



Warm Spaces Charter

Stockton on Tees Borough Council

You are able to offer a warm welcome as well as Warm Space

Every time someone enters your venue, staff and volunteers will be available to offer a warm welcome.

Everyone is treated equally, with dignity and respect

Everyone has a right to be warm, so everyone in a Warm Space will treat and be treated, with dignity and respect. There will be a zero tolerance approach to verbal and physical abuse for everyone.

Your Warm Space will be a safe space

Your Warm Space will follow the safeguarding policies and procedures that are currently in place and it will abide by food hygiene rules too.

Confidentiality and Support in a Warm Space

Every Warm Space is a non-judgemental space; If an individual would like to share their story / reasons why they require a Warm Space, someone will be available to listen, and will respect the individual's confidentiality, unless permission is granted to share information. Safeguarding procedures must be followed, if any concerns are raised.