

1.1 What is the name of your council?

1.2 What is your role within the council?

☐ Clerk

☐ Other council staff

☐ Councillor

☐ Other

1.3 Could you provide a rough estimate of the number of residents you represent?

1.4 Could you provide a rough estimate of your annual precept for 2025/2026

1.5 Have you received any other sources of funding beyond your precept?

Tick all that apply

☐ Grants

☐ Income from assets/services (e.g. town halls, allotments)

☐ Donations/fundraising

☐ Other sources of funding – please specify the other source of funding

☐ We haven't received any other sources of funding

1.6 Please specify roughly how much income you’ve received in grants in the past year

1.7 Please specify roughly how much income you’ve received from your assets in the past year

1.8 Please specify roughly how much income you’ve received from donations and fundraising events in the past year

1.9 Please specify roughly how much income you’ve received from these other sources of funding (e.g. community spaces, allotments, etc.) in the past year.

1.10 Could you provide us with some details about your staffing?

Answer	
Number of paid staff working for the council	
Combined number of hours that these staff members are contracted to work for the council per	

month

1.11 Could you provide us some details about your volunteers?

If you don't know the exact number, just provide a best estimate.

Answer

Number of councillors helping to deliver council activities aimed at addressing cost of living pressures

Number of regular volunteers (excluding councillors) helping to deliver council activities aimed at addressing cost of living pressures

Combined number of hours that these councillors and volunteers offer up to work on council activities each month (not including council meetings)

2.1 Which of the following activities have been delivered by your council in the last year?

Tick all that apply

- ☐ Warm hubs (e.g. social spaces, free tea/coffee/food, clubs for residents)
- ☐ Food support (meals on wheels, foodbanks, community pantries, cooking lessons)
- ☐ Wellbeing activities (e.g. Art classes, nature walks, cinema club)
- ☐ Youth activities (e.g. school holiday clubs, play schemes, sports clubs)
- ☐ Advice and benefits support (e.g. Signposting to other services, drop-in sessions for bills or benefits)
- ☐ Grants for individuals (e.g. energy payment support grants, this does not include grants for organisations to deliver cost-of-living activities)
- ☐ Digital inclusion and recycling (e.g. IT Support sessions, recycling or repairing equipment, equipment borrowing/lending)
- ☐ Community transport (e.g. community buses, volunteer driver)
- ☐ Our council has not delivered any of the above activities
- ☐ Other cost-of-living related activities (please specify)

2.2 How do you support these activities?

	We directly fund and deliver these activities (either through staff or volunteers)	We directly fund these activities, but they're delivered by another group or organisation	We deliver this activity either through our staff or volunteers, but we don't fund it
Warm hubs (e.g. social spaces, free tea/coffee/food, clubs for residents)	☐	☐	☐
Food support (meals on wheels, foodbanks, community pantries, cooking lessons)	☐	☐	☐
Wellbeing activities (e.g. Art classes, nature walks, cinema club)	☐	☐	☐
Youth activities (e.g. school holiday clubs, play schemes, sports clubs)	☐	☐	☐

Advice and benefits support (e.g. Signposting to other services, drop-in sessions for bills or benefits)

☐
☐
☐

Grants for individuals (e.g. energy payment support grants, this does not include grants for organisations to deliver cost-of-living activities)

☐
☐
☐

Digital inclusion and recycling (e.g. IT Support sessions, recycling or repairing equipment, equipment borrowing/lending)

☐
☐
☐

Community transport (e.g. community buses, volunteer driver)

☐
☐
☐

Other cost-of-living related activities (please specify)

☐
☐
☐

2.3 Please provide us with a rough estimate of how much funding you’ve provided for Warm hubs activities.

2.4 Please provide us with a rough estimate of how much funding you’ve provided for food support activities.

2.5 Please provide us with a rough estimate of how much funding you’ve provided for wellbeing activities.

2.6 Please provide us with a rough estimate of how much funding you’ve provided for youth activities.

2.7 Please provide us with a rough estimate of how much funding you’ve provided for advice and benefit support activities.

2.8 Please provide us with a rough estimate of how much funding you’ve provided for grants for individuals activities.

2.9 Please provide us with a rough estimate of how much funding you’ve provided for digital inclusion and recycling activities.

2.10 Please provide us with a rough estimate of how much funding you’ve provided for community transport activities.

2.11 Please provide us with a rough estimate of how much funding you’ve provided for other Cost of Living activities.

3.1 Please answer the following

How many staff or volunteers are running the warm hubs?

What are the opening hours of your warm hub?
Please outline how often the hub is open and for how many hours.

Thinking about the last 12 months, how many unique people have attended your warm hubs?

3.2 Could you please estimate what proportion of the attendees fall into the following attendance brackets?

Please make sure your totals add up to 100

a. Regularly attending your activities? (at least 80% of the time)

b. Attend more than half of the time, but not as consistently as regular attendees? (50-80% of the time)

c. Have attended your activities more than once, but aren't regular attendees?

d. Have attended once?

Total (Your total should sum upto 100)

3.3 Could you please estimate what proportion of the attendees fall into the following age brackets?

Please make sure your totals add up to 100

a. 25 or younger

b. 26 to 64

c. 65 or older

Total (Your total should sum upto 100)

3.4 Do you offer any other services or activities at your warm hub? (e.g. signposting to council services, lessons, food/tea/coffee)

☐ Yes

☐ No

3.5 Please tell us about these services or activities

3.6 What do you think the main outcomes of the warm hub are for the people that attend?

3.7 Do you have any supporting evidence showing those outcomes?

4.1 Do you partner with any organisations to deliver the support?

4.2 Please answer the following

	Answer
How many staff or volunteers are delivering the food support?	
Thinking about the last 12 months, could you please estimate the number of unique people that have received some food from the council?	

