

Un Llais Cymru



One Voice Wales

## One Voice Wales Best Practice Case Studies 2024

One Voice Wales Awards Winners 2024	
Category	Council
Best Annual Report	<b>Pontypool Community Council</b>
<p>Pontypool Community Council's <a href="#">Annual Report</a> received a revamp for 2022-2023 with a modern design, bright images and a focus on making data accessible to the public. Tying in the fresh branding of the Pontypool Community Council logo with key information and stories relevant to its community, the whole staff team worked collaboratively, bringing together information from their departments.</p> <p>Lisa McMail <a href="mailto:LMcMail@pontypoolcc.gov.uk">LMcMail@pontypoolcc.gov.uk</a></p>	
Best Community Engagement	<b>Blaenavon Town Council</b>
<b>Joint Winners</b>	<p>In 2023, <a href="#">Blaenavon Town Council</a> embarked on a strategic engagement initiative with a clear objective to Work in partnership with multiple local organisations, Manage and deliver a multi-faceted engagement opportunity, Promote local services and events, Deliver a wraparound intergenerational event and Support the community around the cost-of-living crisis.</p> <p>The Council formed working groups and collaborated with local organisation and residents.</p> <p>Successful negotiations with partners allowed Blaenavon Town Council to launch their Community Wellbeing Day</p>

	<p>hosted at Blaenavon World Heritage Centre on 4 March 2023.</p> <p>Kevin Warren  <a href="mailto:kevin.warren@blaenavontowncouncil.co.uk">kevin.warren@blaenavontowncouncil.co.uk</a></p> <p><b>Newtown &amp; Llanllwchaiarn Town Council</b></p>
	<p>This project explores a town partnership between the business, public and voluntary sectors in the town, in order to support the economy &amp; environment for example via tourism and climate change initiatives as a commitment for the <a href="#">town council</a> to deliver and enable.</p> <p>Ed Humphries  <a href="mailto:townclerk@newtown.org.uk">townclerk@newtown.org.uk</a></p>
<p>Best Community Initiative</p>	<p><b>Cwmbran Community Council</b></p>
<p>Cwmbran Community Council's Task Force is a vital and well appreciated service that provides a reasonable cost light decorating service in the Winter months and a light gardening service through the Summer.</p> <p>This is a simple service with a direct and positive impact for residents of Cwmbran with the Community Council celebrating this as an example of well-regarded, community wellbeing focused delivery.</p>	
<p>Best Democratic Health Initiative</p>	<p><b>Llanelli Town Council</b></p>
<p>Annually, Llanelli Town Council carries out a Citizenship and Democracy project called <a href="#">Meet the Mayor</a>.</p> <p>The project involves inviting all eight Town Council area primary schools to visit the Council Chamber to 'Meet the Mayor' and have a session based on the school curriculum, democracy, voting history, citizenship, the importance of partnership working within the Community along with the young person's place in the democratic process. The project is carried out in partnership with Llanelli Community Partnership Volunteers who support the School sessions. The sessions are targeted at Years 5 and 6 in order to meet the curriculum provision on citizenship and to try to ensure that all primary school pupils have an opportunity to visit during their time in Primary School prior to progressing to Secondary School.</p>	

Delyth Jones  
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Best Devolution of  
Service or Asset

**St Clears Town Council**

Y Gât building began its life as a Farmers store, then Carmarthenshire County Council ran it as a Craft Centre, gallery, shop and café. However, economic, and social changes led to financial losses led to potential closure. Discussions began between to commence an asset transfer project was viable. Community benefits eventually included reigniting life into a central hub of the town, building community cohesion.

Catherine Lloyd-Jenkins  
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Best Environmental  
Project

**Criccieth Town Council**

The Council recognises that nature is the oldest form of heritage and that the need to aid nature's recovery is urgent. The Council is working on numerous fronts with the community and partners on services and activities that impact on biodiversity including Criccieth in Bloom and Friends of the Nature Garden. The projects promote sustainability and biodiversity through implementing sustainable and environmentally friendly practices. The work ensures participation from a wide range of people, from children to old age, helping them to experience and value nature, leading to individual and community action to protect and enhance nature and biodiversity.

Dr Catrin Jones  
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Best Heritage  
Project

**Blaenavon Town Council**

In 2023, Blaenavon Town Council, in collaboration with renowned south Wales photographer Walter Waygood, championed an initiative to honour and celebrate

the intangible cultural heritage, spirit, and resilience of the Blaenavon community, through an exhibition and book.

