



PLACES OF
WELCOME

INFORMATION PACK

Places of Welcome is a growing network of local community groups providing their neighbourhoods with places where all people feel safe to connect, belong, and contribute



VOLUNTEER ROLE DESCRIPTION

Name of role: Hospitality volunteer

Purpose of role: To help make the Place of Welcome a welcoming and safe place for everyone who visits

Reporting to: Volunteer Co-ordinator or Places of Welcome Coordinator

Tasks (tick all that apply in your venue):

1. Preparing the venue eg. erecting / arranging tables, putting up notices / banner, preparing refreshments
2. Meeting and greeting people to make them welcome, including offering refreshments
3. Making tea and coffee for visitors
4. Chatting to people during sessions and helping everyone to feel at ease
5. Encouraging guests to participate eg helping you make the drinks (if appropriate)
6. Looking out for visitors who are on their own and seeing if they want someone to talk to or if they're happy alone
7. Introducing guests to each other, encouraging sharing of experience, knowledge and skills
8. Listening to any issues or problems guests raise and trying to help them by providing ideas, local information or signposting to other organisations where appropriate. Also consider if it is appropriate to ask others in the group if they know appropriate places of support.
9. Helping to clear up at the end of the session eg. washing up, putting tables / chairs away

10. Following all the policies and procedures of the Place of Welcome so that everyone is safe, especially safeguarding policies.

Volunteers will be asked to do some or all of these tasks as agreed with the Volunteer Co-ordinator / Places of Welcome Coordinator

If there are any other things that you would like to do to help, please have a word with the Volunteer Co-ordinator or Places of Welcome Coordinator for example:

- Publicising the venue by producing / distributing leaflets / posters, maintaining facebook / twitter accounts, attending local events
- Leading on any specific projects that guests are interested in eg. organising crafts, gardening, local history research, trips out
- Sharing hobbies / skills / talents that you have with others

PERSON SPECIFICATION

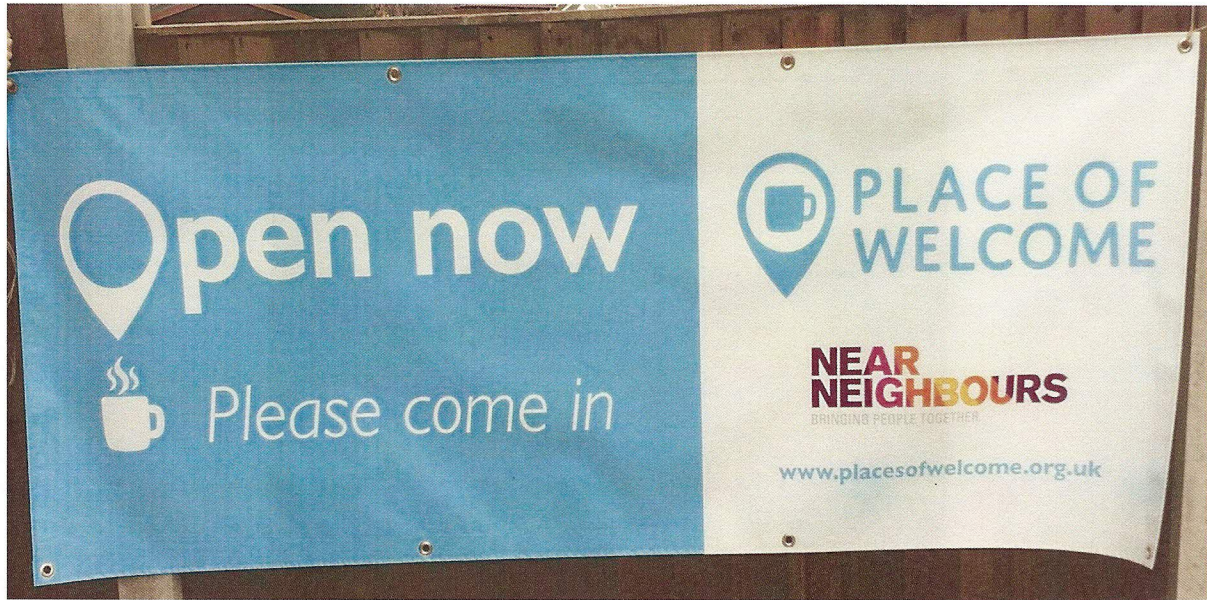
This role would be particularly suitable for a volunteer who is able to:

1. Work as part of a team
2. Actively listen to guests and demonstrate a genuine interest in them
3. Take a positive and encouraging approach to guests
4. Treat everybody equally, being non judgemental and sensitive to individuals' needs
5. Understand the basics of health and safety and safeguarding



RESOURCES AVAILABLE

Banners



Banner advertising Place of Welcome, available in 2metre and 1.5 metre width sizes

