ceremony, providing a delicious meal and awarding certificates to recognise how much our volunteers have achieved and the impact and difference they have made.
ACE is currently working towards the ‘Investing in Volunteers’ award; a best practice award to ensure that we can make the volunteering experience at ACE as good as it can possibly be.

Training:
Volunteers have gained numerous qualifications to develop and improve their skills and to help support the community more effectively. These include: food hygiene, safeguarding, first aid and mental health first aid, equality & diversity, self-awareness & personal development, dementia training, suicide awareness, manual handling and health and safety.

Are you interested in joining as a volunteer? Please see our current volunteer opportunities: https://www.aceplace.org/volunteer-opportunities/

ACE Volunteer Fund
ACE offers small pots of funding via the ACE Volunteer Fund to local community projects run by volunteers. In the last year funding was awarded to:
- 10th Ely Guiding
- Refresh Community Gardening Group
- Cardiff West AFC
- Caerau & Ely Mini & Juniors Rugby

Read what groups have to say about the fund on our blog: https://www.aceplace.org/ace-volunteer-fund-starts-again-for-2022/
CAER Heritage

“The sense of community as well as the history of the area are both important, and you can’t separate one from the other.”
- Sian, ACE Volunteer.

CAER Heritage combines the significant historical sites in Ely and Caerau with local heritage in order to bring meaningful educational experiences to people of all ages and to develop a community understanding of our past. The project (a partnership between ACE and Cardiff University) actively involves community members, groups and heritage professionals in the co-production of archaeological and historical research to create a variety of educational and well-being opportunities.

ACE Arts

ACE Arts offers a wide range of art workshops and activities for anyone hoping to develop existing art skills or learn new ones. ‘Explore Collective’ is our current 2 year art project funded by Arts Council Wales ‘Connect & Flourish’ fund. It is a creative exploration, working together with participants, project artists and partners including Valleys Kids, Disability Arts Cymru and Straeon Research.

In 2021/22 ACE Arts engaged with over 100 participants in both weekly and pop-up art workshops, resulting in a rich display of community artwork that reached an audience of thousands at the ‘Your Voice’ exhibition at Wales Millennium Centre. We delivered children’s ‘Winter of Wellbeing’ workshops funded by Cardiff Council and hosted by USW Therapeutic art students to deliver well-being art workshops to adult learners. Through HLF funding, we were also able to facilitate a vast number of Heritage based art activities at our brand new CAER Heritage centre.

“I just can’t wait to see the result of my printing next week! When I see the end piece I feel proud – I didn’t think I could do it!”
- ACE Arts group member

This year we hosted our first archaeological dig since the pandemic in Trelai park, uncovering the foundations of a Bronze Age settlement. Over the course of four weeks more than a thousand people joined us as we uncovered potentially the first community settlement of the area. In addition to this, our community heritage centre has hosted gardening sessions, adult learner courses, youth clubs and much more.
Parent Wellbeing

Parent wellbeing has always been a top priority for the Working Well team. With funding from the National Lottery Community Fund, we have introduced stay and play sessions, piloting outdoor learning/forest school sessions and The Weekenders project. All of these projects provide families with low cost play opportunities that can be replicated at home and enhance family time.

Through these projects, families could try out new activities, meet others and gain some peer support. The activities were either free or low cost, creating some sustainability for events going forward. Over these 3 projects, 23 sessions have been held with the help of over 60 hours of volunteering. Over 40 families enjoyed the sessions and felt a better sense of wellbeing.

“Coming to Outdoor play has been so fab to spend time 1-1 together and it’s nice to see how Forest School sessions are done.” - Carly, mum to Mali

Winter of Wellbeing and Summer of Fun

Winter of Wellbeing and Summer of Fun funding was awarded by Cardiff Council, to give children and young people fun activities to support their wellbeing. This project was delivered across the Youth, ACE Arts and Working Well teams with activities ranging from slime workshops to magician shows, with a lot of trips to some brilliant locations including Margam park, Alton Towers and Porthcawl Beach.

Children and families had opportunities to visit attractions they may not usually have the chance to broaden their experiences. The school holidays are always a pinch point for families financially and all of these activities were free of charge. In total, 285 children and 180 young people were able to get involved across 21 activities and events, and 130 children received art packs to create at home.

“Today was so good, I held a skunk and I’d NEVER do that before!” - Elsie, aged 4
ACE Youth

ACE Youth helps young people in Ely and Caerau to feel supported, connected and valued. In the youth club at CAER Heritage centre, 50-60 young people each week explore a relevant issue in a safe environment. We have engaged with around 250 young people since we began a year ago, through the youth club, outreach sessions, summer of fun activities, events, and work with Cardiff West High School.

