



The Warm Welcome Campaign Handbook for Space Coordinators

Contents

- 02** **Introduction to the Warm Welcome Campaign**
An overview of the campaign and our offer to Warm Welcome Spaces
- 04** **Setting up a Warm Welcome Space**
A step-by-step guide to getting ready to open your Warm Welcome Space this winter
- 09** **Fundraising for Your Space**
Advice on fundraising and accessing funding opportunities so that you sustain your space
- 12** **A Warm and Welcoming Space for Everyone**
Tips on providing a welcoming, accessible and inclusive space so everyone can belong
- 16** **Making your Space Safe**
Guidance on food safety, risk assessing, safeguarding and responding to the mental health needs of visitors
- 21** **Resourcing your Space**
Accessing material support for your visitors
- 22** **Working with Volunteers**
Guidance and resources on safely recruiting volunteers
- 24** **FAQs**
- 25** **Appendices**
- Appendix A - Volunteer Contact Information
 - Appendix B - Volunteer Agreement
 - Appendix C - Training Links for Volunteers
 - Appendix D - Safeguarding Policy Template
 - Appendix E - Risk Assessment Template
 - Appendix F - Food Allergen Chart Template
 - Appendix G - Kintsugi Hope Mental Health Q&A

You're Welcome

Warm Welcome exists to turn poverty and isolation into warmth and local connection through the power of local Spaces made by and for the community.

Formed in the depths of the worst Cost of Living Crisis in 70 years, the campaign emerged as a collective response to resource, champion and connect Warm Welcome Spaces in every community across the UK. In our first year, we had thousands of spaces sign up to our online map, run by fantastic hosts like you. Moving forward, we have a big ambition to grow a network of accessible, inclusive, and well-resourced Warm Welcome Spaces in every part of the UK. We want everyone to access a warm and welcoming space, to connect with others, make new friends, and feel part of their local community, so no one has to face poverty or isolation alone.

The Warm Welcome campaign is led by a coalition of over **50 charitable organisations** who joined together in response to the Cost of Living Crisis to provide emergency support to communities struggling to pay for rising food costs and to heat their homes. The Warm Welcome campaign is delivered by **Good Faith Partnership** in collaboration with partners and you - Warm Welcome Spaces.

We're delighted to have you join our movement for a fairer and friendlier society. With your work as host we can reduce loneliness and tackle poverty through connecting individuals, providing warmth and welcome and building the resilience of our communities. Thank you!

What is a Warm Welcome Space?

Warm Welcome Spaces are the heroes of the Warm Welcome Campaign. Your spaces are where the relationships happen, where poverty and isolation are met with warmth and connection. We want to support you to run your Warm Welcome Space in the best way possible for your community.

Warm Welcome Spaces come in all shapes and sizes: community centres, libraries, churches, community cafes, arts centres, local businesses, and schools.

Our only requirements of Warm Welcome Spaces is that they are:

1. **Warm** - the space itself must be warm and we encourage coordinators to provide free hot drinks too.
2. **Welcoming** - your space needs to have someone present to welcome visitors so that the space is personal and inviting.
3. **Free** - your space needs to be free for individuals to enter and use.
4. **Safe** - you need to have the necessary safeguarding procedures in place, follow food hygiene guidance and have appropriate risk assessments in place for other potential risks to safety eg: fire.

We encourage spaces to run activities but what you offer is entirely up to you - for example - exercise groups, craft workshops, book clubs or community lunches.

You are welcome to open as little or often as you wish, and we encourage you to connect with other spaces near to you.

Our offer to you

As a Warm Welcome Space you will receive weekly newsletters over the course of the winter including notices on events, resources and ideas to support you.

We also encourage you to join our [Facebook group for Warm Welcome Spaces](#) where you can connect with other coordinators.

'If you have agreed in your registration to be contacted for PR or for monitoring and evaluation, we may contact you to ask for your support. Your participation in both of these opportunities enables us to better tell the story of Warm Welcome and to support you and those who visit your space. We will always let you know how much time your involvement will involve before we ask you to commit.

We would love to hear your feedback, stories and ideas. Please feel free to contact us at info@warmwelcome.uk.

Setting up a Warm Welcome Space

The following guide offers a simple step-by-step journey you can follow – or consider – as you set up a new Warm Welcome Space. Before you start, have a look at the Warm Welcome Charter, which sets out the basis of what every Warm Welcome Space should be.

Step 1: People

The best first step to setting up a Warm Welcome Space is to define who you are hoping to welcome and how you would like to tailor the space to their interests and needs.

Did you know?

The most successful and sustainable Warm Welcome Spaces are designed to nurture a sense of community ownership over the space. These projects slowly mature into spaces that are cared for and developed by multiple people in the community, avoiding total reliance on paid staff only. By considering people first in your space design and thinking about what community ownership may look like in your space, you can ensure that your project has the right ingredients to offer a welcoming, safe and inclusive environment that has a long-term impact.

Guests

- Define potential Warm Welcome guest profiles in your community. Based on your experience, who would appreciate accessing a warm and welcoming space offered by your organisation this winter?
- Consider your highest potential contribution; who are the people in your local community who have the highest need for a warm and welcoming space this winter and whose need is least met elsewhere – by other spaces, initiatives or organisations – in your local context?
- Take a look at our handbook chapter 'A Warm and Welcoming Space for everyone' for some suggestion on how to increase inclusivity and accessibility and adapt your space for different guests.

Volunteers and Space Leaders

- Consider the types of people you would like to team up with to deliver your Warm Welcome Space. Consider people with skills and passions that complement one another and enrich your Warm Welcome offering. This may include people who are good at mobilising the community, word-of-mouth marketing, welcoming and integrating new members, listening and befriending, communications and social media, group game facilitation and entertainment, cooking, logistics, safeguarding, research and learning. How can you involve the right number and mix of volunteers to ensure your space stays fresh, sustainable, trainable, flexible and inclusive?
- What can you do to make sure the volunteering experience is fulfilling for those doing it? How can you invest in the growth and development of your volunteering team?

Read 'How to care for Warm Welcome Volunteers' by the Relationships Project:
<https://www.warmwelcome.uk/blog/how-to-care-for-warm-welcome-volunteers>

Read 'The Value of Volunteers at Wooler Warm Hub' by space leader Fliss Baker:
<https://www.warmwelcome.uk/blog/the-value-of-volunteers-at-wooler-warm-hub>

Did you know?

The Warm Welcome Campaign runs a peer-to-peer learning platform on a closed Facebook group, where space leaders discuss topics of interest and seek advice. Additionally, the campaign runs training webinars that will be announced via the newsletter. Past webinars covered topics such as mental health, trauma-informed spaces, how to make your space welcoming, and fundraising.

Partners

Identify potential partners who may share mutual interest with you in creating a Warm Welcome Space. This can be a local bakery that may want to donate pastries for the space, a congregation member who may want to donate to support your costs, a local community organiser who is great at making sure the space leads to real change in the community or an organisation/charity that you can signpost to or invite experts from for talks/games/activities. The possibilities are endless, as long as you identify potential in your local context.