A Boards

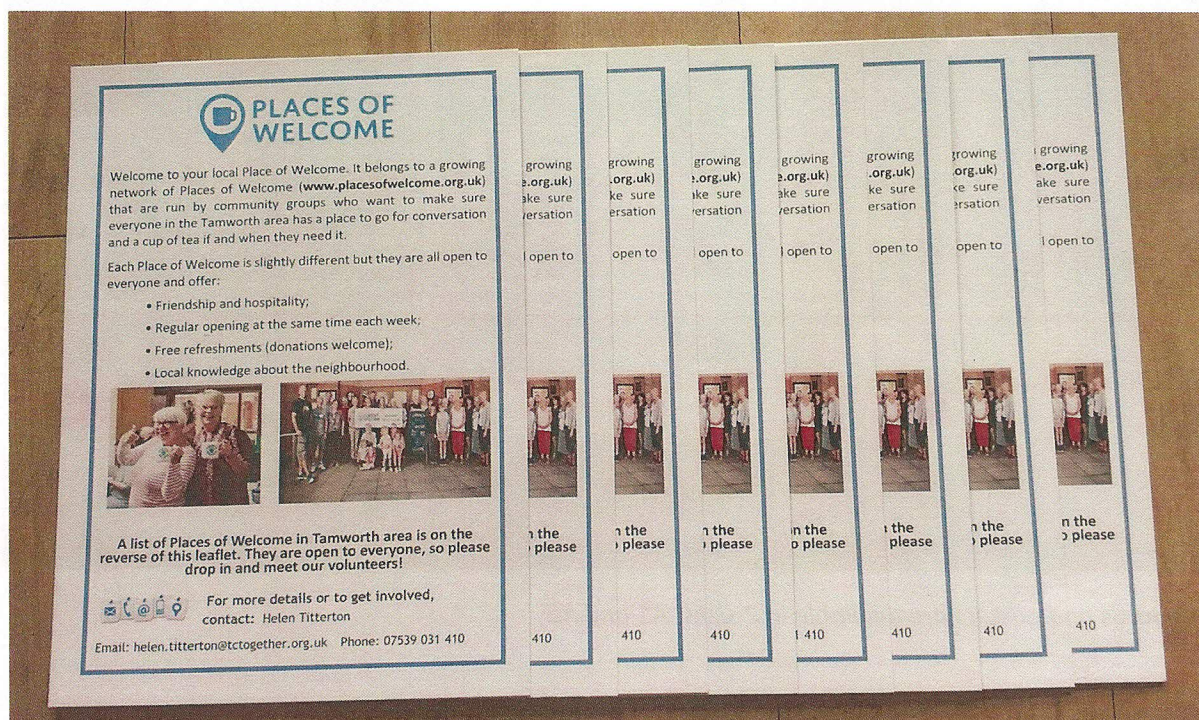


A boards and posters are available in 2 sizes, A1 and A2

Pull up – available to borrow or purchase



Leaflets - which can be customised into posters / fliers



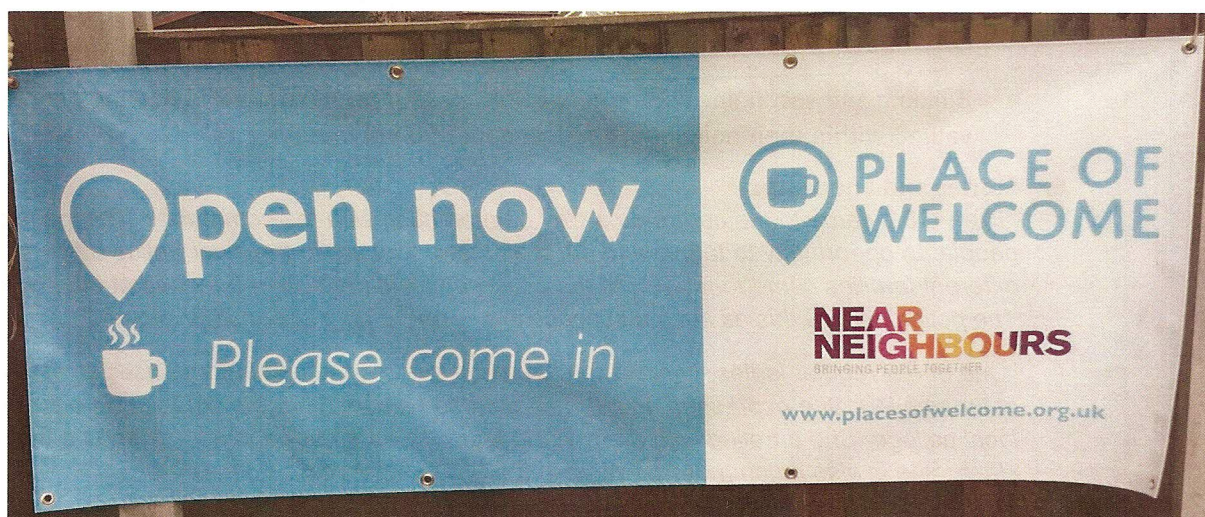
An introduction to...



1. There is a **growing network** of Places of Welcome (PoW) in Staffordshire. Ten Staffordshire libraries have joined the network (including 4 so far in Cannock Chase District). There are 62 PoW operating every week across the county.