All activities and trips are young person-led, as it’s crucial that young people have a sense of ownership and agency and gain new skills along the way. One highlight was our trip to Alton Towers, where young people supported each other to overcome their fears and build new friendships outside of their circles. ACE Youth is funded by Cardiff Youth Service.

Curiosity

Curiosity is a youth led project which explores history and heritage through the lens of Science, Technology, Engineering and Maths (STEM). We investigate how STEM appears throughout history, and explore how it is used now to shed light on the past. We reflect on how knowledge of past practices can help pave the way for a better, more conscious future.

The Curiosity project has run after school sessions in local primary schools and youth clubs with workshops ranging from tradition weaving techniques to archaeological isotopic evidence of past diets. We work with 30-40 young people each week. We also visited St Fagans to learn about traditional lime kilns. The local young people made a short film about the lime cycle and the methods used to restore historic buildings.

“I have had the most amazing day, I love everyone in this group, thank you so much.”
- Amalia

“We're always learning, you always learn things you never knew yesterday.”
- Ffion, Curiosity member
ACE Training

ACE Training is our locally based training enterprise. We offer courses in Health and Safety, Emergency First Aid at Work, Manual Handling and Asbestos Awareness. Our courses are accessed by people who are currently seeking employment and local businesses whose staff need training or refresher courses.

During April 2021 and March 2022 we delivered training to 172 learners, in partnership with 10 employment support organisations, 1 school, 6 businesses and 15 individuals. 91% of learners achieved a qualification that will enable them to gain employment.

Shape Your Future

The Shape your Future programme (begun in April 2022) has been developed to provide flexible 1:1 support and monitoring, offering employment advancement for people living in the Ely and Caerau area. The programme will make a key contribution to tackling in-work poverty. It offers bespoke training opportunities and financial support, enabling individuals to progress into better paid, more fulfilling employment.

Since April 2022, 72 individuals have been supported by the programme to explore their interests and identify and improve their skills. The support has been very diverse. It includes: support with application process, CV’s, interview techniques, training (incl. CSCS), work clothing/uniform, up front child care costs, equipment for bespoke training, and digital support. We have also developed and set up courses in response to need.

“Excellent trainer and facilities with TLC from staff.”

“The support I received from Donna has been amazing and I can 100% say that without her I would not have applied for the job and would more than likely be stuck in the rut that I was in for many years, feeling undervalued.”
- Rebecca
Before I got involved with ACE, I’d been a teacher for 10 years, and had some time off work due to anxiety. I was in quite a stressful environment where I felt like I was on the hamster wheel, giving and not getting a lot back. I found an advert for volunteering on the Macmillan project with Griefspace, and started volunteering in February. I just found a new niche, something I really liked. The most significant change is in me and my self confidence. There’s a massive lifestyle change, because now I have a new job here, working two days a week with ACE Cares. When I started volunteering, I didn’t for a second think that I’d be working here. But when I walked in the environment here was full of life; full of positivity. ACE has given me so many opportunities. I’ve been invested in; I did the Youth and Community Course run by Cardiff Met. Now I volunteer for the Samaritans too.

Later, a part-time role came up for Single Parents Wales. I had the confidence to go for that after going for the job here. I was being told constantly by people that I’ve got transferable skills. So I was able to apply for the job and say, I’ll work for you but only for one day a week. Learning to say no, and on my terms, it’s been empowering. I handed in my resignation at my school two weeks ago. Now I have the confidence to know my worth.

There’s a lot of pressure on teachers to validate what we do and get feedback at all times. But here, we look at the positives of what have they got, how can we help them develop that? I like that people have a heart here. You can see that everyone’s here for the right reason. No one’s here for promotion and there’s no one upmanship with each other. It’s just simple. One person helping another is just as it should be. People value each other’s time, effort and ideas and that’s amazing. I’ve not experienced that anywhere else.

Being involved in ACE has broadened my horizons, like, the possibilities of what life can look like. It’s also exposed me to how difficult life can be for people in the community, and how amazing and resilient people are in those periods of adversity. So it’s really humbling for me. It’s given me hope, actually, that’s the most significant change. I have hope now, whereas I didn’t before. Because I see more of a value in myself now. The impact of ACE has rippled through everything in my life.

‘The ripple effect’ - Harriet’s story
New Projects
(since April 2022)

ACE Cares

Over the next two years, ACE will be involved in a ‘test and learn’ project, led by Cwmpas to test approaches to community-led care and prove that community care interventions are affordable, viable and sustainable solutions to the care crisis.

