

Part of  
the Warm  
Welcome  
Spaces  
Inclusion  
Toolkit



# Access, Inclusion and Diversity

Self-Led Review For  
Warm Welcome Spaces

Version 1.0 | February 2026





"We are open and welcoming to everyone... we've folks from all walks of life... wealthy and homeless, young and old... professional and others with learning disabilities... all the colours of the neurodiverse spectrum, adults and children... all faiths and no faith... there's pancakes and cakes, teas and good coffee for everyone. We don't charge... there's games and crafts and telly and endless talking."  
Warm Welcome Spaces Volunteer

# Introduction

This review guide is here to help you take an honest look at how accessible, inclusive and welcoming your Warm Welcome Space is for everyone in your community. It covers physical access, communication, sensory environments, and also the broader dimensions of inclusion: racial and cultural diversity, LGBTQI+ inclusion, family friendliness, welcoming refugees and asylum seekers, and the attitudes and behaviours that shape how people experience your space.

This is not a list of everything you must change. Given the nature of the venues that Warm Welcome Spaces are in, there will be things you can't control. However, there will also likely be small changes you can make, and some ideas for these are included as you work through the review.

One of the best ways to be inclusive is to have the right information and to share it as openly as possible. This review will help you gather that information. For example, if your space doesn't have an accessible toilet, it's not ideal, but being clear about that can save the disappointment of a wasted visit, which can feel really excluding.

**Top Tip:** With so many people needing different things, there's almost no such thing as 'fully accessible and inclusive.' What you can do is: offer as much information as possible about your space, ask people if there's anything they need, listen to the answer, and be ready to act flexibly. 'Act' can sometimes mean being honest that something isn't possible – and that's okay.



You'll see different response options for each question. Where factors may be outside your control, you'll see Yes / No / Find out. Where there are changes you might choose to make, you'll see Yes / No / Find out / Sort out. Use these to create a list of priorities you can work through over time. No one expects you to do everything at once.

# 1. Welcome, Culture and Attitudes

This section looks at the tone and culture of your space – the things that shape how people feel from the moment they walk in. These are often the most powerful factors in whether someone feels they belong.

## 1.1 First Impressions and Welcome

Question	Review	Ideas / Workarounds
Do you have a dedicated 'Welcomer' – someone who greets every visitor as they arrive?	Yes No Find out Sort out	The welcomer sets the tone for the entire experience. This role is about making people feel they belong.
Does your welcomer introduce new visitors to the space, show them where things are, and check if they need anything?	Yes No Find out Sort out	
Is your welcomer confident greeting people from different backgrounds, including those who may not speak English fluently?	Yes No Find out Sort out	Simple phrases of welcome in different languages, a warm smile, and unhurried body language go a long way.
Do you have a way of letting new guests know what to expect when they arrive (e.g. a poster, a welcome card, information on social media)?	Yes No Find out Sort out	Not knowing what to expect can be a significant barrier, especially for people with anxiety or neurodivergent people.
Do volunteers know to ask open questions like "Is there anything you need to make the space work for you?"	Yes No Find out Sort out	

## 1.2 Values and Inclusion Culture

Question	Review		Ideas / Workarounds
Does your space have a written inclusion statement or community agreement?	Yes Find out	No Sort out	Templates are available in the Digital Resource Bank.
Is this displayed visibly in the space?	Yes Find out	No Sort out	
Have volunteers and staff read and discussed it?	Yes Find out	No Sort out	
Do volunteers understand what anti-discriminatory and anti-oppressive practice means in this context?	Yes Find out	No Sort out	The volunteer and leader briefing training covers this.
Is there a clear process for responding if a guest behaves in a discriminatory way towards another guest?	Yes Find out	No Sort out	Having a plan before it happens makes the conversation much easier. Your community agreement gives you something to refer to.
Do volunteers feel confident and supported to gently challenge discriminatory language or behaviour?	Yes Find out	No Sort out	Modelling by Space Leads helps enormously.

### 1.3 Cognitive Bias and Assumptions

Question	Review	Ideas / Workarounds
Have volunteers had an opportunity to reflect on their own unconscious biases?	Yes    No Find out    Sort out	The volunteer briefing includes a section on cognitive bias.
Are volunteers aware that bias might show up as assumptions about what someone needs, gravitating towards people who seem 'like us,' or discomfort around unfamiliar groups?	Yes    No Find out    Sort out	
Is there an open, non-judgemental culture where volunteers can ask questions and learn from mistakes?	Yes    No Find out    Sort out	Framing bias as 'how brains work' rather than a character flaw helps create psychological safety.

