

Street Support Reading Winter 2021/22 Guide

If you are sleeping rough, or are concerned about someone who is, you can **refer into local services** via www.streetlink.co.uk, by calling **0300 500 0914** or downloading **StreetLink App**.
Your information will help outreach teams to locate and offer support to anyone on the streets

Help if you are sleeping rough

Reading Borough Council – Homelessness Prevention Service (1)

Advice if you are homeless or think you are at risk of being made homeless
Mon - Fri 9am - 5pm 0118 937 2165
Email: housing.advice@reading.gov.uk
Out of hours call: 01344 786 512

Christmas availability (for people who are homeless on the day or at imminent risk of homelessness):

24/12 – 9am to 3pm
29/12 – 9am to 5pm
30/12 – 9am to 5pm
31/12 – 9am to 3pm
Closed bank holidays and weekends

St Mungo's Rough Sleeping

Outreach Service

Help with accessing accommodation and support services including support with physical and mental ill-health and drugs and alcohol dependency
Mon - Fri: 9am - 5pm
Call: 0118 958 5002



Food

Free food in Reading. Please see map for locations.

Monday

- Berkeley Avenue: 10am – 1:30pm (2)
- Oxford Road: 5 – 8pm (19)

Tuesday

- Berkeley Avenue: 10am – 1:30pm (2)
- Great Knollys Street: 6 – 7pm (20)
- St Mary's Church: 7:30 – 8:30pm (22)

Wednesday

- Market Place (SWAT): 7 – 8pm
- St Mary's Church: 7:30 – 8:30pm (22)

Thursday

- St Mary's Church: 7:30 – 8:30pm (22)

Friday

- Berkeley Avenue: 10am – 1:30pm (2)
- St Mary's Church: 7:30 – 8:30pm (22)

Saturday

- Fairview Community Centre: 11:30am – 1pm (21)

Sunday

- Berkeley Ave (sit down meal): 9 - 10am (2)
- Great Knollys Street: 3 - 4pm (20)
- Hosier Street: not on first Sunday of the month 5:30 - 6:30pm (23)
- Market Place (SWAT): 6 – 7pm

Advice about housing, homelessness & money

Launchpad (3)

For anyone in Reading who needs housing or homelessness related information and support
Drop in: Mon, Wed & Fri 10am – 2pm
Call: 0118 929 1111
Email: support@launchpadreading.org.uk
Christmas availability:
Drop in closed 23/12 – 05/01

Shelter

Impartial and free housing advice
Mon - Fri: 8am - 8pm
Weekends and bank holidays: 9am - 5pm
National helpline: 0808 800 4444
Christmas availability:
25-28 Dec & 1-3 Jan: 9am – 5pm

Citizens Advice Reading (4)

Free advice service on housing, benefits, debt, employment and more.
Remote service only for new clients
Call freephone: 0808 278 7819
Email/webchat: www.citizensadvice.org.uk

Communicare (5)

Free advice, information & benefit support
Drop in service:
Mon-Thurs: 10am - 4pm
Closed all bank holidays and between Christmas and New Year.
Call: 0118 926 3941
Email: office@communicare.org.uk
Enquiry form: www.communicare.org.uk

Support with drugs & alcohol

Change Grow Live (12)

Drug and alcohol service (aged 18+) for immediate treatment, assessment and referral, advice and information, needle exchange and support groups
Mon, Tues, Thurs & Fri 9:30am - 4:00pm (closed between 12:30 – 1pm)
Weds 1 – 4pm
Call: 0118 955 7333
Christmas availability:
Fri 24/12: 9:30am – 3pm
Wed 29/12 & Thur 30/12: 10am – 3:30pm.
Fri 31/12: 10am – 3pm
Mon 03/01: 10am – 3:30pm

CGL Outreach Team -

Please contact Vickie Pitchforth / Jo Stecz on 07765221055 / 07767 112302
Mon 9am–7pm
Tuesday 9am-4pm
Wednesday 9am-9pm
Thursday 9am-7pm
Friday 6am-4pm
Sat 8am-4pm.
Christmas availability: Closed bank holidays

Your health – physical & mental

Walk-in Health Centre (NHS) (6)

By appointment only during pandemic
Open Mon - Sun (7 days a week): 8am - 7:45pm
Call: NHS 111 for advice

Health Outreach Liaison Team (HOLT)

For anyone who is homeless or having difficulties accessing health services
Tue: 7 - 9am street outreach with St Mungo's
Available at CIRIC Monday 11am
Contactable Mon - Fri: 9am - 5pm
Call: 0118 207 7651
Christmas availability: Closed weekends and bank holidays

Mental Health Crisis Team (Reading)

If you need urgent support with your mental wellbeing, but you do not need A&E
Call 0800 129 9999.

First Stop/Sanctuary (night time) (8)

Paramedics (SCAS) provide urgent medical care services alongside volunteers providing first aid, shelter & support
Fri & Sat (nights): 9pm -3.30am

Reading Samaritans (9)

Confidential support for anyone in emotional distress or at risk of suicide
Call free 24/7: 116 123

Vulnerable Migrant & Refugee Support

Reading Refugee Support Group (10)

Legal and practical support for
asylum seekers and refugees
Drop-in: Mon 10.30am – 1pm
Virtual drop-in: Wed 10:30am - 12:30pm
Email: caseworker@rrsg.org.uk to arrange
appt for Mon – Fri 10am – 3pm
Call: 01189 505 356

British Red Cross (11)

Information, advice, advocacy and
practical help for people affected by
asylum and immigration issues
Call: 0300 333 5393 or
Email: tvrefugeesupport@redcross.org.uk

Living safely

Berkshire Women's Aid

Confidential helpline for advice & support
related to domestic abuse including
getting help with somewhere safe to stay
Call 24/7: 0808 801 0882 (free to call and
won't appear on itemised bills)

RAHAB (16)

Support for women and men who
are being sexually exploited
Mon - Fri: 9am - 5pm
Call: 0118 956 7000 (option 4 for RAHAB)

Trust House Reading (17)

Confidential service for those
affected by rape and sexual abuse
Mon - Fri: 9am - 5pm call 0118 958 4033
Email: support@trouthousereading.org

Alana House (18)

Confidential, women only space to
support and empower women with
their health and well-being
Call: 0118 921 7640
Email: alana.house@pactcharity.org

National Domestic Abuse helpline

For women experiencing domestic
abuse or their family, friends, colleagues
and others calling on their behalf
Call free 24/7: 0808 2000 247
Men's Advice Line: 0808 8010 327, Mon &
Wed 9am – 8pm, Tue, Thurs & Fri 9am – 5pm

Clothing & toiletries

New Beginnings (20)

Community Fridge: Wed & Fri 12pm – 1pm,
Thurs 6pm – 7pm
Clothing and toiletries: Mon 6 – 7pm
Call: 07421998208

CIRDIC (2)

Clean clothing, toiletries, baths and showers
Mon, Tue & Fri: 10am – 1:30pm
Sunday: 9am – 10am
Call: 0118 950 2536