4.3 Could you please estimate what proportion of the attendees fall into the following attendance brackets?

Please make sure your totals add up to 100

a. Regularly accessing food from your service? (at least 80% of the time)	
b. Attend more than half of the time to access food, but not as consistently as regular attendees? (50-80% of the time)	
c. Have attended or accessed food from your service more than once, but aren't regular attendees	
d. Have accessed food from your service only once?	
Total (Your total should sum upto 100)	

4.4 Thinking about the last 12 months, could you please estimate the number of meals that have been distributed by yo

ur council?

5.1 What kind of activities are being delivered by your council?

5.2 Thinking about all your wellbeing activities, how often do you put on at least one of them?

- ☐ One-off event
- ☐ A few times a year
- ☐ Monthly
- ☐ Weekly
- ☐ Other (please specify)

5.3 On average, how many people attend these activities?

5.4 What do you think the main outcomes of the wellbeing activities are for the people that attend?

5.5 Do you have any supporting evidence showing those outcomes?

6.1 Please answer the following

	Answer
How many staff or volunteers are delivering these youth activities?	
Thinking about the last 12 months, could you please estimate the number of unique children or young people that have attended your youth activities?	

6.2 What are the opening hours of your youth activities?

Please outline how often the activities occur, for how many hours and what time of year the activities take place.

6.3 Could you please estimate what proportion of the attendees fall into the following attendance brackets?

Please make sure your totals add up to 100

a. Regularly attending your activities? (at least 80% of the time)	
b. Attend more than half of the time, but not as consistently as regular attendees? (50-80% of the time)	
c. Have attended your activities more than once, but aren't regular attendees?	
d. Have attended once?	
Total (Your total should sum upto 100)	

6.4 Do you provide food/meals for the children/young people that attend your activities?

☐ Yes

☐ No

6.5 What proportion of children/young people receive food/meals?

Please answer as a percentage

6.6 On average, how many servings of food/meals are provided per activity?

7.1 Do you partner with any other organisations to deliver this support?

☐ Yes

☐ No

7.2 What organisation(s) do you work with?

7.3 Thinking about the last 12 months, could you please estimate the unique number of people that have been offered support with their benefits?

7.4 Are you able to estimate the total amount of unclaimed benefits that have been secured through the support offered in the last 12 months?

☐ Yes

☐ No we do not have this information

7.5 Thinking about the last 12 months, could you please estimate the total amount of unclaimed benefits that have been secured through the support offered?

7.6 Thinking about the last 12 months, could you please estimate the total number of people that have been signposted to other support providers (e.g. citizens advice) by your support?

8.1 How many staff or volunteers are delivering this digital inclusion, repair and recycling support?

8.2 Thinking about the last 12 months, could you please estimate the unique number of people that have received support with their IT software (e.g. setting up an email account, working with online technology)

8.3 Thinking about the last 12 months, could you please estimate the unique number of people that have received support with hardware (e.g. fixing laptop/phone/computer, borrowing equipment)

8.4 Thinking about the last 12 months, could you please estimate the unique number of items that have been repaired or fixed by your support?

9.1 Could you please outline the purpose of the grant(s) you offer and the intended recipients of the grant

9.2 Thinking about the last 12 months, how many unique individuals grants from your council?

9.3 Thinking about the last 12 months, how much grant funding has been allocated by your council?

10.1 How many staff or volunteers deliver your community transport service?

10.2 Could you please describe the structure of your community transport?

10.3 Does your transport service have some common destinations?

e.g. town centre, supermarket, GP surgery

10.4 Thinking about the last 12 months, could you please estimate the number of unique people that have used your council's transport service?

10.5 Thinking about the last 12 months, could you please estimate the number of total miles driven by your community transport service?

11.1 Is your council interested in delivering support or activities to address cost-of-living issues?

☐ Yes

☐ No

11.2 What have been the barriers to delivering activities that respond to cost-of-living issues in your local area?

Tick all that apply

☐ Lack of funding

☐ Limited staff/councillor/volunteer capacity

☐ Lack of legal powers/ remit

☐ Limited facilities or physical space

☐ Lack of partnership or external support

☐ Uncertainty about local demand or need

☐ Other (please specify)

12. Are there any services that you would like to introduce as a council that you haven't yet?

☐ Yes

☐ No

13. What has stopped you from delivering these services?

Tick all that apply

- ☐ Lack of funding
- ☐ Limited staff/councillor/volunteer capacity
- ☐ Lack of legal powers/ remit
- ☐ Limited facilities or physical space
- ☐ Lack of partnership or external support
- ☐ Uncertainty about local demand or need
- ☐ Other (please specify)

14.1 Which resources and support from OVW have you made use of over the last 12 months?

Tick all that apply

- ☐ Webinars
- ☐ OVW Toolkits (e.g. guides on community consultations, warm hubs, working with partners)
- ☐ Grant information newsletters distributed by OVW
- ☐ We have not made use of any OVW resources
- ☐ Cost Of Living Crisis Facebook Forum

14.2 How would you rate the usefulness of the support that you receive from OVW?

0	1	2	3	4	5
☐	☐	☐	☐	☐	☐
Not useful a...			Very useful		

14.3 Are there any particular aspects of the support that you've found very helpful?

14.4 Are there any aspects you think OVW could improve upon in their support?

14.5 What support do you need from OVW in order to support you with your work in the future?

14.6 What support do you need from other sources in order to support you with your work in the future?

15. We are looking to write some case studies about the work done by some Community and Town Councils across Wales, if you would potentially be interested in becoming a case study, please leave your contact details below.

Name

Email

Phone Number