

Un Llais Cymru



One Voice Wales

Cost of Living Crisis Project Team

Vanessa Owens

International Older Persons Day  
Ceredigion

# Who is One Voice Wales?

One Voice Wales is the national representative organisation for Community and Town Councils throughout Wales.

The vision subscribed to by One Voice Wales is:

***“Working with local councils in Wales to shape places communities want to live in”***

One Voice Wales aims to support Community and Town Councils in achieving this vision and has adopted the following Mission Statement to guide its work:

***“To represent the interests of Community and Town Councils; raise awareness and understanding of this primary tier of government; and work collaboratively with our partners to ensure the sector contributes fully to the goal of developing dynamic and sustainable communities in Wales.”***



# Community & Town Councils in Wales



Representing Communities  
Delivering Democracy



There are 735  
Community and Town  
Councils in Wales



8,000 councillors making a difference  
in their community providing £36.5  
million of voluntary contribution each  
year to Welsh society.



£45 million is invested in  
communities every year  
in Wales by Community  
and Town Councils.



The number of people represented by Community and Town Councils in Wales  
has been steadily increasing, with over 2.1 million people already benefiting from  
their work.

Un Llais Cymru



One Voice Wales

## Cost of Living Crisis Project

We are a dedicated cost-of-living team tasked with fostering stronger connections with Town and Community councils across Wales.

Our mission is to learn about the impact of the cost-of-living crisis across Wales. We want to know more about how Communities have been impacted, and how Town and Community councils have responded so far.

We want to hear all about the positive projects, activities, services, and events that are already being offered to alleviate the effects of the cost-of-living crisis.

We aim to create a sustainable network that spans Wales, through collaboration and partnership, by fostering relationships with Councils, Voluntary Organisations, and Businesses. We want to shine a light on best practices, celebrate successes, and encourage an increase in activities that support people facing cost of living challenges.

# Cost of Living Crisis Survey 2023/24

*"We see it and feel it around us as businesses and residents struggle to make ends meet".*

## Survey Results

We are focusing on key areas:

A  
C  
T  
I  
O  
N  
  
A  
R  
E  
A  
S

- 1  **Community & Warm Spaces**
  - Warm Hubs
  - Social Groups
  - Activities for Older People
  - Hobby Groups
- 2  **Food**
  - Free Meals
  - Food banks
  - Community Fridges
  - Lunch Clubs
- 3  **Health & Wellbeing**
  - Exercise Groups
  - Wellness Activities
  - Mental Health Support
  - Charitable Donations
- 4  **Clothing & Repurposing**
  - Clothing Banks
  - Repair Cafes
  - Community Skips
  - Clothes Swap/Uniform Banks
- 5  **Benefits, Budgeting Debt Management**
  - Benefits Advice
  - Budgeting Support
  - Public Awareness Information
  - Access to Banking
- 6  **Transport**
  - Community Buses
  - Car Share
  - Hospital Transport
  - Wheels To Work



What have we learned so far?

- Nearly a third of all C&TCs participated
- High Awareness – 97% aware of the cost –of-living issues and challenges
- Action - so much has been achieved with 53% supporting active initiatives
- C&TCs thought that these were the issues currently facing their communities

*"Living in a very rural area, access to transport is essential and as there is no public transport in the area car ownership is essential."*

Un Llais Cymru



One Voice Wales

**KEEP UP THE GOOD WORK**

So much support is already being provided by Community & Town Councils

*"The council currently grows fruit and vegetables for the Community to help themselves to"*



Explore Community Transport: Information, Insights & Case Studies.

Speakers from the Community Transport Association & Dolen Teifi Community Transport will share valuable insights.

Case studies from councils that have successfully implemented transport services.

Friday 18th June 2024

10:30pm

CoLC@onevoicewales.wal



## IN OUR WEBINAR

### Older Peoples Engagement & Services

A representative from the Older People's Commissioner will discuss their work and how councils can support their older residents.