Kevin Warren

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Best Sustainability  
Initiative

**Presteigne & Norton Community Council**

Following an approach from a local resident and a presentation from Dark Source, a London lighting design company, the [Town Council](#) commenced its work to become a Dark Sky community in 2018, working closely with the community, Powys County Council and Dark Source. Dark Sky status was achieved in January 2024 and announced by the International Dark Sky Association.

Tracey Price

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Best Tourism  
Initiative

**Criccieth Town Council**

The [Town Council](#) facilitated a number of imaginative projects which involved hundreds of volunteers in their design and delivery in support of the Community Plan developed with the community.

Dr Catrin Jones

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Best Use of Digital  
Resources

**Abergavenny Town Council**

[Abergavenny Town Council](#) was proud to present its innovative use of digital resources, showcasing a commitment to transparency, accessibility, and community engagement. In early 2023, the Council undertook a significant website relaunch, transforming it into a dynamic platform that not only informs but actively involves residents.

Sandra Rosser

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**Llanelly Community Council**

Best Youth Engagement	
<p>The <a href="#">Council</a> engaged with a local primary school in developing a Community-Led Plan and in completing projects to improve the play opportunities for young people. This has been done through whole school consultation in developing the Plan and with specific age groups in purchasing items for the playing fields. The Council has regular contact with the Senedd and pupil representative group, over issues of mutual concern. The Council opened its building to the school during Covid and allowed class exhibitions for parents in its community hall. Pupils were also encouraged to use the library regularly. This promoted a wider understanding of the Council.</p> <p>Nigel James  <a href="mailto:clerk@llanellycc.org.uk">clerk@llanellycc.org.uk</a></p>	
Caerwyn Roberts Best Local Council Service	<b>Criccieth Town Council</b>
<p><i>Criccieth Town Council picked up a special award: The Caerwyn Roberts Best Local Council Service of the Year at the One Voice Wales National Awards Conference in 2024. The judges were impressed by their work across many categories, details of which are recorded in the other categories above.</i></p>	

**One Voice Wales Awards  
Highly Commended  
2024**

Category	Council	Project Overview
1. Best Annual Report	<ul style="list-style-type: none"> <li>• <a href="#">Chepstow TC</a></li> <li>• <a href="#">Criccieth TC</a></li> </ul>	<p>Chepstow Town Council's <a href="#">Annual Report</a> was produced using the Canva design software, to create a professional looking document to best summarise the Council's priorities, activities and achievements over the previous year, as well as its aspirations going forward.</p> <p>Criccieth Town Council's <a href="#">Annual Reports</a> show the Council's success in attracting money and grants in order to carry out exciting and successful projects:</p>
2. Best Community Engagement Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Blaenavon TC</a></li> <li>• <a href="#">Carmarthen TC</a></li> <li>• <a href="#">Mumbles CC</a></li> </ul>	<p>In 2022, successful negotiations with partners allowed Blaenavon Town Council to launch their Blaenavon Befriending Film Club, held on the last Friday of every month at Blaenavon Workmen's Hall Cinema.</p> <p>The club provides an opportunity for residents to enjoy a free screening of a movie and refreshments while also socialising with others in the community. The initiative is widely advertised using the Town</p>

		<p>Council's social media platforms and via posters distributed across the Town.</p> <p>A key aim of the project was to tackle loneliness and social isolation, particularly amongst older residents.</p> <p>The Deputy Mayor of Carmarthen Town Council instigated a community collaboration project with the aim of tackling loneliness in the town. He set about co-ordinating stakeholders in the community to reach out to those in need and close any gaps in support that were identified.</p> <p>In Mumbles, the <a href="#">Underhill</a> project stands as a testament to the power of community engagement, resilience, and the transformative impact of dedicated grant funding. Initiated over two decades ago, the project has reshaped the landscape of Mumbles and become an indispensable part of the community's fabric. This achievement would not have been possible without the visionary support of the Mumbles Community Council, which contributed a pivotal £1.5 million in grant funding.</p>
3. Best Community Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Blaenavon TC</a></li> <li>• <a href="#">Llanelli TC</a></li> <li>• <a href="#">Welshpool TC</a></li> </ul>	<p>In early 2023, Blaenavon Town Council established working groups and collaborated with local organisations to identify opportunities for residents to access cost effective swimming facilities to enjoy the physical and mental benefits associated with regular exercise, without cost restrictions which</p>

