



## Key Contacts – August 2020

Please see a list of key groups and support numbers. Please check the Vale Heroes website to see all the groups and services offered.



### Vale of Glamorgan Council Support Team (Vale Heroes)

- 01446 729592
- [www.valeofglamorgan.gov.uk/ValeHeroes](http://www.valeofglamorgan.gov.uk/ValeHeroes)



### Glamorgan Voluntary Services (GVS)

GVS supports families, carers, young adults and those experiencing long term medical conditions. Their aim is to help people remain independent by helping them access community services.

- [enquiries@gvs.wales](mailto:enquiries@gvs.wales)



### Age Connects Cardiff and Vale (East and Central Vale)

Shopping Support, prescriptions and phone calls to isolated clients in Barry and Penarth.

- [nicola.rockett@ageconnectscardiff.org.uk](mailto:nicola.rockett@ageconnectscardiff.org.uk)
- 01446 747654 or 07483 057373
- [www.ageconnectscardiff.org.uk](http://www.ageconnectscardiff.org.uk)



### Age Connects Cardiff and Vale (Western Vale)

Shopping Support, prescriptions and phone calls to isolated clients in the Western Vale.

- [paula.hodge@ageconnectscardiff.org.uk](mailto:paula.hodge@ageconnectscardiff.org.uk)
- 07507 416875
- [www.ageconnectscardiff.org.uk](http://www.ageconnectscardiff.org.uk)



### All Wales Domestic Abuse and Sexual Violence Helpline

Free, confidential helpline that offers support and information for anyone experiencing domestic abuse.

- 0808 801 0800



### Dinas Powys Voluntary Concern

Shopping Support, prescriptions and phone calls to isolated clients in Dinas Powys.

- 029 20513700



### Friendship Call Service - Age Cymru

Age Cymru have set up a "friendship call" service for people aged 70 or over across Wales who live on their own, to receive regular calls and to support them with accessing relevant local services if needed.

- 0800 0 223 444



## Helping Hands Five Villages

Prescription Collection and Delivery, Shopping and Delivery (order from volunteer) in Llandow/Ewenny, St Brides Major and the Western Vale. Help given has included prescription collection and shopping, but all enquiries for assistance are welcome.

- 07534 522547 for Ewenny/Corntown
- 07534 522290 for Ogmores by sea
- 07534 522402 for St Brides/Southerndown



## Mind in the Vale

Mind in the Vale are offering telephone or online Skype/Zoom calls to support anyone who lives in the Vale and experiences mental health problems.

- 01446 730792

## Supermarket and Food Delivery

From 16 August 2020 the advice from the CMO is that you can go to a supermarket or shops to buy food, but you should stay 2 metres or 3 steps away from other people. You can also shop online, and supermarkets are continuing to prioritise online shopping slots for those who were previously asked to shield. Below are some other options available to you:



### Morrisons Doorstep Delivery Service

Delivery service is available to vulnerable and elderly members of the community, unable to go shopping in-store. Call 0345 611 6111 and select option 5 to place your order. Any order placed before 5pm we will aim to deliver the next day. In order to use this service, you must live within 10 miles of a Morrisons store. There is a limit of three per item whilst using this service.



### Sainsburys Phone Shopping Service

Sainsburys offer a home delivery service for orders by telephone. You speak to an assistant who takes your order for you; once you have registered, all you need is your shopping list! Next day deliveries can be placed up to 6.00pm the day before and are usually for an early slot (before 10.30am). Orders can be up to three weeks in advance. To use this service, customers need to register by ringing 0800 328 1700 and selecting option 1 and then option 1 again.



### Co-op Food Shopping Gift Card Scheme

Co-op has launched a gift card scheme for those who are shielding or self-isolating and reliant on others to do their shopping. Call 0800 029 4592 to speak to an advisor.



[www.valeofglamorgan.gov.uk](http://www.valeofglamorgan.gov.uk)

[www.bromorgannwg.gov.uk](http://www.bromorgannwg.gov.uk)