Your Local Warm Welcome Network

- Use our map (on [warmwelcome.uk](https://www.warmwelcome.uk)) to find out who else in your area has a Warm Welcome Space.
- Consider if it makes sense to collaborate with them to address resource shortages (e.g. physical space or volunteers). You can also join forces to bolster your offering by merging teams or creating one-off collaborations.
- Knowing where other warm spaces are near you can also help you make decisions that address gaps in the Warm Welcome offer in your area. For example, if a Warm Welcome Space nearby is open on certain days of the week, you can consider having your opening days/hours be different than theirs. You can also address geographical gaps in provision by choosing a location for your space where no one else is offering a Warm Welcome.

Once you have a list of potential guests, volunteers, leaders and partners, we would encourage you to have a brief conversation with some of them to gauge interest and scope out your options, possibilities and limitations as far as human resources are concerned.

Step 2: Facts

Now that you have a better idea about who your space may be for and by, it is good to consider the facts you're working with to ensure your vision is realistic. Limitations can allow us to be more creative, because they give us rules and a framework to arrive at ideas that are in tune with what's actually possible.

Organisational resources & limitations

- Identify tangible resources within your organisation that you can use for your Warm Welcome Space; e.g. furniture in your space, signposting resources, games or toys, coffee/tea, a community kitchen, accessible entrances, wifi, funding sources...etc.
- Define key organisational limitations and restrictions you must keep in mind, such as the cost/budget, number of employees you can allocate to this project, maximum guest capacity, or any other elements or scenarios that will limit you; e.g. is your space accessible for wheelchair users? Or those who have other disabilities?
- Take a look at our handbook chapter on 'A Warm and Welcoming Space for everyone' for guidance on potential accessibility barriers and how you can overcome these to make your space more accessible and inclusive for everyone

Context-specific challenges

- Identify challenges in your local context that may inhibit the success of your Warm Welcome Space, such as weak public transportation links that make it difficult for guests to get to your space.
- Explore cost-effective solutions to address these risks, e.g. creating a volunteer-led shuttle system.

Step 3: Space Design

Armed with a potential idea and technical limitations, you may now be ready to arrive at a design for your Warm Welcome Space this winter.

Imagination is helpful at this stage so do not be afraid to envision original ideas that best suit your context and resources. 'Equally, sometimes a simple tried and tested model might be best so if you decide that a cup of tea and chat is best for your context, that's great.'

The Basics

By the end of this stage, you should have an idea of the following:

- When will your Warm Welcome Space be open (days and times)?
- Which room will you use? How will you arrange furniture to make the space welcoming and inclusive?
- What types of activities will you offer your guests? What refreshments, snacks or food can you provide?
- How will you organise your team and their responsibilities?
- Define the type of culture you want your space to have.
- How will people find out about your space? (e.g. local newspapers and magazines, notice boards, word-of-mouth, partner networks)

Further chapters in our Handbook will give you greater information on these steps. In particular see, 'A Warm and Welcoming Space for Everyone' and 'Working with Volunteers'. You can also see our comms toolkit in the resources tab of the dashboard for suggestions on how to enable people to find out about your space.

Did you know?

The Warm Welcome Campaign will share information about funding opportunities for warm spaces via our newsletter and [website](#).

Read 'Serving Refugees' by Paul Blakey whose organisation was a Warm Welcome micro-grant recipient in 2022:

<https://www.warmwelcome.uk/blog/local-story-in-focus-serving-refugees>

Gathering Stories

Giving guests a platform to own and voice their narratives of transformation is a powerful tool to uplift and give agency to communities. How will you document and share meaningful stories that unfold in your space? (e.g. on social media)

Did you know?

The Warm Welcome Campaign is keen to connect with spaces who have stories of impact and transformation. The team may be able to write a blog post about your space, include you in a Warm Welcome video, or even connect you with well-matched and thoughtful press and media opportunities. To reach out to us about a story in your space, please email us at press@warmwelcome.uk.

Read 'More than 500,000 people in UK visited 'warm rooms' during the winter' in The Guardian:

<https://www.theguardian.com/society/2023/apr/26/warm-rooms-winter-loneliness>

Monitoring and Evaluation

Have you thought about how you can gather data on the impact of your Warm Welcome Space on guests and the community at large? How will you listen to your community in order to adapt and improve the space? Some examples include having a suggestions/ comments box in the space, holding a focus group with a few visitors to ask them about their experience at the space, creating a simple survey to ask about how they came to the space and the difference it has made to them.

Step 4: Preparing for Launch

Now that you've got your planning document ready, it's time to start preparing for your launch.

Register your Warm Welcome Space

- Make sure your space is registered on the Warm Welcome website. You will gain access to our network, training resources and (if you wish) your space can be on our national map which will be advertised to guests as a tool to locate Warm Welcome Spaces near them!
- Make sure that your Warm Welcome Space Leader has access to the account on our website and is subscribed to our newsletter, as practical updates will be shared.

Logistics

- Make sure you have a safeguarding strategy in place.
- Make sure your volunteers receive any necessary training before your space opens.
- See our handbook chapter on 'making your space safe for further guidance.
- Do you have a risk assessment?
- Do you have a data protection policy and privacy notice?
- Do you have public liability insurance? Are you meeting any applicable requirements set out in your policy?
- Do you have a complaints policy in place?
- Have you made any reasonable changes to enable your space to be accessible and inclusive?

Spread the word

- Get inviting! Create and print posters and banners for your Warm Welcome Space using templates we've made available for you on our [website](#) to make sure anyone who passes by your space can tell that they're welcome to come in! Reach out to contacts and partners who can spread the word.

Step 5: Action

By this stage your Warm Welcome Space is ready to be open.

Go Live

By the end of October our online map will be live. Make sure your space is on it so that people can find you! If it's not, login to your dashboard and follow the steps to make it live.

Plan Ahead

During the Campaign, think about the role you want your space to play in the community and what kind of story you want to be able to tell. Do you want to be a place for intergenerational friendships? Do you want to be able to tell the story of ethnic minorities taking power and ownership of their local community spaces? What is your story as a community and as a space? We encourage you to continue exploring the power and potential of community in your space and to keep us in the loop by tagging us and using the hashtag **#WarmWelcomeSpace**.



Funding for Your Space

We know it costs you, our spaces, a lot to keep the lights and heating on and a great Warm Welcome Space requires time and resource. We also know what a difficult funding environment it is for many right now – it isn't an easy time to be generating income and raising funds for new or even existing work – however valuable and important it is. And, of course, your work is vital to the thousands of people who will come through your doors this winter to receive a Warm Welcome.

That's why we are speaking with key decision makers and working hard to communicate your needs to them, as well as through our media work. We are here to listen to what you need and represent you to businesses, Government and other potential funders and providers of resources. We will be keeping this conversation going - and will be knocking on doors and talking loudly about your needs wherever and whenever we can.

We are striving to crowd in what we know are essential resources for Spaces. Because we know the difference and impact a Space can make, we want to make sure that being able to offer a Warm Welcome Space is an affordable and viable option for any and every community.

The below sets out some fundraising tips and advice. It is by no means an extensive list and is just a starter - you will know best the opportunities that there are for your Space in your local community. We will continue to share funding opportunities as and when we become aware of them - most often through our newsletter. When you register your Space on our website, you choose whether you give us permission to contact you by email or telephone.



Know and show your value!