District / Borough	No of PoW
Cannock Chase	6
East Staffordshire	12
Lichfield	15
Newcastle	3
South Staffordshire	4
Stafford	2
Staffordshire Moorlands	1
Stoke	5
Tamworth	14

2. A **Place of Welcome** is..... a place where anybody go, once only or every week, where they know they will be warmly welcomed, receive free refreshments and a guarantee of being made to feel valued and included. A recognisable, inclusive and very positive brand



3. **Where did the idea come from?**

Originates from Birmingham's Social Inclusion Inquiry in 2012, a partnership led by the Bishop of Birmingham was set up to investigate how welcoming a city Birmingham was in preparation for the arrival of families fleeing from Syria. There are now nearly 400 Places of Welcome across England

4. **What makes somewhere a Place of Welcome? The 5 'Ps':**

- Place – accessible and hospitable, open at the same time each week
- People – open to all and staffed by volunteers
- Presence – people actively listen to each other
- Provision – free refreshments and basic local information
- Participation – encourages people to (re)discover their talents, experience and skills and share them with others



Place of Welcome at St Augustine's Church, Rugeley

5. Do we need Places of Welcome?

- Housing growth so there are individuals and families new to the area who may need local information about the area or just want to make new friends
- Demographic change; more older people living alone who want to keep in touch with local activities and news and stay involved with their local community, helps to counteract social isolation
- Building and sustaining community spirit; making connections and helping people to feel valued within their neighbourhood, encourages volunteering

6. Stories and anecdotes

"The PCSO came to the centre as a way of interacting with the community. This gave the people an opportunity to talk to and put their views forward to the local Police officers. Seven different families came to meet with the police which is more than they had at their open day. The police viewed this as such a success they want to do it every other month."

"One of our regular ladies, very withdrawn when she started coming and used to spend a lot of time crying. She expressed an interest in art so I showed her the courses on offer at the local college. She enrolled with them at the start of September and now attends a weekly class. She is also much more talkative in the group."

"Our PoW started off slowly and quietly but had now built up to numbers between 10-20 each week. The company is nice, everyone gets on and enjoys hot savoury food, sometimes sweet, with lots of tea and coffee. We integrated a group of armchair exercisers as their time over laps with ours in the centre. This has worked really well and added a new dimension to our PoW mornings."

"We have a lady (G) who attends Places of Welcome every week. She's 87 and as she lives in a rural community, she can't get out easily and can feel isolated at times. One of the volunteers picks her up to bring her to PoW. She has told me, how much she looks forwards to Mondays so that she can come to Places of Welcome and meet up with people."

Further information from Helen Titterton, Places of Welcome Team Leader,
helen.titterton@tctogether.org.uk 07539 031 410



PRICE LIST FOR PROMOTIONAL MATERIALS

A Boards and Posters

A1 board @ £43+vat

A2 board @ £38+vat

A1 poster @ £3.00+vat

A2 poster @ £2.00+vat

Banners

Large Banner (standard text) 2000 x 800mm @ £15+vat

Large banner (bespoke text) 2000 x 800mm @ £16+vat

Small Banner (standard text) 1500 x 600mm @ £10+vat

Roller banner @ £32.50+vat

Leaflets*

A5 Single sided leaflets (colour print) 150gsm silk

250 @ £25

500 @ £35

1000 @ £55

A5 Double-sided leaflets (colour print) 150gsm silk

100 @ £20

250 @ £35

500 @ £55

*Delivery is £10 if required.

****YOUR NAME ** - Place of Welcome Risk Assessment
YOUR ADDRESS **

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done?
A guest being abusive	Volunteers Guests	<ul style="list-style-type: none"> * Always a minimum of 2 volunteers. * Consider informing local police team. * Encourage volunteers to bring their own mobile phones to contact the police if necessary. 	<ul style="list-style-type: none"> * Monitor for any problems. * Contact other Places of Welcome for advice if necessary or contact Sue or James. 	Not needed at present	Not needed at present	
Scalds	Volunteers Guests	<ul style="list-style-type: none"> * Using the urn * Encourage people to do their own drinks * A volunteer to supervise * pool table set up away from drinks station 	* No	Not needed at present	Not needed at present	
Trips	Volunteers Guests	<ul style="list-style-type: none"> * No trailing wires * Floors kept tidy * Checking carpet and rugs for wrinkles / bumps. 	* No	Not needed at present	Not needed at present	
Fire	Volunteers Guests	<ul style="list-style-type: none"> * Alarm system in place * No smoking * No alcoholic drinks * Check fire doors are clear before each session 	<ul style="list-style-type: none"> * Fire Extinguisher for the Community Centre * Put up fire safety poster 			
Illness	Volunteers Guests	<ul style="list-style-type: none"> * Some of the volunteers have been first aid trained. * Phone 111 service for advice or 999 in an emergency 	<ul style="list-style-type: none"> * Check first aid kit is available * Explore the possibility of a first aid training course. 			
Safeguarding	Volunteers Guests	<ul style="list-style-type: none"> * Volunteers to contact local safeguarding coordinator (** INSERT DETAILS**) or the local Adult or Children's Safeguarding Boards to share any concerns (** INSERT DETAILS**) 				

Date of Risk Assessment: 07/01/2016

Risk Assessment done by [Insert Name]