- Speakers from several councils will share their strategies for engaging and supporting their communities with elder focussed activities

[www.onevoicewales.wales](http://www.onevoicewales.wales)  
CoLC@onevoicewales.wales



Friday 27th September 2024

10:30 - 12.30pm

SECURE YOUR PLACE NOW

How are we supporting community and town councils to address these issues?

## We are hosting webinars linked to key areas

- This is what the attendees said they enjoyed about the webinar:
- “Understanding the flexible structures which could be developed”
- “Hearing the case studies”
- “Inspiring to hear what is delivered in Ceredigion and Carmarthenshire.”
- “Dave Bartholamew's presentation on how their service was developed from scratch”
- “The emphasis on how small Community Councils with limited resources can play a role in tackling big issues”



# Councils Connect

The 'Councils Connect' sessions are designed to provide a dedicated online, regular discussion space for community and town councils in Wales to share experiences, discuss challenges, and gain valuable insights from fellow council members.

It is an opportunity for councils to hear from each other on projects they are running, what works and what doesn't work.

Next event will be on funding, grants and setting precept to support community initiatives.

# We are producing Case Studies & Tool Kits

We are working with town and community councils to do case studies on sector leading initiatives and good practice

Are developing guides to provide councils with support and access to information on subjects such as community transport and youth engagement



## Cwmaman Town Council Community Fridays Case Study

Cwmaman Town Council recognised that many of their residents face challenges accessing services. The purpose of their Community Fridays is to provide much needed support by bringing those organisations together. Following discussions with several locally based organisations, regional support

### Challenges

Cwmaman Town Council realised that many of their residents were unaware of the range of support services available to them. They also identified that people were often unable to access this support due to barriers such as the cost of travel or social isolation.

### Solutions

In an attempt to bridge these issues for their community the



## Prestatyn Town Council Warm Hub Case Study

### Challenge

Initiative by  
Town Council  
community resilience  
challenging

### Challenges

Launched to tackle challenges worsened by the cost-of-living crisis and social isolation the initiative aimed to address several key concerns. These included rising energy costs, limited social interaction, mental health and the risk to physical health from



# One Voice Wales Cost of Living Crisis Forum

Vanessa Owens  
Admin · 19 September at 12:00 · 🌐

Community and Town Councils can play a supporting role in assisting pensioners claiming Pension Credit and other benefit entitlements:

The cost of living continues to rise, many pensioners are facing increasing financial pressures. Despite this it is estimated that millions of pounds in Pension Credit and other benefits go unclaimed each year, leaving many elderly residents without the support they are entitled to. Community and town councils have a special role to play ... [See more](#)

AGEING-BETTER.ORG.UK  
**The valuable role for communities and local authorities in raising Pension Credit take-up**  
A recent change in the eligibility rules for the Winter Fuel Payment has raised the importance of older people signing up for Pension Credit if they meet the criteria.

One Voice Wales - Un Llais Cymru and 1 other · 3 comments · Seen by

Like Comment Copy

Vanessa Owens Author Admin  
@everyone

A Facebook Group is available; it is a collaborative space for Community & Town Councils to share best practice, ask questions and get help and advice on issues affecting their communities around the cost of living crisis.

Here we share information on upcoming events, grant funding opportunities, shout out to councils,

[One Voice Wales Cost Of Living Crisis Forum | Facebook](#)



# Developing Community Partnerships

Partnerships foster greater engagement by involving older adults and community stakeholders directly in the decision-making process. Councils can partner with groups and local residents to gain insights about:

- What improvements are needed
- How existing programs are working
- Identify potential gaps in services or infrastructure

Age-friendly initiatives require long-term commitment and sustainability. Partnerships help ensure that age-friendly policies are not one-time efforts but part of an ongoing process. By establishing strong networks, councils can:

- Ensure continuity in services and programs as community leadership changes
- Build long-term relationships for ongoing funding and support

Un Llais Cymru



One Voice Wales

- Thank you for your time this morning
- Diolch am eich amser y bore yma
- [vowens@onevoicewales.wales](mailto:vowens@onevoicewales.wales)
- Any questions?