

East Renfrewshire- Warm and Welcome Spaces Charter

You'll get a warm welcome as well as Warm Space

Every time you come to a Warm Space you'll be given a friendly welcome from the staff and volunteers there.

Everyone is treated equally, with dignity and respect

Everyone has a right to be warm, so everyone in a Warm and Welcome Space treats people, and is treated by people, with dignity and respect.

Your Warm and Welcome Space will be a safe space

Your Warm Space will stick to the safeguarding procedures if concerns are raised.

Confidentiality and Support in a Warm Space

Every Warm and Welcome 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.