
The Birmingham Warm Welcome Charter

The Birmingham Warm Welcome initiative is a cross-sector response to the cost-of-living crisis. It brings together a growing network from the Voluntary, Community, Faith, Social Enterprise, Business sectors and Birmingham City Council.

Birmingham Warm Welcome aims to ensure that our communities have access to safe, welcoming spaces where the focus is not upon individual need, but on community support.

We do this by offering hospitality and connection; connecting people to each other, services, wellbeing activity, and opportunity. This can be simply for a few hours a week or more substantial opening times.

To date, we have had incredible success with the establishment of over 200 Warm Welcome spaces. We continue to promote existing activities that fit the Birmingham Warm Welcome set of values and to support new groups who are seeking to set up new activities.

The Charter exists to help local people who want to access a Warm Welcome Space to know what to expect when they step across the threshold.

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Each Warm Welcome space will be:

Free - Warm Welcome spaces will be free with no hidden costs. If there is a charge for any of your services, activities, or provision, even if it is 'pay what you can afford' or 'ask for donations', this must be explicitly clear. All spaces offering a Warm Welcome must be free to enter.

Comfortable - Warm Welcome spaces are a relaxing environment offering basic refreshments such as tea and coffee where possible.

Welcoming - Warm Welcome spaces are inclusive, non-judgmental, confidential spaces where everyone can expect a warm welcome from staff/volunteers/other attendees; along with an opportunity for visitors to participate. Warm Welcome spaces will be able to provide basic signposting information to people who need further support and help.

Safe - Every Warm Welcome space will have appropriate insurance cover in place, abide by their usual safeguarding and health & safety policies and appropriate food and hygiene rules.

Consistent – Open and accessible consistently for the days/hours advertised each week.