



Un Llais Cymru



One Voice Wales

# Prestatyn Town Council Warm Hub Case Study

## At a glance

The Warm Hubs initiative by Prestatyn Town Council showcases community resilience and support during challenging times. The program addresses the cost of living crisis and social isolation by providing warm, welcoming spaces for residents.

## Key metrics

- Total cost for the 2022/23 initiative was £6,541.59. over 6 weeks.
- Received partial funding of £4,000 from a Croeso Cynnes Grant.
- The opening times varied within each site ranging from 3–5 hours per day.
- The impact on community well-being and support deemed to outweigh financial investments.



**£6,541**

Cost of Initiative



**1341**

Total Attended

“...we will miss it very much if this ever did change”  
**Local resident**

## 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 insufficient heating and the inability to afford a warm meal during cold months.

## Solutions

The Warm Hubs initiative offers daytime respite, social engagement, activities, refreshments, and information/advice services to residents across various venues in the wards of Meliden and Prestatyn. It helps those struggling to heat their homes by also providing free refreshments, hot meals, with advice available from partner organisations. This approach meets economic and social needs while encouraging volunteerism and community involvement to create a supportive community.



Warm Space



Free  
Hot Meal



Make New  
Friends

## Key Stages

**1**

### Assessing Needs

Conduct surveys or community consultations to determine need and gather input on locations and services.

**2**

### Location and Facilities

Identify an accessible location with heating, seating, kitchen facilities, and restrooms.

**3**

### Funding

Use Section 137 funding, other grants, and seek additional funds from charities, businesses, and community efforts.

**4**

### Partnerships

Collaborate with local charities, health, and social services for comprehensive support.

**5**

### Volunteer Engagement

Recruit and train volunteers for daily operations and support.

**6**

### Promotion and Accessibility

Promote via media and networks; ensure accessibility for all, including those with disabilities.

**7**

### Monitoring and Evaluation

Establish feedback mechanisms for continuous improvement to meet community needs.

# Prestatyn Warm Hub Video



"It's a nice place to come and meet people, especially if you're in the house on your own and the weather is very cold"

**Local Resident**

## Powers Used by Prestatyn Town Council



### Section 137 of the Local Government Act 1972 is a power of last resort:

- Allows community councils to incur expenditure for activities that benefit the community where another specific power does not exist. Setting up a warm hub could be justified as providing a benefit to local residents provided the Council resolved that finance incurred is commensurate with the benefits achieved.



### Well-being of Future Generations (Wales) Act 2015:

- Encourages councils to enhance well-being of their area through sustainable development principles. Providing a warm hub supports goals like improving health, well-being, and community cohesion.



### Power to acquire or provide and equip community buildings:

- These include food and refreshments for the Warm Hub, heating, toilet facilities, crockery etc



### Power to provide premises for the use of clubs or societies having athletic, social or recreational objectives:

- These include the Warm Hub venues, such as the Council Chamber, community centres and local churches



### These are Prestatyn Town Council's examples and are not recommendations:

- Powers and justifications can differ, and councils should consider their specific circumstances. For advice and guidance, councils may wish to contact their One Voice Wales Development Officer. [admin@onevoicewales.wales](mailto:admin@onevoicewales.wales)

## Poem by a Prestatyn Warm Hub resident

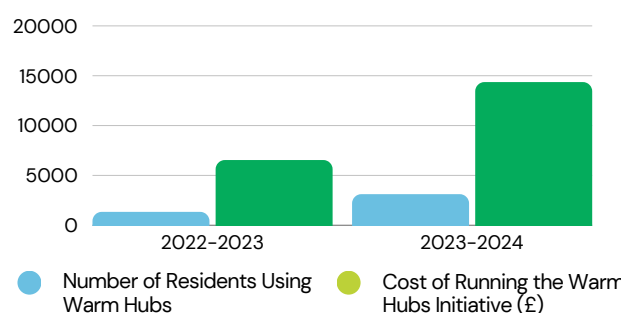
Welcome to our Warm Hub,  
A place to sit and talk,  
Enjoy a cup of coffee  
And forget your worries and work.

A bowl of soup to warm you  
On a cold, damp winter's day,  
And smiling faces round you  
Help to brighten up your day.

Looking round the people  
As they sit and chat, or play  
The camaraderie is plain to see  
As friends are made that day.

There's lots of lonely people  
Who need a place to chat  
To feel that they belong somewhere  
And our Warm Hub does just that!

## Warm Hub Growth over two year period



## The Future

Prestatyn Town Council have seen an upturn of 50% in 12 months, of the number of residents using this facility. They continue to be proactive in providing several projects to complement and enhance the delivery of the strategy in order to enhance the lives of those within their community.

## Want to Find Out More?

For more information on the One Voice Wales Cost-of-Living Crisis project contact the team at:



[CoLC@onevoicewales.wales](mailto:CoLC@onevoicewales.wales)



<https://bit.ly/3KYHftK>