## 2. Racial and Cultural Diversity

This section helps you consider whether your space feels welcoming and representative for people from global majority and racially diverse communities.

Question	Review	Ideas / Workarounds
Does the visual environment of your space (posters, leaflets, imagery) reflect the racial and cultural diversity of your wider community?	Yes No Find out Sort out	Inclusive posters and social media resources are in the Digital Resource Bank.
Do volunteers reflect the diversity of the communities you serve or hope to reach?	Yes No Find out Sort out	Consider targeted outreach to recruit volunteers from underrepresented communities.
Are there volunteers who speak languages used in your local community?	Yes No Find out Sort out	Even basic greetings in another language can make people feel acknowledged.
Do you have multilingual welcome materials or signage?	Yes No Find out Sort out	A multilingual welcome leaflet template is in the Digital Resource Bank.
Have you built relationships with local organisations that support global majority communities (cultural associations, faith groups, refugee support)?	Yes No Find out Sort out	Partnerships help you understand what communities need, rather than making assumptions. There a Guide to Partnerships for Inclusion in the Digital Resource Bank.
Do you offer food and drink that reflects different cultural and dietary needs (e.g. halal, kosher, vegetarian, dairy-free)?	Yes No Find out Sort out	

Question	Review	Ideas / Workarounds
Are volunteers aware of cultural differences around personal space, eye contact, greetings, and physical touch?	<p style="text-align: center;">Yes    No</p> <p>Find out    Sort out</p>	
Is your space welcoming to people who wear religious dress or head coverings?	<p style="text-align: center;">Yes    No</p> <p>Find out    Sort out</p>	Check that your community agreement explicitly includes protection on grounds of religion and belief.



## 3. LGBTQI+ Inclusion

This section helps you consider whether LGBTQI+ people would feel safe, visible and welcome in your space.

Question	Review	Ideas / Workarounds
Are there visible signs that your space is LGBTQI+ inclusive (e.g. a rainbow flag, inclusive posters, pronoun badges)?	<p>Yes No</p> <p>Find out Sort out</p>	Visible symbols matter. They tell people 'you are safe here' before a single word is spoken.
Do volunteers use inclusive language and avoid assumptions about relationships, gender, or family structures?	<p>Yes No</p> <p>Find out Sort out</p>	
Are there gender-neutral toilet facilities, or is the existing provision clearly communicated?	<p>Yes No</p> <p>Find out Sort out</p>	If you can't provide gender-neutral facilities, being open about what is available helps people plan.
Do volunteers know how to respond if a guest makes homophobic, biphobic, or transphobic comments?	<p>Yes No</p> <p>Find out Sort out</p>	Your community agreement should cover this. Practising responses in advance builds confidence.
Have you connected with local LGBTQI+ organisations to promote your space?	<p>Yes No</p> <p>Find out Sort out</p>	
If hosted in a faith venue, have you taken steps to reassure LGBTQI+ visitors they are genuinely welcome?	<p>Yes No</p> <p>Find out Sort out</p>	Some LGBTQI+ people may have experienced exclusion from faith settings. Proactive reassurance can make a real difference.

# 4. Refugees, Asylum Seekers and Migrants

This section helps you consider how welcoming your space is for people who may be new to the country, navigating the asylum system, or living with the effects of displacement.

Question	Review	Ideas / Workarounds
Is your space promoted in places where refugees and asylum seekers might find it (refugee support organisations, resettlement teams, community notice boards)?	Yes No Find out Sort out	
Do you have multilingual signage or welcome materials?	Yes No Find out Sort out	A multilingual welcome leaflet template is in the Digital Resource Bank.
Are volunteers aware that refugees and asylum seekers may have experienced trauma, and that patience, kindness, and a lack of pressure to share personal information are important?	Yes No Find out Sort out	
Are volunteers confident welcoming people who do not speak English, using translation tools, visual aids, or PEC boards?	Yes No Find out Sort out	PEC Board examples can be found on Etsy cheaply, they are visual communication boards used by non-verbal people.
Do you know where to signpost people for immigration advice, legal support, or other specialist services?	Yes No Find out Sort out	You don't need to be an expert – knowing where to point people is valuable. Local VCSE networks can help.
Does your space provide food that accommodates a range of dietary needs and cultural preferences?	Yes No Find out Sort out	
Are volunteers aware of common misconceptions about refugees and asylum seekers, and confident in challenging them?	Yes No Find out Sort out	

## 5. Family Friendliness

This section helps you consider whether families, including families with disabled children and single parents, feel welcome and comfortable in your space. You can find an in depth Family friendly checklist in the Digital Resources Bank, for the Inclusion Toolkit in the Warm Welcome Spaces Dashboard.