Any funder wants to know their gift is going to really help people.

Use our [Impact Evaluation](#) data to show the real difference a Warm Welcome Space can make when you are asking for funds. For example, last winter:

- More than half (54%) of those using Warm Welcome Spaces said that without them they would have been at home with the heating off.
- 60% said attending a Warm Welcome Space had helped them financially.
- 40% of space users said they often or always felt lonely before using the Warm Welcome space which reduced to just 6% after coming to a space.
- 67% of young people aged under 24, who visited a Warm Welcome Space, came because Warm Welcome Spaces are safe.
- 70% of Warm Welcome Spaces surveyed in late spring said that they planned to carry on after the winter with almost all being open to participating in another Warm Welcome campaign in winter 2023-24.

You may also be able to track how many people are using your Warm Welcome Space and/or how many cups of tea and coffee you are making!

You may like to ask the people who are using your Space (Guests and Volunteers) if they are happy to give you a quote to share about why and how your Warm Welcome Space is making a difference. Telling real people's stories is important alongside data evidence. At the Warm Welcome Campaign it is also important to us that our Guests are not just a statistic – we are here to tell the stories behind the facts.

All of this can help you make a case for why giving to your Space can make a real difference.

Look for Local Connections

Other local organisations that you might be partnering with, your volunteers and your guests may all know of routes to funding for you. It's good to talk, ask questions and have everyone involved in your Space act as fundraising ambassadors for you! Some starting points:

1. [UK Community Foundations](#) can help you find your local Community Foundation who may be able to connect you to local funding pots you could be eligible for.
2. [Contact your local councillor](#) Some local councils have money available to support community projects that are responding to the cost-of-living crisis. You can use the comms toolkit to help you to word a letter to your councillor.
3. **Bringing your community together to support you.** A great and relatively easy way to fundraise for your Space is to set up an online fundraiser. We are working with Crowdfunder and you can set up your Warm Welcome Space fundraiser here. There's some great advice about working in and with your community to raise money.

Did you know?

While the campaign is running, we will share surveys with you via our newsletter to collect information that helps us provide the right resources based on your actual needs. It may be a good idea to assign one person the task of counting the number of guests that attend each session and input that each week into the pulse poll on your [Warm Welcome dashboard](#). This helps you track demand on your space while also assisting the campaign's development.

Grants

As well as the above, visit our 'Fundraising Opportunities' section of the Resources to find open grants that you can apply for. This is by no means an extensive list and we encourage you to keep a lookout for opportunities that are relevant to your space. All spaces are different, and in different geographical locations, so not all the funding opportunities will be suitable for you. We urge you to check through the criteria and your potential fit before spending time working on an application.

Top tips when applying to grants:

Thoroughly check all application criteria and that you fit these before beginning any application.

Pick up the phone – most funders are happy to speak with you about what they'd like to see in any application and give you advice before you submit – which can really help save you time and energy and make the chances of any application more successful.

What would happen without you? If you can, paint a picture of why your space is needed and show your value. Using quotes and case studies from people using your space is often the best way of doing this – as we say, the Warm Welcome Campaign is all about telling the stories of our guests, volunteers and spaces!

Thanking Supporters

Keeping those who have helped keep your Warm Welcome Space door open and the heating and lights updated on the difference they've made is really important. You might choose to use some of the information and quotes you've collected to do this.

If you are able to take time to thank people in a personal way it can make all the difference in ensuring that they feel their generosity is truly valued by you.

Good luck with your fundraising!



A Warm and Welcoming Space for Everyone

We want everyone to feel they can come to a Warm Welcome Space and not only be welcomed but also feel included as a valuable member of the local community. Making your space welcoming, minimising stigma and thinking about inclusivity and accessibility are key things to consider. It's important that visitors feel that coming to a Warm Welcome Space is a positive choice for them.

Tips on welcoming

Making your space welcoming can be really simple. Here are some things to consider doing in your space:

1. **Physical space.** Think about the physical space you are in. Does it have other uses that individuals might find difficult (eg: activity associated with the local authority)? Is it accessible? Is it well lit? Is it comfortable? Is there fresh air? Is it easy to find basic amenities like toilets and the way out of the space?
2. **Be aware of your body language.** Simple things like smiling, holding the door for someone or showing them where they can put an umbrella or their coat can make people feel at home.
3. **Include visitors in the space.** Offer visitors a seat, introduce yourself and connect them with someone else. You could offer them a cup of tea and sit and drink it with them.
4. **Be present.** It is so valuable to give people our full attention when speaking with them. Make eye contact while talking and show that you are listening by asking follow up questions as appropriate and remembering what they have shared with you in future conversations.
5. **Be together.** Find some simple activities such as knitting, jigsaws or dance classes that you can do alongside visitors.

If you would like extra support on providing a welcoming space, we recommend **Linking Lives' Good Conversations training**. The direct link for this can be found in partners' corner of our resources.

Addressing Stigma

Understandably, people may feel stigma in accessing a free service due to financial struggles. Their needs may be more obvious in some cases than others but we want everyone to feel that they have dignity and agency in your spaces.

The following tips are some options to consider for your space:

1. Spaces that offer something that everyone might want to access can find it easier to reduce stigma, eg: libraries are open to anyone at any time. Could you offer an activity or a service that lots of different people might want to access? See below for some inspiration on potential activities.
2. We encourage spaces to offer hot drinks that are free to access. However, spaces have found that offering a 'pay how you feel' service can give people a sense of dignity and choice and it also brings in a variety of different people.
3. Encourage volunteers and staff to get their hot drinks and biscuits or food from the same place as the visitors. Encourage them to use the same space. This creates a sense that the Warm Welcome Space is a shared area rather than a service.
4. Think about the language you use to describe your Warm Welcome Space. Warm Welcome Spaces are a place for all of us. We want to see a fairer and friendlier society where everyone has a space they visit to connect with their community, where local community organisations are recognised and resourced, and where relationships strengthen our resilience. Warm Welcome Spaces are our spaces, not just those who are 'needy'. When talking about your space, advertising and recruiting volunteers, think about the language you use and whether that gives visitors agency and dignity.
5. Consider involving visitors in the running of the Warm Welcome Space. As you get to know visitors, you could consider inviting them to volunteer in the space through befriending other visitors, helping to run activities, or serving drinks. This can promote a sense of communal ownership and belonging.

Inclusivity

Beyond the basic welcome, we need to think about how we can make our spaces inclusive. Many people may not want to attend a Warm Welcome Space because they fear being pitied, embarrassed, out of place or misunderstood. In the campaign, we're continually reviewing and improving our inclusivity.