The people of the community know how best to look after each other. ACE wants to help build a community-led care network for/by the people of Ely and Caerau, helping people in our community to live happier and more fulfilled lives. We ultimately want to leave an approachable, friendly, and efficient legacy of community-led care.

Compassionate Communities (Movement)

Since March 2022 ACE has been working to develop our local Compassionate Communities Movement, which now includes: The ACE Cares Project, the Co-producing Inclusive Bereavement Support project and the Macmillan-Funded Compassionate Communities Project.

“...I have been volunteering with ACE by co-facilitating in the grief space project each week. I have found this project to be beneficial for myself and others, effective in discussing people’s experiences of bereavement in a non-judgmental space. It’s increased my confidence with facilitating groups and given me the passion to pursue community engagement work.”
- Sophia, Volunteer Grief SpACE Facilitator

“When I walk through the CAER centre and get a glimpse of Harriet’s ACE Cares sessions, there is always a positive vibe with everyone engaged, usually deep in conversation.”
- Anna Young (CAER Heritage)

The ACE Compassionate Communities Movement is the umbrella which houses these projects. This movement works with individuals, organisations and communities to improve how people in Cardiff care, die and grieve. We aim to help people access and offer information, care and support in a compassionate way within their communities.
**Young People’s Wellbeing Connectors**

In 2022-23, ACE will be working with the Cardiff South West Primary Care Cluster to pilot a service for 13 to 19-year-olds. This expands on the success of the Yourspace adult social prescribing service over the last 3 years and will cover the South West cluster of Cardiff, which includes Ely, Caerau, Canton and Riverside.

Our role is to work with young people to understand their needs better so that we can explore relevant activities within their community. This can help young people to build confidence, connect and feel more a part of their community. We will adapt and develop activities to help improve young peoples’ wellbeing.

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**Co-producing Inclusive Bereavement Support**

This Welsh Government-funded project develops new approaches to bereavement support in partnership with communities who may face barriers to access, including Black, Asian and Minority Ethnic communities and people with learning disabilities. ACE and our partners Cardiff People First and Community Care and Wellbeing Service have been active in 2022-23, setting up peer support groups, recruiting community leaders, delivering training and providing culture and faith-sensitive bereavement counselling.

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**Memorial Garden**

In March 2021 ACE sadly lost our dear friend and colleague Caroline Barr. Caroline was a beloved member of the community and ACE team and in remembrance we are creating a memorial and reflection garden. It will be a quiet, relaxing place to sit and be mindful.

Community members, volunteers and staff will be working together co-producing the plans and designs for the garden. A bespoke bench will be hand crafted by Fausto, a volunteer with Grow Cardiff, in Caroline’s memory to be a central feature in the garden. As the project grows community members, volunteers and staff will be able to place their own personal creations of art work in memory of their loved ones in the garden, as it is a space that will be open and accessible to all.

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**GRACE**

ACE, in partnership with HMPPS, Wales Restorative Approaches Partnership and the St Vincent de Paul Centre, is working with men on probation in Ely and Caerau to develop new approaches, supporting their resettlement into their community.

Together, drawing on each other’s strengths and knowledge we are co-producing local solutions and key activities with the men and their families. The focus so far has been on employment, health and wellbeing, family restorative circles, family engagement activities, financial wellbeing and housing. The aim is to co-create a local positive legacy that benefits and is led by the community, beyond the life of this project. This will work towards reducing re-offending behaviour by promoting positive engagement opportunities and interaction.
How did you first get involved in ACE?
I was a volunteer with Good Neighbours in Fairwater, where I live, doing bits of gardening for people and other things. I got involved in Fairwater Communities First and Neighbourhood Watch. I was chair of PACT for Fairwater for a time, so I was giving support with various events and networking. Then ACE took over the contract for Communities First in Fairwater. So that’s how I became involved in ACE.

Now I volunteer for ACE in a number of roles. I’m part of the Pantry team and I do Phone Friends. I’m also on the panel for the Community Volunteer Fund, and I’ve recently started helping with Community Support. I’ve also been a trustee at ACE since 2017.

What is it like being a trustee?
As trustees, we are basically overseeing what goes on, and what major decisions are made at ACE. We have to make sure that the finances are good and that we’re solvent, and that we can continue to serve the community and grow. I’m so glad that ACE has survived the pandemic, and come out the other side stronger. I appreciate it was hard at times, but we’ve come out the other end, and we’ve learned from it.