Question	Review	Ideas / Workarounds
Is it clearly communicated that your space welcomes families and children?	Yes No Find out Sort out	Families often assume community activities are adults-only unless told otherwise.
Are there baby change facilities or a suitable space for changing?	Yes No Find out Sort out	
Is there bottle warming provision or facilities to prepare simple feeds?	Yes No Find out Sort out	
Are there age-appropriate toys, books, or activities available?	Yes No Find out Sort out	
Is there space for pushchairs and buggies without blocking access routes?	Yes No Find out Sort out	
Are parents of disabled children made especially welcome, even if their child is upset or behaving in ways others might find unusual?	Yes No Find out Sort out	The way your team responds in these moments defines your culture of inclusion.
Do volunteers avoid 'jumping in' to manage children – letting parents handle things their way?	Yes No Find out Sort out	

Question	Review	Ideas / Workarounds
Are single parents actively welcomed and introduced to other parents?	Yes No Find out Sort out	
Is the space safe for toddlers and young children (e.g. hot drinks out of reach, sharp edges covered)?	Yes No Find out Sort out	

## 6. Physical Access

Some of these areas may be outside your control, but having the information ready to share is just as important for inclusion. For support on physical changes, see section 1.2 Simple Physical Adjustments in the Toolkit.

### 6.1 Getting to the Space

Question	Review	Ideas / Workarounds
Is there blue badge parking within 200m of the entrance?	Yes No Find out Sort out	
Are there lowered kerbs within 100m of the venue?	Yes No Find out Sort out	
Is there public transport nearby?	Yes No Find out Sort out	
Is there local, free, accessible community transport?	Yes No Find out Sort out	

## 6.2 Entering the Building

Question	Review		Ideas / Workarounds
Is there step-free and level access to the entrance?	Yes Find out	No Sort out	Temporary ramps can be an effective workaround.
Can the building be entered independently (without calling for assistance)?	Yes Find out	No Sort out	If not, a welcomer ready to assist – without pushing or lifting – is key.
If steps are present, how many are there and do they have handrails on both sides?	Yes Find out	No Sort out	Knowing about stairs in advance helps someone plan their visit.
Are door widths at least 90cm with clearance around the space?	Yes Find out	No Sort out	
Can heavy or pull doors be left open safely during sessions?	Yes Find out	No Sort out	Door stops can help where safe and compliant with fire regulations.

## 6.3 Moving Around the Space

Question	Review		Ideas / Workarounds
Are floors and walkways clear of obstruction?	Yes Find out	No Sort out	Clearing floors is one of the quickest access steps you can take.
Is there enough space between furniture for a wheelchair, buggy, or walking aid?	Yes Find out	No Sort out	Can furniture be rearranged to create more space?
Is there space for a wheelchair user to turn around?	Yes Find out	No Sort out	
Is the refreshment area laid out so people can serve themselves independently?	Yes Find out	No Sort out	Can someone put a cup down while they pick up a spoon?

## 6.4 Accessible Toilets

Question	Review	Ideas / Workarounds
Does the space have an accessible toilet?	Yes No Find out Sort out	
Is it clear of obstruction and not used for storage?	Yes No Find out Sort out	
Is it fitted with grab rails and a working emergency alarm?	Yes No Find out Sort out	
Is the key freely available without having to ask?	Yes No Find out Sort out	Having to ask for a key can feel infantilising. Make it visibly and easily available.
Are there sanitary and medical waste disposal facilities?	Yes No Find out Sort out	

## 6.5 Seating

Question	Review	Ideas / Workarounds
Are different types of chairs available (with/without armrests, with/without backs, cushioned and hard)?	Yes No Find out Sort out	A range supports people with different physical and sensory needs.
Can a wheelchair user easily choose whether to stay in their chair or transfer to a seat?	Yes No Find out Sort out	

## 6.6 Emergency Evacuation

Question	Review		Ideas / Workarounds
Does the venue have an accessible evacuation route?	Yes Find out	No Sort out	
Do all staff and volunteers know the evacuation procedures for people with mobility needs?	Yes Find out	No Sort out	
Does the venue have a written evacuation plan that includes accessible evacuation?	Yes Find out	No Sort out	Evacuation chairs can provide exit in a fire.