Here are some things we would love you to consider in order to get started:

1. **Do a bit of local research.** In order to better adapt our spaces to the needs of our communities, we would love to encourage you to explore the following three questions as you begin to relaunch your space:
 - a. What else is going on in my area regarding cost of living support, tackling loneliness or improving community connection?
 - b. What are the needs of my area? Could you use a [data platform like Mosaic](#) to understand the needs of your community? Or use a free tool like the [census data](#) to understand the types of people who live near your space?
 - c. What could I do? What specific activities or offers would be suitable for people in your space? Activities for families? For retired people? For students?
 - d. We would love you to share your insights with us at info@warmwelcome.uk

2. **Consider extending your opening hours.** If you have families or young people near your space, they will likely not attend during working and school hours. However, the cold and dark evenings are difficult. Could you extend your hours to offer a Warm Welcome space in the evenings or the weekends?
3. **Shift your perspective.** Remember that everyone who comes to a Warm Welcome Space has something valuable to offer. Ask questions about your visitors' favourite hobbies or interests, share what the warm space means to you, and over time ask what they would like the Warm Welcome Space to offer. These questions can help communicate that Warm Welcome is for everyone, not just those who are struggling financially.
4. **Think carefully about your language and how you communicate about the Warm Welcome Space.** It is often helpful to frame your space in as much of a relaxed way as you can. Rather than a flyer announcing 'Warm Space, 2-4pm' and then listing a long list of activities, it can be more effective to say 'Come and join us for a coffee, feel free to drop in anytime between 2 and 4pm'. Be aware that some words such as 'knitting' can give people a very specific impression of your space.
5. **Think about where you will advertise your space.** Putting posters in bus stops and local shop windows can help you capture a range of people. It might be worth including a photo or a map on your poster so that people who have never been to the Warm Welcome space before know where to go.

Accessibility

We want as many people as possible to be able to access a Warm Welcome Space should they wish to do so. According to research from Sense, over a third of disabled people say they'd feel more connected to their community if the public had greater awareness and understanding of disability. Often stigma and inaccessible spaces can leave disabled people feeling left unable to live a normal life. We want to reduce this as much as possible with our Warm Welcome Spaces. Below are some important adjustments that you should make to your space, if you don't have them already, to improve accessibility. Remember, not every disability is visible:

- Signage - is it obvious where your space is from the street? Is it easy to find your way around inside the space? Do you need signs for the toilets?
- Accessibility - can someone in a wheelchair or using a walking stick get through the door and into the space? Is there an accessible toilet available? Could someone in a wheelchair move around easily in the space?
- Lighting- is your space well lit? This can be helpful for those who are partially sighted.
- Noise- If possible try and stop the space from getting too noisy. Can you turn the music down? Could you provide a quiet corner for anyone who needs it?
- Activities- Are any activities easy to follow? For activities like craft, do you have a demonstration? Do you have some simple printed instructions? For a movement based activity like a dance class, are there alterations that could be made for someone with reduced mobility?
- Communication- When speaking to someone with an obvious disability, speak directly to them and try to speak clearly. Do you have large print versions or picture versions of key resources in your space?

The most important thing when it comes to creating an accessible space is to ask, listen and adapt. Regularly ask your visitors for their feedback and what changes they would like to make to the space. You could do this through having a feedback and suggestions box, or asking people in conversation. By giving everyone the opportunity to ask for what they need, you are more likely to be able to offer an accessible space.

[You can find out more about accessibility and disability at Sense's website here.](#)

Activities

The sky's the limit when it comes to activities that you could offer Warm Welcome visitors. However, we've gathered a couple of suggestions to get you started. You might also like to read '*Family Friendly Activities*' by Kids Matter in the partners' corner section of the website.

Some activities that have been popular at Warm Welcome Spaces:

- Soup and a roll for lunch
- Newspapers and books available to read
- Craft sessions
- Children's story time
- Keep fit classes
- Digital support drop ins
- Christmas family afternoons (featuring Santa Claus)
- Football games
- Book clubs

Any activity that you host needs to be optional and we suggest starting one thing at a time rather than packing out your week with many different activities.



Making Your Space Safe

This section of the handbook will help you to prepare your space to ensure that you are able to offer a warm, inclusive and safe space for your staff, volunteers and visitors this winter. It includes information on food safety, on risk assessments, on mental health awareness and on safeguarding. In each section you will find links to other helpful resources, including food allergen, risk assessment and safeguarding templates we have prepared in case you do not have your own.

Food safety guidance

If your Warm Welcome Space is planning on providing food, it's important you follow the guidelines on "Providing food at community and charity events" from the Food Standards Agency.

Food supplied, sold or provided at charity or community events, such as street parties, school fetes or fundraisers, must comply with food law and be safe to eat.

Registration

You may need to register with your local authority as a food business if you provide food on a regular and organised basis. If you supply food on an occasional and small-scale basis, it is unlikely you will need to register.

The government's [guidance on the application of EU food hygiene law](#) gives practical examples of community and charity events selling or supplying food. It will help you decide whether your events will require registration.

Allergen information

If you are a registered food business, you will need to follow the [allergen rules](#).

However, even if you are not registered as a food business, we recommend that all spaces provide as much information as possible about allergens orally or in writing for visitors, so that they can make safe choices.

The Warm Welcome [Food Allergen Chart template](#) (Appendix F) is a helpful way to list all the products you will serve that contain one or more of the major food allergens. It can be used as a guide for staff and volunteers on which foods should be served or stored separately to avoid contamination and to inform visitors to your space so they could avoid food allergens.

Food hygiene certificates

You do not need a food hygiene certificate to make and sell food for charity events. However, you need to make sure that you handle food safely.

Keeping food safe

Following the 4Cs of food hygiene will help you prepare, make and store food safely. The 4Cs of food hygiene are:

Cleaning: wash your hands regularly and ensure that food preparation areas are clean

Cooking: read cooking instructions and ensure food is properly cooked before you serve it

Chilling: keep food out of the fridge for the shortest time possible

Cross-contamination: keep raw and ready-to-eat foods apart

Use-by dates

Use-by dates show how long the food remains safe to eat or drink. Food cannot be supplied in any circumstances if its use by date has passed. This also applies if you are supplying people with packaged food from a food bank. [WRAP date labelling guidance](#) provides advice on how to safely redistribute surplus food and avoid food waste.

Foods that need extra care

Some foods are more likely to cause food poisoning than others. These include:

- raw milk
- soft cheeses
- foods containing raw egg
- raw shellfish
- pâté
- cooked sliced meats

If you serve any of these foods, consult the 'Foods which need extra care' section in the [Safer food better business pack](#).

Cakes

You can serve home-made cakes at community events. They should be safe to eat if the recipe comes from a reputable source and the people who make them follow good food hygiene advice. In addition, the cakes must be stored and transported safely.

Using jam jars

It is safe to reuse glass jam jars occasionally to supply home-made jam or chutney as long as the jars are properly washed and sterilised prior to each use.



Risk Assessment

Most Warm Welcome Spaces will likely already have a risk assessment in place, however this section will help you create one if you don't.

What is a risk assessment?

A risk assessment is the process of identifying which hazards exist, how likely they are to occur and how you can minimise them.

Does our space need a risk assessment?

Yes! The purpose of a workplace risk assessment is to improve workplace health and safety. Having a risk assessment will enable you to protect your employees, volunteers and any visitors to your space.

How it works in 4 easy steps

Our risk assessment template (in the appendix) uses a numerical system to assess risk. It is based on the likelihood of something happening and the severity of the consequence if it does.

Step 1: For each identified risk or hazard, you give a rating between 1 and 5 for:

- Severity (S) If the identified risk happened, how serious would the consequence be? The rating ranges from a negligible outcome to a potential fatality.
- Likelihood (L) How likely is the identified risk to happen? The rating ranges from improbable to guaranteed.