One of the benefits of being a trustee is that you find out more. But having a report on a piece of paper is not quite the same as asking questions face to face, so that’s partly why I volunteer because I can get more of a feel of what’s going on. I suppose a challenging part of being a trustee is that you have to make some difficult decisions at times. Being on an interview panel for candidates for staff roles, it’s hard when you know the people, but you’ve got to be objective.

Why do you give so much of your time?
Because it’s appreciated. People say thank you. I didn’t get that when I was working. I just got taken for granted, you know, get that done, get the results. So that’s the thing, people say thank you. I always try to be approachable, whether it’s people in the community who popped in to use the facilities or fellow volunteers or staff. And I’m trying to put a smile on people’s faces.

What’s been the most significant change for you recently?
The most significant change for me in recent years has been being able to talk to people again, after all the lockdowns. Everybody was isolated, me included. So I started doing phone friends, for other people’s support as well as mine. But now we can get out and about, it’s even more rewarding.

‘We’ve come out stronger’
- Marian’s story (ACE Trustee)
18. **ACE Trustees**

**Mel Witherden** (Chair) is a retired third sector/charity consultant.  
**Dave King** (Treasurer) is a qualified accountant and experienced treasurer  
**Marian Dixey** lives in Fairwater. She is an active volunteer and has worked for the NHS for over 30 years.  
**Martin Hulland** is the head teacher of Cardiff West Community High School.  
**Anne O’Regan** lives in Caerau. She is an active local volunteer.  
**Oonagh Scott** grew up in Ely. She is a successful business woman.  
**James Roach** lives in Ely. He is an active volunteer and contributes finance skills.  
**Dr Dave Wyatt** is Reader in Medieval History, Community and Engagement. School of History, Archaeology and Religion, Cardiff University.  
**Chris Lannen** is a qualified Financial Advisor  
**Leyton Smith** lives in Caerau. He is an active volunteer on ACE community health projects.

The following people stood down from their role as ACE trustees during 2022. We would like to thank them for their enormous contribution to the organisation.  
**Helen McCarthy**  
**Jean O’Keefe**

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**ACE Volunteers**

Adam Mules  
Alex Withey  
Alexis Gale  
Alice Clarke  
Amanda Ward  
Andrew William Way  
Anne O’Regan  
Arthur Brown  
Carlin Underhill  
Carol Coyle  
Caroline Holroyd  
Chris Lannen  
Christina Dunn  
Clive Ward  
Crisstie Mitchell  
Dave King  
Dave Wyatt  
Delyth Horle  
Diane Katy - LEAD  
Donna Harwood  
Doug Smith  
Doug Stowell  
Elaine Harris  
Fay Bowring  
Frances McCarthy  
Frankie Curtis - LEAD  
Gail Ashton  
Gareth Brough  
Gareth Howells  
Gareth Rowe  
Gillian Pugh  
Harry Llewellyn  
Hayley George  
Helen Hunt  
Helen McCarthy  
Hywel Squires  
Irene Jones  
Jacqie Young  
Jade Baurley - LEAD  
James Roach  
Jamie Hayes  
Janice Refalo  
Jeff Clarke  
Jolene Welch  
Julie Chancellor  
Kareem Othman  
Karl Hayes  
Kerry Pace  
Kyle Bebb  
Leyton Smith  
Marcia Richards (Tricia)  
Margaret James  
Mari Dunphy  
Marian Dixey  
Martin Hulland  
Mary Cleaton  
Matthew Cunnah  
Mel Witherden  
Michael Hack  
Michaela Ward  
Mike Kelly  
Natasha Hayes - LEAD  
Oonagh Scott  
Pat Stowell  
Patrick Barry  
Penny Smith - LEAD  
Pete Herbert-James  
Peter Western  
(Kai Shing) Philip Ling  
Rob Jones  
Russell Lloyd  
Sally Owens  
Sarah Lyons  
Sarah Whitfield - LEAD  
Scott Bees  
Scott Morgan  
Sheree Richards  
Sian Davies - LEAD  
Sophia Farrugia  
Stella Andrews  
Stephen Lyons  
Suzanne Bowring  
Tania Clarke  
Tracy Olsen  
Victoria Misell  

**Thanks to other volunteers who have stepped down in 2022:**  
Katie Riggs  
Charlotte McIntosh  
Helen Green  
Lynne Beresford  
Rosie Freeman  
Rumi Begum  
Harriet Cleal  
Bridget Rendle  
Christine Howell  
Max Shepherd  
Robert Llewellyn Wren  
Jean O’Keefe  
Paulinho Rodrigues  
Terry Samuel  
Kelly Thomas
ACE Staff

