



# Setting up a Place of Welcome

# Setting Up A Place of Welcome

Thank you for your interest in joining the Places of Welcome network. This guide should give you an outline of the steps you need to take in order to establish a Place of Welcome in your community.

For Greater Manchester & Rossendale the Place of Welcome Area Coordinator is Lily Axworthy at Greater Together Manchester: [lily@greatertogethermanchester.org](mailto:lily@greatertogethermanchester.org)

## 1. Identifying a coordinator

The coordinator will be the point of contact for matters to do with your Place of Welcome. They will also be the person to manage the project each week and ensure that policies and procedures are followed. It is good to identify a coordinator early in the process as they can then help with making connections and building partnerships with other local organisations.

## 2. Identifying and recruiting a core group of volunteers

Finding a core group of volunteers is essential. Realistically you only need a group of 5 or 6 people, which gives you enough people to allow for holidays and sickness.

## 3. Understanding and committing to the 5 Ps.

- **Place:** An accessible and hospitable building, open at the same time every week.
- **People:** Open to everyone regardless of their circumstances or situation, and staffed by volunteers.
- **Presence:** A place where people actively listen to one another.
- **Provision:** Offering free refreshments (at least a cup of tea and a biscuit) and basic local information.
- **Participation:** Recognises that every person coming to a Place of Welcome will bring talents, experiences and skills that they might be willing to share locally.

## 4. Identifying and consolidating local knowledge

- Undertaking some kind of Community Audit is a crucial part of setting up any community outreach project.
- This process can give you the chance to think about what you would like to know if you were new to your local area.
- By doing this you will also understand the limits of your knowledge and can begin to fill in the gaps.

## 5. Identifying and connecting with partners

- Building partnerships is a great way to ensure that the people who should know about the Place of Welcome, are told about it.
- **Tackling Isolation and Loneliness**
  - People who suffer with poor mental health, who are isolated or lonely will often be known about by other services. Meeting with local doctors, nurses, social services and other charities is a really good way to get the word out to people who would benefit from the Place of Welcome.

- **Supporting Refugees & Asylum Seekers**

- Build a relationship with your local council – if you can find out who is responsible for the resettlement/housing of asylum seekers and refugees, get in touch with them and explain how your PoW (and the wider PoW network) can offer support.

## 6. Agreeing a day, time and venue

- Hopefully, having done the Community Audit/Research referred to above, you will be able to position your Place of Welcome within the week at a time when there is a gap in provision.
- You will also need to ensure that the venue you plan to use is free on the day and at the time you want. Remember that it must be free at the same time every week of the year.

## 7. Health and Safety

- Must have Public Liability Insurance
- Undertake a Risk Assessment (see example) – depending on your location and the local need you may need to think about training volunteers on dealing with conflict and managing people whose behaviour is affected by alcohol or drugs.
- Safeguarding should be thought about – shouldn't need DBS checks, but have a rule that no unaccompanied children are allowed. May be worth your PoW Coordinator attending Safeguarding Training.

## 8. Get Assessed

- In order to become a Place of Welcome, you must ensure that the Area Coordinator has been informed and they will come and assess you, give you permission to use the logos and provide you with templates for leaflets, posters etc.