Step 2: You then multiply the 2 numbers together to give a Risk Rating.

Using the coloured table below you can see whether the Risk Rating indicates that you need to take further action to keep people safe.

Severity	Likelihood	➡			
⬇	1. Improbable	2. Possible	3. Even chance	4. Very likely	5. Guaranteed
1. Negligible	1	2	3	4	5
2. Minor Injury	2	4	6	8	10
3. Major injury	3	6	9	12	15
4. Admitted as in-patient	4	8	12	16	20
5. Fatality or life changing injury	5	10	15	20	25

Risk Rating key

Acceptable, no further action required	G
Acceptable, with suitable controls	Y
Acceptable, only with high level controls in place	O
Unacceptable risk, plan out or add further controls	R

Step 3: Put measures in place to minimise the likelihood and impact of each hazard.

Step 4: Make it someone's responsibility to monitor and report on each risk area.

Mental Health Awareness

Warm Welcome spaces are not mental health drop-ins, however, it is important that we are able to create inclusive and supportive environments and that we know how to signpost people to other organisations that can provide individual support when necessary. Here are 4 steps to creating a safe and inclusive space for your visitors, staff and volunteers:

Step 1. Understanding Mental Health

The World Health Organisation defines mental health as a “state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community” ([Myndup](#)). However, mental health is a spectrum and everyone can experience challenges from time to time. 1 in 8 people in the world live with a mental health condition and over 1 in 4 people in the UK will experience a mental health disorder each year.

For more information on understanding mental health, please read the mental health Q&A (Appendix G) which has been prepared by Warm Welcome partner Kintsugi Hope, a charity based in the UK that is striving to make a difference to people’s mental wellbeing. More detailed information on mental health conditions is available at [Mental Health Foundation](#)

Step 2. Creating a Welcoming Environment

- Ensure that your staff and volunteers understand the importance of creating a stigma-free, respectful and non-judgmental atmosphere.
- Encourage your staff and volunteers to give people space to talk and to listen to how people are feeling.
- Ensure the staff and volunteers who are welcoming visitors feel able to listen to those seeking help, who may be feeling lonely or scared.

Step 3: Providing training

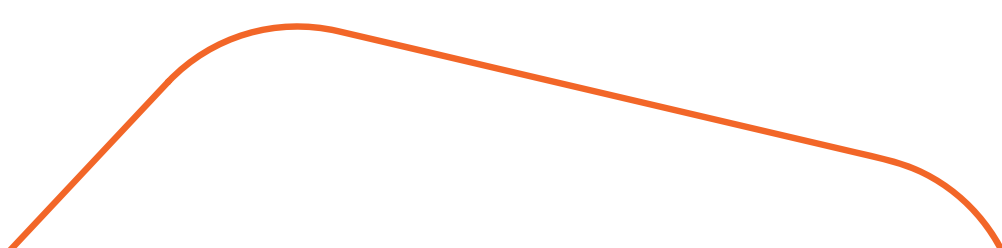
Support your staff and volunteers by providing them with mental health awareness training. There are a number of courses available online including these free courses:

- [TLG Emotional first aid training](#)
- [Zero Suicide Alliance training for crisis prevention](#)
- [Mental Health First Aid](#), some fully funded places are available [here](#).
- [MindEd online resources](#)

Step 4: Signposting

In our resource ‘Signposting for Guests’, you can see general mental health resources that are available across the UK.

You can add additional local services to this resource. To find out what is available in your area, go to [Hub of Hope](#) - an online directory of mental health services searchable by postcode.



Safeguarding

What is safeguarding?

Safeguarding is the practice of ensuring that vulnerable people have their health, wellbeing and rights protected. You will need to have a safeguarding policy in place if children or vulnerable adults will be visiting your space.

If you don't have a safeguarding policy, you might find it useful to look at our Warm Welcome Safeguarding Policy template (available in the appendix). Below you will find some additional tips to consider as you prepare your warm space to welcome visitors this winter.

Preparing the space

- Set up your space so that it feels safe and welcoming for all. See our chapter on 'A Warm and Welcoming Space for Everyone' for guidance on this.
- Carry out a risk assessment for the space and any activities you wish to offer.
- Check with your insurance provider that the warm space comes within the provision.
- When recruiting volunteers, follow the [NCVO guidance on safer recruitment](#).

Staff safety, awareness and training

- Ensure there are a minimum of two staff members/volunteers to provide a welcome at all times.
- Provide a safeguarding awareness talk for the team before your space opens. Provide this for any new volunteers that join.
- Offer your team some safeguarding awareness training such as this free [Level 2 - Understanding safeguarding and prevent course](#) or this [Safeguarding refresher training video](#). You can also find training courses on the [NCVO website](#) and low cost courses available through [Volunteer Now](#).
- Provide a safeguarding policy for the team to follow including a note of the designated Safeguarding Manager (an existing volunteer or staff member) to whom safeguarding concerns should be reported in the first instance.
- Ensure that any staff members/volunteers who will work directly with children and vulnerable adults are DBS checked.

Many organisations may not be eligible for an enhanced DBS check unless there is specific provision for work with children in the absence of a parent or carer, for example a children's club where which runs events between certain hours.

Display Information

- Display a safeguarding policy including the name and contact details of the person to whom any safeguarding concerns should be reported.
- Remind parents that they are responsible for their children.
- Have information available on other sources of help, eg, debt advice, mental health and food banks. You could use our 'Signposting for Guests' resource and add specific local services.
- Consider advertising helplines for self-harm, suicide ideation and domestic abuse

The following organisations can provide further information about safeguarding and working with children, young people and adults at risk:

[Charity Commission](#)

[Home Office](#) - safeguarding children

[Home Office](#) - protecting people

[NHS England](#)

Resourcing Your Space

The following chapter outlines the various offers of support that you can draw on as a Warm Welcome space.

Support for attendees

You are likely to have individuals visit your space who are in need of material, mental or emotional support. Our previous chapter on creating a safe space will have gone some way to enabling you to respond to these needs. However, below we list some advice and opportunities from partner organisations.

Acts 435. Acts 435 facilitates connection between individuals who are in direct need and those who want to help through an [online giving website](#). If you have a visitor who is in need of items such as white goods, clothes or study materials, Acts 435 could help you raise funds for these things. See 'A Guide to Partnering with Acts 435' in our Partner's Corner Resources Section for more information.

Neighbourly. Neighbourly is an online platform that enables charities to connect with local business in order to receive surplus food supplies and donations. To register for free, [visit their website](#).

Write to your local supermarket. Some Warm Welcome Spaces have been able to provide food for their visitors by collecting surplus fresh food from local supermarkets at the end of the day. We encourage you to write or call in at your local supermarket to explore this option.

The Good Things Foundation (Digital Exclusion). There are 2 million households that struggle to afford basic internet access in the UK. This is a significant issue when it comes to banking, job applications, paying bills and contacting family. By joining the Good Things Foundation Digital Inclusion Network, you can access free data and upcycled devices to give to your visitors. For more information see 'Helping Digitally Excluded People in Your Community' in the Partners' Corner of the resources dashboard. Or sign up to the [network here](#).

Signposting beyond your Warm Welcome Space. We recognise that you may have individuals attending your Warm Welcome Space who need specialist help and advice. Please see our 'Signposting for Guests' booklet to find services to refer to.

