

WARM HAVENS CHARTER.

WHAT IS A WARM HAVEN?

- As part of Newham Council's Cost of Living Crisis response, we've established a network of Warm Havens in collaboration with partners from the voluntary, community and faith sectors.
- Warm Havens are safe, non-judgemental warm spaces where residents can go, free of charge, for whatever reason they like.

WHAT DO WARM HAVENS PROVIDE?

- Staff and volunteers will provide a warm welcome and a listening ear, and some may offer a warm drink.
- You can access information and support, or you'll be signposted to where you can get information and support, including from the Council.

WHO ARE WARM HAVENS FOR?

- Warm Havens are for everyone and are open from October 2022 to March 2023. Some are open for anyone to walk in, such as the Council's libraries, while others may work slightly differently.
- You will be welcomed at one of the Warm Havens whoever you are and for whatever reason you want to come. No one at a Warm Haven will ask why you are here.
- You can come to any Warm Haven to meet people or you can come to be alone – everyone's needs are different and will be respected.

WHAT DO THE WARM HAVENS ASK OF THOSE ATTENDING THEM?

- Please respect one another and be sensitive to everyone's different reasons for coming to the Warm Haven.