		<p>during the current cost of living crisis was a major struggle. The Council's partners were.</p> <ul style="list-style-type: none"> <li>• Torfaen Leisure Trust.</li> <li>• Jenson Travel.</li> </ul> <p>In 2023, as a result of successful negotiations with partners, Blaenavon Town Council launched their Community Swimming Initiative which delivered the following outcomes.</p> <ul style="list-style-type: none"> <li>• Free swimming sessions at <a href="#">Pontypool Active Living Centre</a> during each half term, with an additional session during summer holidays.</li> <li>• Free return bus transport to each session.</li> </ul> <p>Consultation with the community in Llanelli identified gaps in relation to provision of organised activities to support community organisations and sports clubs along with the need for stand-alone open community activity across Llanelli.</p> <p>Llanelli Town Council therefore rolled out a new Sports, Youth and Activity Service which worked with community organisations, schools, sports clubs and others, developing available services and creating new stand-alone activities free for use by residents.</p> <p>Welshpool Town Council set up a warm hub in its Town Hall as part of the national drive to provide</p>
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		warm spaces in winter for local residents who may be affected by the rising cost of fuel and utility bills. The project has certainly captured the interest of the <a href="#">local media!</a>
4. Best Democratic Health Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Blaenavon TC</a></li> </ul>	Blaenavon's <a href="#">Community Newsletter</a> is a vital component of the council's broader commitment to promoting democratic health and fostering community engagement. Through its informative and accessible content, the newsletter serves as an important tool in strengthening the bond between the council and its constituents.
5. Best Devolution of Service or Asset	No Highly Commended Certificate awarded	
6. Best Environmental Projects	<ul style="list-style-type: none"> <li>• <a href="#">Pontypridd Town Council</a></li> <li>• <a href="#">Blaenavon TC</a></li> <li>• <a href="#">Coity Higher CC</a></li> <li>• <a href="#">Mumbles CC</a></li> </ul>	<p>Pontypridd Town Council helped to reclaim a derelict plot of land that had been devastated by storms and threatened by invasive species. The Council worked towards Wales wide sustainability goals and encouraged biodiversity at the site, where it made significant changes and really engaged the local community. Funds from the Local Places for Nature Project played a big part.</p> <p>In 2021, Blaenavon Town Council raised concerns relating to the escalation of litter and fly-tipping that was starting to have a significant far-reaching</p>

		<p>social, environmental, and economic impact within its community.</p> <p>As a result, the Council launched the Blaenavon Heritage litter pickers Facebook group with a following of 144 members. The platform is a community information site that records litter picking events within the locality but more importantly, highlights the positive impact that regular clean ups have within the community and individuals.</p> <p>Also in 2021, the Council commenced their proactive monthly litter picking campaign which has grown in capacity, capability and through its popularity, created community engagement opportunities aligned to environmental responsibilities.</p> <p>Coity Higher Community Council, brought the community together to design and improve nature and walking in their local area on new and existing routes. Those who took part gained new skills and the project will last as an environmental, sustainable resource for generations to come.</p> <p>Mumbles Community Council showcased the remarkable synergy between Norton Nature Reserve, Clyne Community Orchard, and Oystermouth Community Garden. This triad of natural sanctuaries stands as a testament to a</p>
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		collective commitment to environmental stewardship, community engagement, and the cultivation of a sustainable future.
7. Best Heritage Project	<ul style="list-style-type: none"> <li>• <a href="#">Criccieth TC</a></li> <li>• <a href="#">Mumbles CC</a></li> <li>• <a href="#">Tregaron CC</a></li> </ul>	<p>Criccieth Town Council described numerous imaginative heritage community projects facilitated by the Town Council which demonstrate dedication, impact and civil engagement for the safeguarding and enhancement of cultural heritage. Highlights include activities around Remembrance and a Gown of Poppies, Friendship Benches and the magnificent <a href="#">Criccieth Town Tapestry</a>.</p> <p>The <a href="#">Story of Mumbles</a> project stands out as a beacon of cultural preservation and community engagement. This multifaceted endeavour weaves together the rich tapestry of Mumbles' history, fostering a deeper connection between past, present, and future generations.</p> <p>In 2022, Tregaron was home to the National Eisteddfod of Wales. For decades the National Eisteddfod used to erect a stone circle at each location as a token of the event happening in that locality but due to financial pressures this stopped many years ago. The Local Appeal Committee along with Tregaron Town Council decided to take matter into their own hands and erected their own stone circle as a reminder of this historic event. You can even enjoy a time-lapse of the <a href="#">build phase!</a></p>