Building a Network

We want to encourage you to connect with other Warm Welcome Spaces in your area. This can enable you to share advice and ideas, coordinate opening times, and pool resources. You can find the spaces near you through the Warm Welcome map, possibly through your local authority, or through your local VSCE coordinator. You might like to share what your plans are with another Warm Space, visit their space, or arrange a regular check-in call for all spaces in your local area.

Working with Volunteers

Volunteers are the backbone of the Warm Welcome campaign. We encourage you to prepare and equip your volunteers to contribute effectively to a safe and welcoming space. Last year around 17,000 volunteers supported Warm Welcome Spaces every week.

Warm Welcome Offer

If you have chosen to do this, your space will then appear when registering your space you will have been asked if you would like to opt into the volunteering map. Your space will then appear on our website and you may be contacted by people in your community who would like to volunteer some of their time and talents to help.

The Warm Welcome Impact Evaluation report from 2022/23 showed that the second biggest barrier to delivery was recruiting sufficient numbers of volunteers for your spaces. We are delighted to have [Rotary in Great Britain and Ireland](#) as Warm Welcome's volunteer partner. They will help raise awareness of opportunities for volunteering that are listed on the volunteer map and may be able to connect you with potential volunteers in your area.

The entire Volunteer experience is an important part of the success of the Warm Welcome Spaces. Having clear processes in place from the outset will help ensure everyone feels welcomed, safe and cared for. We strongly encourage you to follow the [NCVO's guidance on safer recruitment](#) as you bring volunteers on board. In order to be part of the Warm Welcome Campaign we also require you to have a safeguarding policy in place, and to adhere to best practice when working with children and vulnerable adults. You can find a template safeguarding policy in the appendix of this handbook.

You should follow these guidelines or something similar:

- Respond to volunteering enquiries within one week of receiving them.
- Work with potential volunteers to draft and sign a volunteer agreement which makes clear what everyone can expect from the experience (you can see a template in the appendix of this handbook).
- Strive to adhere to best practice in regards to safeguarding at all times in relation to volunteers.
- Do a simple identity check of your volunteers e.g. passport or driving licence, to ensure they are who they say they are.
- Provide appropriate induction and training for volunteers.
- Adhere to best practice in regards to safeguarding at all times in relation to volunteers and all others.
- Have relevant health and safety procedures in place.

- Have a clear complaints policy for volunteers in case something goes wrong (N.B Neither the Warm Welcome Campaign or Rotary GB&I is able to mediate any complaints or disputes relating to volunteers).
- Please see the appendix for our template volunteer agreement as well as a volunteer contact form and a training handout. We recommend that you make use of all three of these when recruiting your volunteers.

Volunteer training

In order to equip your volunteers to host a warm and welcoming space, in addition to the training handout in the appendix we recommend that you also encourage your volunteers to engage with the following training opportunities:

- [Zero Suicide Alliance](#) – this free 20 minute online training equips individuals to respond to visitors who may be in crisis.
- [TLG Emotional First Aid](#) - this free online training will enable volunteers to spot signs of emotional distress in children and adults and respond appropriately.
- [Good Conversations Training](#) – This training from Linking Lives provides volunteers with a basic foundation for welcoming people and starting good conversations in Warm Welcome Spaces.

Checklist

The following checklist may be helpful for you to run through when you are planning to recruit volunteers

- What is the task that you need volunteers to help with? Can you describe it succinctly? Do you have a role description?
- Does the volunteer task require particular skills? Do you have the training in place to support them with this or to ensure their skills are adequate and up to date if applicable?
- Do you need your volunteer to do any general training (as above)?
- Do you need your volunteer to commit long-term or can it be short-term or more flexible?
- Does the role need to be done at particular times in the week?
- Is there a start date? An end date? A minimum number of hours?
- Do you have a risk assessment?
- Do you have a data protection policy and privacy notice?
- Do you have a safeguarding policy? Is this known by all staff and existing volunteers?
- Do you comply with relevant health and safety requirements?
- Do you have public liability insurance? Are you meeting any applicable requirements set out in your policy?
- Do you have a complaints policy in place?
- Do you have a named person who the volunteer can be supported by and accountable to?
- Do you have a volunteer agreement ready for you and the volunteer(s) to sign?
- Do you have a mechanism in place for a Volunteer advising if they are sick, not able to attend a particular session or no longer being able to give their time?

Rotary GB&I Warm Welcome Volunteer Partner

Rotary is one of the world's leading voluntary humanitarian service organisations, whose members have been taking action and creating change for over 100 years. Working alongside their local communities, Rotary's 1.4 global million members volunteer their time and talents to tackle today's needs and strengthen society for tomorrow's challenges.



Frequently Asked Questions

I want to offer additional support in my Warm Welcome Space, what could I do?

We're so thankful for your involvement in Warm Welcome through offering a safe, free, warm and welcoming space for everyone who needs it. If you want to offer other support in your space such as debt advice, access to social prescribing teams, mental health courses or citizens advice clinics, you are welcome to do so. Information from our partners who can provide guidance and resource on these things can be found in our 'partners corner' of the resources section.

I want to be part of the Warm Welcome Campaign and our local network of Warm Hubs, can I do both?

Yes, please do! We would love to have as many spaces signed up to the campaign so you make use of our resources and the learnings of the wider network. However, we also encourage you to engage in local networks in order to share knowledge at a local level and coordinate your response to the community.

Appendices

The following pages contain templates your Warm Welcome Space can use to make sure you are running a safe space. This includes volunteer training and agreements, safeguarding policy templates and other documents designed to support you as you open your space.

List of Appendices

- Appendix A - Volunteer Contact Information
- Appendix B - Volunteer Agreement
- Appendix C - Training Links for Volunteers
- Appendix D - Safeguarding Policy Template
- Appendix E - Risk Assessment Template
- Appendix F - Food Allergen Chart Template
- Appendix G - Kintsugi Hope Mental Health Q&A

All of our appendices can be found individually on the resources section of our website.

Ask each of your volunteers to fill out this document so that you can contact them if needs be and also a friend or family member in case of emergency. Keep this information in a safe place where it will not be viewed by anyone other than your Warm Welcome team. Everything that is red in this document needs to be replaced with your own information and changed to black.

(Organisation Name)

Volunteer Contact Information

Volunteer Contact Information

Date	
Name	
Address	
Postcode	
Telephone Number	
Mobile number	
E-Mail Address	

Emergency contact - If you suffer an accident or sudden illness, whom should we contact?

Name	
Telephone	
<i>(home/work etc)</i>	
Address <i>(If different from above)</i>	

All information will be treated as confidential.

This document should summarise your agreement with your volunteers. A new copy needs to be read and signed by a each volunteer and a member of your Warm Welcome team. Everything that is red in this document needs to be replaced with your own information and changed to black.

<<Organisation name>>

<<Volunteer name>>

Volunteer agreement

The Warm Welcome Campaign exists to turn poverty and isolation into warmth and welcome through the power of local Spaces made by and for the community. By working together, Warm Welcome will ensure everyone has somewhere warm, safe and friendly to go, so no one is ever left to get through winter alone. Through volunteering at a Warm Space you are committing to being part of a movement for social good so that together we can make sure that no-one has to face the winter alone.