## 9. Publicity

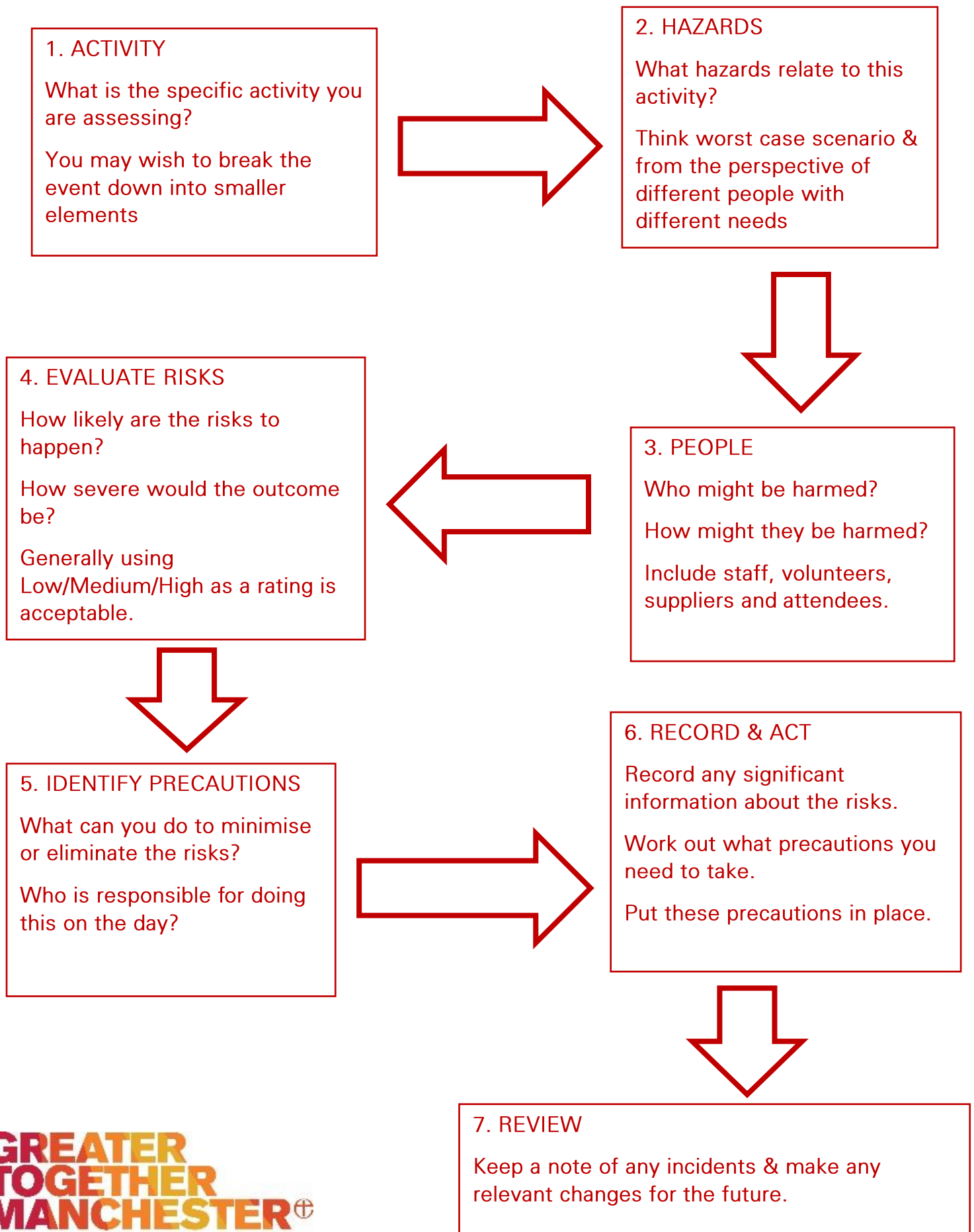
- Places of Welcome will provide you with leaflets and posters (there is a cost associated with this). They can also furnish you with a PVC banner and/or an A Frame. Speak to Lily at Greater Together Manchester for information on prices and how to go about doing this.
- Get added to the Places of Welcome website – speak to Lily and she will arrange you to be placed under the Greater Manchester section of the website. If there are any changes to the time/place of your Place of Welcome make sure you let us know so we can get the website updated asap.
- Press Release – why not write a press release for the launch of your Place of Welcome. You could even invite local press along to the opening. Can you get someone to officially open the PoW? If you cannot get press along, make sure you get someone to take some good photos and send these in to the local press with some copy. If you would like help with how to write a press release, please contact Lily.

## 10. Run and Review

- As with any project, you won't know how it will go until you start. So, give it a go and then assess how people are finding the project on a regular basis.

If you have any questions or concerns, get in touch with your local Area Coordinator.

# Doing a Risk Assessment: A Helpful Flowchart



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



## EXAMPLE RISK ASSESSMENT

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





# PLACE OF WELCOME

## Printed Resources Price List

2 x A1 Posters	£19.00
1 x Standard PVC Banner (6ft x 2ft)	£23.00
1 x Standard PVC Banner (3ft x 1ft)	£9.00
100 x A5 Single Sided Colour Leaflets	£14.00
100 x A5 Double Sided Colour Leaflets	£16.00
250 x A5 Single Sided Colour Leaflets	£17.00
250 x A5 Double Sided Colour Leaflets	£23.00
500 x A5 Single Sided Colour Leaflets	£21.00
500 x A5 Double Sided Colour Leaflets	£27.00
Banner Shipping	£6.50
Poster/Leaflet Shipping	£4.99

**Contact Lily Axworthy at Greater Together Manchester for design and ordering support.**

