



Warm Hubs & Community Spaces

At a glance

Fuel poverty remains a significant challenge in Wales. As of April 2022, up to 45% of Welsh households were estimated to be in fuel poverty, with 8% experiencing severe fuel poverty. Councils could consider setting up warm hubs in their communities.

Welsh Government have recognised the importance of warm hubs and the support they provide. They have announced £1.5million of funding for 2024 which builds on what is already on offer at hubs in communities and will help support centres in several ways, ranging from offering refreshments and food, to funding additional opening hours, for activities such as exercise and art or to learn new skills.



[Welsh Government Warm Hubs Online Info](#)

Thinking about opening a Warm Hub? ✓

Do you own a community building? Consider how it could become a **vibrant community space** by partnering with other organisations to deliver support and services to local residents. Transforming it into a "warm hub" is a fantastic idea, especially for **helping people stay warm** and connected during colder months. It can provide a **welcoming space for people to gather, share resources, and support one another.**

Benefits to your Community ✓

- 1 Provide a **warm, safe, and sheltered space** for individuals who might otherwise struggle to heat their homes during colder months.
- 2 Often include **free amenities** like hot drinks, snacks, or Wi-Fi, reducing other living costs
- 3 **Reduce isolation and loneliness** by offering a space where people can meet, interact, and build relationships.
- 4 Serve as a **point of access for other support services**, such as food banks, mental health resources, or financial advice. Work with partners to provide information about energy-saving tips, grants, or local assistance programs.
- 5 Many hubs **host classes, workshops, or recreational activities** within their hubs, providing a chance for personal development and learning.

Setting up a Warm Hub ✓

- **Identify a suitable location**, such as a community centre, village hall, or other accessible building.
- Ensure the chosen location has **essential amenities** like heating, seating, kitchen facilities, and restrooms.
- Ensure the hub is **accessible to all community members**, including those with disabilities.
- **Recruit and train volunteers** to assist with the daily operations of the hub, ensuring adequate staffing and support.
- **Offer additional services** such as hot meals, information on energy efficiency, advice on accessing benefits, and social activities to enhance the value of the hub.
- **Promote the warm hub** through local media, social media, and community networks to ensure that residents are aware of the available services.

Organise a blanket/winter coat donation /collection point

Partner with [Warm Wales](#) to offer support and advice

Warm Hub Activities

- Bingo 
- Knit and Natter 
- Digi Clubs 
- Coffee & Cake 
- Board games 
- Book Club 
- Craft 
- Cooking 
- Exercise classes 
- Mens Shed 
- Parent & Toddler 
- Film Club 

Useful Information



Winter Warm Packs can include a blanket, hot water bottle, gloves, hat, scarf, socks, travel mug, heat pads

It is essential that volunteers that prepare or handle food should have Food Hygiene and Allergen Awareness Training

Legislation & Powers

Powers to provide a warm hub differ depending on how it is operated and what services it provides.

Powers & justifications can differ, councils should consider their specific circumstances. For advice & guidance, councils may wish to contact their One Voice Wales Development Officer.

admin@onevoicewales.wales

Stigma can deter people from attending warm hubs. Use names like "Community Living Rooms" or "Winter Welcome Spaces". Make the focus on the activity provided & the chance for connection & comfort, making them more inclusive & inviting for all.

[Warm Welcome Spaces](#)

[Warm Hub Toolkit](#)

Developing Partnerships



- Collaborate with local community groups to enhance and provide essential services.
- Let your **community connectors** know you have a warm space so they can signpost their clients.
- Develop **volunteering opportunities** to support providing these services and activities.
- Are there any **community transport initiatives** in your area that could help residents access your service?
- Community and Town Councils can **provide grant support** to other organisations to retain or enhance existing provision.
- **Link with agencies/charities** to provide advice and guidance.

Examples of Good Practice



Between January–March 2024 **Prestatyn Town Council** supported 1341 residents with free meals in a warm space

Llannon Community Council partner with the Family Centre to provide a safe space for families

Bedling & Trelewis Community Council offer a Cozy Corner at different locations which include activities, hot food & support services. They provide free transport so residents can access their warm hubs.

Aberporth Community Council successfully applied for the Welsh Government Funding through their CVA to run a warm hub in partnership with the local centre



[Watch our One Voice Wales Case Study with Prestatyn Town Council](#)



[Watch our One Voice Wales Webinar Keeping Communities Warm](#)

Funding Information & Potential Opportunities



[National Lottery Awards for All](#)
[Community Foundation Wales](#)
[Funding Wales](#)

One Voice Wales offer a training module on Making effective Grant Applications

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



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