[Insert a sentence to sum up what your organisation does]

Therefore:

[Name of Organisation]

- Respects volunteers as an important part of our organisation
- Will give volunteers any necessary training and support so that they know what they are doing and can do it safely
- Will tell each volunteer who they will be supported by and accountable to
- Will *pay out of pocket expenses as agreed. [if you do]*
- Will keep personal information confidential in accordance with the requirements of the General Data Protection Regulations
- Has public liability insurance to cover volunteers against injury while volunteering and any claim by a member of the public *[Check that you do have this and add in any other insurance that is relevant to your volunteers]*
- Will treat volunteers fairly and in line with *[insert any relevant policies you may have e.g. Equal Opportunities]*
- Will adhere to a safeguarding policy and safer recruitment practice as in line with [NCVO's guidance on safer recruitment](#). This safeguarding policy will be shared with all volunteers and staff members
- Have a clear complaints policy for all volunteers in case something goes wrong. All volunteers will know the complaints policy

As a volunteer for [insert organisation name], I agree:

- To do [the tasks I have agreed to help with] as well as I can and turn up to agreed slots on time unless there is an emergency or I've previously notified the [person I'm reporting to] that I will be unavailable.
- That as a representative of [insert organisation name] I will treat all those I deal with kindly and respectfully
- To adhere to the safeguarding policy, complaints policy and [any other policies that this organisation has] that have been shared with me.
- To do any training that I've been asked to do for my role.
- To accept support and guidance for my role and cooperate with those responsible if there are any problems that need resolving
- To let [insert organisation name] know about any circumstances or issues that might affect what volunteering I can do so that support can be offered where possible
- To let [insert organisation name] know as far in advance as possible if I am unable to volunteer at a time that was agreed and to arrange a replacement if that is the system

	Date	Signed
Volunteer		
Organisation representative		

Training Links for Warm Welcome Spaces Volunteers

The following is a list of various training opportunities which might be helpful for Warm Welcome volunteers. These are not made by Warm Welcome but are provided by reputable organisations.

[Zero Suicide Alliance](#) – this free 20 minute online training equips individuals to respond to visitors who may be in crisis.

[TLG emotional first aid](#)- this free online training will enable volunteers to spot signs of emotional distress in children and adults and respond appropriately.

[Good Conversations Training](#) – This training from Linking Lives provides volunteers with a basic foundation for welcoming people and starting good conversations in Warm Welcome spaces.

[Mental Health First Aid](#). MHFA courses cost £325 per person however there are some fully funded places [here](#).

[MindEd](#) - A range of free educational resources on mental health from NHS England.

[NCVO](#) - The NCVO offer a range of volunteer training modules on safeguarding. They also provide links to other training opportunities. Prices vary.

[Volunteer Now](#) - On demand, low cost courses for volunteers on effective safeguarding practices.

[Street Angels Resource Library](#) - These resources were compiled for Street Angels projects. However, some of these might be of use for Warm Welcome volunteers too.

Every Warm Welcome Space needs a safeguarding policy. You may have one in place already as part of your wider work in the community. If you do not have a safeguarding policy, you can use this template. You need to appoint a Safeguarding Manager, identify relevant safeguarding training for any volunteers or staff who will be left alone with children or vulnerable adults, and make sure that all volunteers and staff have a copy of this policy. Everything that is red in this document needs to be replaced with your own information and changed to black.

Date

Your organisation

Safeguarding Policy Template

Organisation name:	Safeguarding manager name:
Address:	Safeguarding manager contact details: Mob: Email:
General email address:	Membership of safeguarding organisation (if applicable):
Charity No (if applicable):	Insurance company:

Warm Welcome

Warm Welcome is a national campaign that exists to turn poverty and isolation into warmth and welcome through the power of local Spaces made by and for the community. We aim to reduce loneliness and poverty by supporting and enabling thousands of Warm Welcome Spaces across the UK, connecting communities, providing warmth and welcome, improving confidence and wellbeing, and strengthening community resilience.

Organisation name

(Organisation name) is a part of the Warm Welcome campaign. Add a description of your organization here including what you do, where, and how you do it.

Introduction

We acknowledge that children, young people and adults at risk can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”.

We recognise that all adults working or volunteering in our space, who come into contact with children, young people and adults at risk in their work, have a duty of care to safeguard and promote their welfare and therefore need to be competent, confident and safe to do so.

Policy and practice guidelines

- We will ensure that all staff and volunteers working with children, young people or adults at risk, are carefully selected including appropriate DBS checks, have appropriate references and understand and accept their responsibility for the safety of children, young people and adults at risk in their care.
- Where team members do not have direct contact with children, young people or adults at risk, we understand that we are not eligible to request a criminal records check. Should our work require the participation of children, young people, or adult at risk, it would always be in the company of a responsible adult known to the child, young person or adult at risk.
- We will raise the awareness of safeguarding issues amongst our staff and volunteers through the provision of training and regular updates to risk assessments.
- We will respond swiftly and appropriately to all suspicions or allegations of abuse, and to ensure confidential information is restricted to the appropriate external agencies.
- We will ensure that the welfare of children, young people and adults at risk is of paramount importance, regardless of age, gender, ability or race, when planning, organising and delivering activities.

- We will effectively manage the risks associated with activities and events involving children, young people and vulnerable adults by completing a risk assessment process to identify risks and means of reducing or eliminating these.
- We will implement the required actions identified by the risk assessment process and review the effectiveness of these on a regular basis.
- We will require new employees and individuals involved in working with children, young people and adults at risk to familiarise themselves with the content of this policy.

Responsibilities

The Management undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- support the Safeguarding Manager in their work and in any action they may need to take in order to protect children, young people and adults at risk with care and support needs.
- consider safeguarding in all appointments of staff and volunteers.
- ensure all staff and volunteers are aware of their roles and responsibilities under this safeguarding policy as a part of their induction.

The Safeguarding Manager undertakes to:

- ensure that staff and volunteers are able to discuss safeguarding, child protection and abuse issues confidentially and receive guidance and support on action if situations arise.
- ensure the Safeguarding policy is fully implemented and that procedures to support the policy are set up as outlined, complied with and communicated.
- ensure that safeguarding issues are dealt with appropriately and referrals are made to the relevant external agencies.
- ensure staff and volunteers undertake appropriate and required safeguarding training as relevant to their role.
- ensure that safeguarding implications are reviewed as part of a risk assessment process and that all risks are mitigated.

Staff and volunteers undertake to:

- Adhere to all the requirements of this safeguarding policy.

Adoption of the policy

This policy was agreed by the leadership on (add date) and will be reviewed annually on (add date).

(Organisation Name)

Warm Welcome – Risk Assessment

This risk assessment template uses a numerical system to assess risk. It is based on the likelihood of something happening and the severity of the consequence if it does.

How it works

For each risk, you give a rating (see the key below) between 1 and 5 for

- **Severity (S)** If the identified risk happened, how serious would the consequence be? The rating ranges from a negligible outcome to a potential fatality.
- **Likelihood (L)** How likely is the identified risk to happen? The rating ranges from improbable to almost guaranteed.