8. Best Sustainability Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Carmarthen TC</a></li> </ul>	<p>In conjunction with partner organisations, the Council held a children's climate conference with Eco/school councils for a fully bilingual conference based around Wales-wide sustainability goals.</p>
9. Best Tourism Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Blaenavon TC</a></li> </ul>	<p>In 2023, insufficient volunteer numbers on the organising committee, led to the cancellation of Blaenavon's annual World Heritage Day event. Conscious of community concerns over the impact of the cancellation on tourism and community spirit, Blaenavon Town Council embarked on a strategic tourism initiative with a clear objective to:</p> <ul style="list-style-type: none"> <li>• Actively support the local tourism economy.</li> <li>• Provide a diverse year-round programme of events for both residents and visitors.</li> </ul> <p>Blaenavon Town Council formed working groups and collaborated with local organisation to stage events that would invigorate the community and promote tourism.</p> <p>Six events were delivered namely:</p> <ul style="list-style-type: none"> <li>• Kings Coronation Event x 2</li> <li>• Country and Western Fayre in Blaenavon Town Centre.</li> <li>• Bronwen Lewis at Blaenavon Workmen's Hall</li> <li>• The Blaenavon Town Council Christmas Market</li> </ul>

		<ul style="list-style-type: none"> <li>Christmas Light Switch on Event</li> </ul>
10. Best Use of Digital Resources	<ul style="list-style-type: none"> <li><a href="#">Llandeilo TC</a></li> </ul>	Members created a <a href="#">Facebook</a> page and a public group to support the community during Covid. The use of digital and social media for the communication, google forms to captivate volunteer and the helped person's details and match them with street addresses was outstanding.
11. Best Youth Engagement	<ul style="list-style-type: none"> <li><a href="#">Llanboidy CC</a></li> </ul>	The Council has led the way in ensuring that play priorities are addressed and that children and young people, continue to have their say in future provision.

**One Voice Wales Awards  
Commended  
2024**

Category	Council	
1. Best Annual Report	<ul style="list-style-type: none"> <li>• <a href="#">Abergavenny TC</a></li> <li>• <a href="#">Penarth TC</a></li> <li>• <a href="#">New Radnor CC</a></li> <li>• <a href="#">Presteigne &amp; Norton TC</a></li> </ul>	
2. Best Community Engagement Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Bangor City Council</a></li> <li>• <a href="#">Barry TC</a></li> <li>• <a href="#">Bay of Colwyn TC</a></li> <li>• <a href="#">Darren Valley CC</a></li> <li>• <a href="#">Llandeilo TC</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">LLandough CC</a></li> <li>• <a href="#">Neath TC</a></li> <li>• <a href="#">Prestatyn TC</a></li> <li>• <a href="#">Trefeglwys CC</a></li> </ul>
3. Best Community Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Barry TC</a></li> <li>• <a href="#">Blaenavon TC</a> x 2</li> <li>• <a href="#">Cwmbran CC</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Mumbles CC</a></li> <li>• <a href="#">Pennard CC</a></li> <li>• <a href="#">Prestatyn TC</a></li> </ul>
4. Best Democratic Health Initiative	No Commended Certificate awarded	
5. Best Devolution of Service or Asset	<ul style="list-style-type: none"> <li>• <a href="#">LLanfair Clydogau &amp; Cellan Community Council</a></li> </ul>	

	<ul style="list-style-type: none"> <li>• <a href="#">Kerry CC</a></li> <li>• <a href="#">Blackwood TC</a></li> <li>• <a href="#">Ponthir CC</a></li> </ul>
6. Best Environmental Projects	<ul style="list-style-type: none"> <li>• <a href="#">Abergavenny TC</a></li> <li>• <a href="#">Aberporth CC</a></li> <li>• <a href="#">Bedlinog &amp; Trelewis CC</a></li> <li>• <a href="#">Presteigne &amp; Norton TC</a></li> <li>• <a href="#">St Fagans CC</a></li> </ul>
7. Best Heritage Project	<ul style="list-style-type: none"> <li>• <a href="#">Blaenavon TC</a></li> <li>• <a href="#">Pontypool Community Council</a></li> </ul>
8. Best Sustainability Initiative	<ul style="list-style-type: none"> <li>• <a href="#">Abergavenny TC</a></li> <li>• <a href="#">Llangatock CC</a></li> </ul>
9. Best Tourism Initiative	No Commended Certificate awarded
10. Best Use of Digital Resources	<ul style="list-style-type: none"> <li>• <a href="#">Pennard CC</a></li> <li>• <a href="#">Pontypool Community Council</a></li> </ul>
11. Best Youth Engagement	<ul style="list-style-type: none"> <li>• <a href="#">Blaenavon TC</a> X 2</li> <li>• <a href="#">Neath Town Council</a></li> </ul>