

December 2022

Dear Parents and Carers

We know that the cost of living is impacting people in a number of ways and it's a stressful time for many. As such Luton Council, along with their partners in the voluntary and charitable sector and faith organisations are hosting warm spaces. Our warm space charter states:

- **You'll get a warm welcome as well as Warm Space**  
Every time you come to a Warm Space you'll be given a warm 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 Space treats people, and is treated by people, with dignity and respect.
- **Your Warm Space will be a safe space**  
Your Warm Space will stick to the safeguarding policies that it always uses, and it will stick to food hygiene rules too!
- **We'll not tell anyone about your needing a Warm Space**  
If you want to share the reasons you need a Warm Space, someone will listen, but they won't tell anyone else unless you give them permission, or they must because of their safeguarding policies.
- **It doesn't matter why you need a Warm Space**  
Every Warm Space is a non-judgemental space; whatever the reason you have for needing to come in, you'll be treated the same and never judged.

A warm space is somewhere you can stay warm and get a warm drink. Some organisations will also offer additional activities or food provision, see information and opening times in this link <https://m.luton.gov.uk/Page/Show/Benefits/support/Pages/Warm-spaces.aspx>

One of the warm spaces is Luton Central Library, St. George Square, Luton, LU1 2NG

Opening times:

Monday from 9am to 6pm

Tuesday to Friday from 9am to 5pm

Saturday from 9.30am to 4pm

Sunday from 11am to 4pm

Kind regards

The Safeguarding and Wellbeing team