You then multiply the 2 numbers together to give a **Risk Rating**. Using the coloured table you can see whether the Risk Rating indicates that you need to take further action to keep people safe.

For example

If you identified that a risk might lead to a major injury (3) and was possible (2) then the Risk Rating would be 6 (3x2). A Risk Rating of 6 is acceptable with suitable controls so you would need to ensure that suitable controls were in place.

Severity	Likelihood	➡			
⬇	1. Improbable	2. Possible	3. Even chance	4. Very likely	5. Guaranteed
1. Negligible	1	2	3	4	5
2. Minor Injury	2	4	6	8	10
3. Major injury	3	6	9	12	15
4. Admitted as in-patient	4	8	12	16	20
5. Fatality or life changing injury	5	10	15	20	25

Risk Rating key

Acceptable, no further action required	G
Acceptable, with suitable controls	Y
Acceptable, only with high level controls in place	O
Unacceptable risk, plan out or add further controls	R

List the activities in your warm space eg: craft activity, coffee and chat, kids games. Make a note of any potential hazards. Using the coloured table above, identify the severity of the risk, the likelihood of the risk and therefore the risk rating. Write out any actions you will take which will help minimise the risk and then the volunteer or staff member who is responsible for making sure those control measures are in place and that the risk is managed. Everything that is red in this document needs to be replaced with your own information and changed to black.

Risk Assessment

Insert Name of Organisation

Activity	Hazards/Risks Identified	Risk Rating (RR) (With controls in place)			Control Measures	Monitoring Responsibility
		S	L	RR		
					•	
					•	
					•	
					•	
					•	
					•	
					•	

Risk Assessment Prepared by (Name):	Signature:	Date:

Use this food allergy template for all the foods that you offer at your Warm Welcome Space, such as cake or lunch. Write the food item in the column on the far left. Write 'C' or 'MC' in the appropriate columns. Display this form in your space where it is clearly visible to those taking the food. Everything that is red in this document needs to be replaced with your own information and changed to black.

(Organisation Name)

Warm Welcome Food Allergy Template

Food Allergy Template

C indicates menu item **CONTAINS** the allergen as an ingredient **MC** stands for May Contain the allergen

Food Item	Tree nuts										Gluten containing cereals													
	Milk (dairy)	Egg	Fish	Crustacean	Mollusc	Sesame	Lupin	Peanut	Soy	Almond	Brazil nut	Cashew	Hazelnut	Macadamia	Pecan	Pine nut	Pistachio	Walnut	Wheat	Gluten	Barley	Oats	Rye	
																								

Completed by:

Date:

Signature:

Food Allergy Template

C indicates menu item **CONTAINS** the allergen as an ingredient **MC** stands for May Contain the allergen

Food Item	Tree nuts										Gluten containing cereals				
	Almond	Brazil nut	Cashew	Hazelnut	Macadamia	Pecan	Pinenut	Pistachio	Walnut	Wheat	Gluten	Barley	Oats	Rye	
Milk (dairy)															
Egg															
Fish															
Crustacean															
Mollusc															
Sesame															
Lupine															
Peanut															
Soy															

Completed by:

Date:

Signature:

Mental Health Q&A

Produced by Kintsugi Hope



This document has been produced by Kintsugi Hope to help you better understand mental health and how you can respond to any visitors who may be experiencing poor mental health.

What is Mental Health?

The World Health Organisation define mental health as “state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”. Wellbeing can be a slippery concept but ultimately it’s about feeling like life is worthwhile; being able to take care of yourself and enjoy your relationships with those around you.

It can be helpful to think of mental health as a continuum. There is no binary line between mental health and mental illness, but rather a continuum along which we travel, sometimes multiple times a day. Mental Health First Aid England put together this really helpful graphic which demonstrates that not all emotions that may feel negative (sadness, stress) are signs of mental illness - they are a part of being human. In the same way, the graphic shows us that having a diagnosis of mental illness does not mean we can never cope or flourish. We all have mental health, in the same way that we all have physical health - and our levels of wellbeing will fluctuate throughout our life, month and even day!



What is Mental Illness?

A mental illness is a condition which significantly impacts the way someone thinks, feels and behaves, and usually causes distress and interferes with how someone is able to live in their day to day life. Mental illnesses are diagnosed by doctors, often psychiatrists according to specific symptoms and criteria.

What Are Different Types of Mental Illness?

It's important to note, as we do on the continuum that not all difficulties with mental health are mental illnesses. Mental illnesses tend to fall into categories of mood disorders (which include things like depression and bipolar disorder), eating disorders (which includes anorexia, bulimia and binge eating disorder), anxiety disorders (including panic disorder, generalised anxiety disorder, obsessive compulsive disorder and post traumatic stress disorder) and psychotic illnesses which include diagnoses like schizophrenia. The degree to which these illnesses affect day to day living will vary both between individuals and over the course of time.

How Do I Respond If Someone Is Experiencing a Mental Health Crisis?

It will not always be possible to know if someone is experiencing a mental illness or struggling more generally with their mental health, but there are a few key principles in responding to someone who is struggling.

1. Keep Calm

Try practicing breathing techniques together, using something like box breathing which involves breathing in for 4 seconds, holding your breath for 4 seconds and breathing out for 4 seconds before repeating the process, or inhaling for 7 seconds and exhaling for 11 seconds. This allows the nervous system a chance to regulate (and keep you calm, too!).

2. Keep Clear

Ensure that there is no crowd around the person who is struggling, if possible have one person stay and engage in the breathing techniques and another seek further help whether from a trained mental health first aider or by calling 999.

3. Call for Help

If the situation is escalating and you are concerned for someone's safety call 111 and ask for option 2, or if there is an immediate risk to life call 999.

Who's Who In Mental Health?

It can be difficult to know the roles of professionals within mental health teams, but most teams will be made up of:

Psychiatrist: a medical doctor who is trained in mental health and illness who can prescribe medication.

Clinical Psychologist: someone with a doctorate in psychology and practical experience helping people with mental health issues, they may deliver talking therapies and often work as part of a multi-disciplinary team.

Occupational Therapist: someone who helps people with mental health conditions gain confidence and skills they need in their lives; this may mean practical support in managing their illness or supporting people to develop the skills and motivation needed to live independently.

Community Mental Health Nurse: a registered nurse who offers practical advice and support, give and monitor medications and their side effects.

Care Co-Ordinator: a mental health professional who takes particular responsibility for a number of patients, getting to know them and liaising with other services and professionals on your behalf.

What Are The Best Ways to Improve Mental Wellbeing?

For those without significant mental illness, the things that improve our mental wellbeing are the same as the things that improve our physical wellbeing. These include getting enough sleep and physical exercise, eating a balanced diet and engaging socially with others. It's also been proven that getting out into nature has a positive impact on wellbeing.

How Can I Best Support Someone Without Being a Professional?

If someone is struggling with their mental health, they may need professional help, but what they need from their communities (and warm welcome hosts) is often a listening ear and a friendly face. In Warm Welcome spaces, you are not expected to be mental health professionals and should not attempt to diagnose or treat mental health problems; instead it is about connecting with one another's common humanity, asking about people's likes and dislikes, their families or roles they play over the course of their lives. Simply asking "how are you?", listening to their answer and prompting 'how are you really?' is often the best way to offer your support.