# 7. Communication Access

This section covers how information is shared and whether it works for everyone.

## 7.1 Signage and Print Materials

Question	Review		Ideas / Workarounds
Is there clear signage for all areas of the space used by guests?	Yes Find out	No Sort out	Signage doesn't have to be fancy – just clear, large font in a typeface like Arial or Avenir.
Is signage in an accessible font size (minimum 60pt on an A4 sign)?	Yes Find out	No Sort out	
Does signage have strong colour contrast?	Yes Find out	No Sort out	A colour contrast checker is linked in the Digital Resource Bank.
Can signage be seen from both a seated and standing height?	Yes Find out	No Sort out	
Do print materials use images to support written messages?	Yes Find out	No Sort out	

## 7.2 Language and Communication Support

Question	Review	Ideas / Workarounds
Do any staff or volunteers know BSL or Makaton?	Yes No Find out Sort out	
Is there a hearing loop, and does it work?	Yes No Find out Sort out	
Do you have flashcards or PEC boards to support communication with people who are non-verbal or have communication needs?	Yes No Find out Sort out	PEC boards are affordable and available online.
Are volunteers confident using translation tools (e.g. Google Translate) with non-English speakers?	Yes No Find out Sort out	

## 8. Sensory Access

Sensory barriers are less visible but can be just as impactful. For more detail, see the Neurodiversity Guide in the Digital Resource Bank.

Question	Review	Ideas / Workarounds
What are the acoustics like? Does sound bounce around?	Yes No Find out Sort out	Letting people know about noise levels in advance helps so they can bring noise cancelling headphones.
Is there a separate, dedicated quiet space for guests who need a break?	Yes No Find out Sort out	If space prevents this, could you try a quiet corner with a room divider?
Is the quiet space signposted, and do all staff and volunteers know about it?	Yes No Find out Sort out	

Question	Review	Ideas / Workarounds
Is there adjustable lighting and/or temperature?	Yes No Find out Sort out	
Is the space welcoming to assistance dogs (water bowls, space by seats, step-free toileting areas)?	Yes No Find out Sort out	
If the space may include loud or sudden noises, is this communicated beforehand?	Yes No Find out Sort out	
Do you offer a mix of cushioned and hard chairs?	Yes No Find out Sort out	Different textures can be uncomfortable for some people.
Is furniture easily movable so guests and interpreters can position themselves as needed?	Yes No Find out Sort out	

## 9. Pandemic and Infection Safety

Some guests, particularly those who are immunocompromised or clinically vulnerable, will have ongoing concerns about infection.

Question	Review	Ideas / Workarounds
Is hand sanitiser readily available?	Yes No Find out Sort out	
Is there the option of ventilation while maintaining warmth?	Yes No Find out Sort out	Can windows be opened in some areas?
Are guests supported to wear masks if they choose to, without being made to feel awkward?	Yes No Find out Sort out	

# 10. Your Action Plan

Use this section to note the changes you'd like to make, in priority order. Start with what you can do quickly. Even one small improvement makes a difference.

## Quick wins – things we can do this week:

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## Longer-term goals – things we'd like to work towards:

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## Partnerships and connections – organisations we'd like to reach out to:

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## Training and development – areas where we'd like to build knowledge:

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**Top Tip:** Review this document regularly – perhaps every six months. Inclusion is a journey, not a destination. Celebrate what you've achieved and keep building on it.



**Further support:** Your Warm Welcome Space Lead can help with any questions about access and inclusion. Additional resources, templates, and training materials are available in the Inclusion Toolkit on the Warm Welcome Dashboard.

Notes:



[www.warmwelcome.uk](http://www.warmwelcome.uk)  
[info@warmwelcome.uk](mailto:info@warmwelcome.uk)



The Warm Welcome Campaign is hosted by the Good Faith Foundation, a charity focused on cross-sector collaboration for social inclusion. Registered Charity No 1188639

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