Anna-Elyse Young
Curiosity Youth Support Officer

Becci Booker
ACE Arts Development Officer

Becki Miller
Senior Development Officer – Working Well

Becky Matyus
ACE Arts Partnerships Coordinator / ACE Giving

Charlotte McCarthy
CAER Community Development Coordinator

Charlie Jones
Youth Support Worker

Dale Ovenstone
Estates Officer

Danielle Afferion
Youth Worker and Young People’s Wellbeing Connector

Dave Horton
ACE Co-Director

Donna Hurley
Working Well Development Officer

Fiona McCormick
Training Development Officer

George Keane
Communications and Web Content Officer / Dusty Shed Officer

Hannah Bees
Youth Worker and Young People’s Wellbeing Connector

Hasan Roap
ACE Finance Officer

Hazel Cryer
ACE Health and Wellbeing Coordinator / Operational and Development Manager

Harriet Cleal
ACE Cares Development Officer

Helen Bull
Volunteer Development Officer

James Thomas
Wellbeing Connector

Janine Campbell
Community Health Development Worker

Julie Evans
ACE Senior Administrator

Jumah Mpakulah
Senior Youth Worker

Lynette Hartman
Wellbeing Connector

Mags Lyons
Senior Wellbeing Officer / Yourspace Coordinator

Maria Ross
Assistant Administrator

Michelle Powell
ACE Co-Director

Nerys Sheehan
Project Coordinator / Senior Development Officer - Community Support / Working Well

Nicola Parsons
ACE Arts Coordinator

Rachel Hart
ACE Cares Development Officer

Rosie Freeman
Hidden Hillfort Curator

Sabrina Driscoll
Grief Space Facilitator / Macmillan Development Officer

Sam Froud-Powell
Community Support Coordinator / Operational and Development Manager

Sarah Griffiths
Together for Trowbridge and St Mellons Development Officer

Scott Bees
Benthyg Development Officer

Sharon McGrath
ACE Receptionist / ACE Fuel Voucher Administrator

Stacie Littleboy
Wellbeing Connector

Harriet Cleal
ACE Cares Development Officer

James Thomas
Wellbeing Connector

Janine Campbell
Community Health Development Worker

Julie Evans
ACE Senior Administrator

Jumah Mpakulah
Senior Youth Worker

Lynette Hartman
Wellbeing Connector

Mags Lyons
Senior Wellbeing Officer / Yourspace Coordinator

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Rosie Freeman
Hidden Hillfort Curator

Sabrina Driscoll
Grief Space Facilitator / Macmillan Development Officer

Sam Froud-Powell
Community Support Coordinator / Operational and Development Manager

Thanks to the former ACE Staff who have moved on in the last year:

Carly Whelpley
Amber Williams
Kate Miller
Christian Roberts
Esther Yeboah-Afari
Kimberley Jones
Christina Evans
Poppy Hodkinson
ACE received a total income of £2,070,402 in the 2021-22 financial year. This is an increase of £728,359 from the previous year. This increase is exceptional in that the CAER Hidden Hillfort Project income for the building of the CAER Community Heritage Centre and revenue for project delivery was a total of £752,256. Of the total income for the year, ACE spent £1,208,892 with £861,510 being carried forward as restricted project income. The income was made up of project grant income (75%), service delivery contract income (17%), donations and legacies (4%) and other trading income (4%).

Some of our biggest funders for the year included the National Lottery Heritage Fund £752,256, NHS Cardiff and Vale (Tier 0 Mental Health service and Yourspace Wellbeing service) £355,103 and The National Lottery Community Fund (Working Well) £101,515.

The income received in 2021-22 was spread across 40 projects. The year 2021-22 has been one of recovery, rebuilding our work and presence in the community and across our 3 venues - Dusty Forge, CAER Community Heritage Centre and Diana Garden, post Covid. The CAER Community Heritage Centre was a significant project in this year, with the build on the former Gospel Hall site at Church Road being completed in September 2021. The financial management of this project, which totals £1,473,143 million over 3 years, has been complex, challenging and a positive learning experience for ACE as an organisation. This has pushed our capabilities and ability to achieve continual growth.

Over our last 10 years of operation ACE has added over £11 million to the local economy across Cardiff West. In 2018 ACE became independent from previous large Government funding programmes and has continued to draw in income generated through social enterprise activities, grant applications, contracts, fundraising and donations and legacies totalling approximately £5.4 million.
20. Our Funders and Partners

ACE Funders

ACE Partners
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