

“Our service users often arrive in a chaotic and distressed state, so it is essential we are able to offer them a calm and quiet environment where they can sit until one of our support staff can assist them.”

Richinda Taylor
EVA

EVA Women's Aid Ltd

Project:

Reception area

Subject:

Facilities and building improvements

Location:

Redcar, Redcar and Cleveland

Overview:

EVA has recently recruited a group of volunteers to undertake reception duties. As a busy charity, we are in desperate need of a receptionist who can meet and greet service users as they arrive and make them comfortable in a reception area fit for purpose.

Service users will benefit by having a calm and comfortable area to wait in until a Support Worker. Staff will benefit by having a more private area to speak to service users or to each other, or to make confidential phone calls. It is crucial our meetings and calls are kept confidential and private - overhearing names and case details could potentially place a service user at risk. It is important for building the trust relationship that service users feel safe when disclosing information.

The funding has been used to create a brand new reception area, including the installation of partition walling on the ground floor of our premises, create two doorways in the partition walling (with doors for privacy), one for Receptionist access and another for service user access into the main ground floor area, make good any walls, purchase a desk and waiting area chairs.

