Neath Port Talbot

Warm Welcome Spaces Charter

Every warm welcome space adheres to the following principles:

1. **Free:** Warm welcome spaces are free of charge, with no hidden costs. If any services, activities, or provisions involved payment (event if it’s ‘pay what you can afford’ or donation-based), this must be explicitly clear.

All warm welcome spaces area accessible without costs.

1. **Welcoming:** Visitors will receive a warm welcome from staff and / or volunteers, every time they come to a warm welcome space.
2. **Inclusive:** Everyone is treated equally, with dignity and respect. Visitors have opportunities to participate, and basic signposting information is available for those seeking further support.
3. **Safe:** Your warm space will be a safe space. That ensures appropriate insurance is in place, adheres to safeguarding and health & safety policies, and complies with food hygiene rules.
4. **Confidential:** Your warm welcome space will listen to people, should they want to share their reasons for attending but will not tell anyone else unless permission is granted, or to adhere to safeguarding policies.
5. **Consistent:** You will maintain consistent hours where possible, keeping to an advertised schedule.