

List of local services* and national helplines

1. Benefits & finance
2. Carers
3. Clothing, toiletries, laundry & furniture
4. Dementia
5. Domestic abuse & victim support
6. Drug & alcohol support
7. Food providers
8. Homelessness & housing support
9. Mental health support
10. Utilities support

**NB: those marked with an * on the list are only available for residents of Reading Borough Council*

In case of emergency

For help that is not life threatening go to <https://111.nhs.uk/> or call 111 but if you or someone else is in immediate danger call 999

*Reading Borough Council out-of-hours emergency: over the weekend & 5pm - 9am on weekdays 01344351999 for homelessness & social care issues, including child protection

<https://www.reading.gov.uk/contact-us/main-contact-details/>

Children & Adolescents Mental Health Out-of-hours Crisis Team
0300 3659999

1. Benefits & finance

CommuniCare Reading: Advice & support. Drop-in service: Monday to Thursday 10 am - 3.15pm. Please arrive early. Details on outreach sessions: <https://www.communicare.org.uk> 0118926941

Christians Against Poverty: Free help to anyone in debt. Reading South Centre lines: Monday to Thursday 9:30am - 5pm, Friday 9:30am - 3:30pm 08003280006
<https://capuk.org/get-involved/you/keep-the-lifeline>

Citizens Advice Reading: Advice on benefits, debt, money & utilities. Online & via freephone only 08001448444 <https://rcab.org.uk/>

*Reading Borough Council: Cost of living advice & support
<https://www.reading.gov.uk/housing/money-matters/money-advice/>

Reading Welfare Rights: Provide welfare benefit advice to all. Arrange an appointment via the online form or by phone 01189551070252 Monday to Friday 10am - 3pm at WCDA, 252 Northumberland Ave, RG2 7QA. <https://readingspecialist.co.uk/contact-us/> No drop-ins

Universal Credit National Helpline: Advisers in England available Monday to Friday 8am - 6pm via the free UC 'Help to Claim' phone service 0800 328 5644 Textphone: 0800 328 1344
<https://www.gov.uk/universal-credit/contact-universal-credit>

2. Carers

*Reading Borough Council, Adult Social Care, 0118 937 3747

*Reading Carers Partnership:
Caring for a child or adult with a learning disability in Reading?
Reading Mencap
21 Alexandra Road, Reading RG1 5HP
0118 926 3600
carers@readingmencap.org.uk

www.readingmencap.org.uk

**Caring for someone aged 50+ in Reading?*

Age UK Reading

Walford Hall, Carey Street, Reading RG1 7JS

07716 418 941

carers@ageukreading.org.uk

www.ageuk.org.uk/reading/

For all other carers in Reading

CommuniCare

223 Kings Road, Reading RG1 4LS

0118 926 3941

office@communicare.org.uk

www.communicare.org.uk

3. Clothing, toiletries, laundry & furniture

Christian Community Action (CCA): Shop that provides affordable clothing & household goods, 79 Northumberland Ave, RG2 7PT, Monday to Saturday, 9.30am - 4.30pm 01189759459. Support centre for people on income-based benefits for furniture & other necessities, 369 Oxford Rd, RG30 1HA. Monday, Tuesday, Thursday & Friday only, 10am - 1pm, it is recommended to arrange visits by calling 01189512337 or emailing support@ccam.org.uk

Diamond Scissors: Barber shop, 531 Oxford Rd, RG30 1HJ. Free haircuts on Monday & Tuesday, adults & kids 07551559009

New Beginnings: Clothes & toiletries. Queens Arms, Gt Knollys St, RG1 7HL. 07421998208

Sadaka: Washing up liquid, laundry powder & toiletries occasionally given out. Fairview Centre, Gt Knollys St, RG1 7HL. 01183246565 or via social media pages for updates & more information

The Way Ministry: Clothing. 553 Oxford Rd, Reading. 07410622399
thewayministryreading@outlook.com

4. Dementia support

Alzheimer's Society

Dementia support line

0333 150 3456

If you are affected by dementia, worried about a diagnosis or a carer, trained staff are ready to give you the support you need. Opening hours: Mon to Weds: 9am – 8pm, Thurs and Fri: 9am – 5pm, Sat and Sun: 10am – 4pm

5. Domestic abuse & victim support

Berkshire Women's Aid: Information about domestic abuse

08088010882 (non-itemised) helpdesk@bwaid.org.uk

<http://www.berkshirewomensaid.org.uk>

Men's Advice Line: <https://mensadviceline.org.uk> Free telephone (non-itemised) & email support Monday to Friday 9am - 8pm, email only Saturday & Sunday 10am - 12noon & 4 - 6pm 08088010327 or via info@mensadviceline.org.uk

National Domestic Violence Helpline: Free 24/7 helpline for anyone experiencing domestic violence or worried about someone else 08082000247. Live online chat Monday to Friday 3 - 10pm with all female experts in confidence via

<https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>

*Reading Borough Council out-of-hours emergency: To access refuge weekdays 5pm - 9am & over the weekends 01344351999 Refuge: 24/7 National Domestic Abuse Helpline 08082000247 Live chat Monday to Friday 3-10pm via the website

<https://www.nationaldahelpline.org.uk/>

Victim Support: If affected by crime, free 24/7 helpline 08081689111 & live chat via

<https://www.victimsupport.org.uk/help-and%20support/get-help/support-near-you/live-chat/>

6. Drug & alcohol support

Alcoholics Anonymous: Fellowship of individuals who help each other.

National free helpline 08009177650 help@aamail.org or visit <https://www.alcoholics-anonymous.org.uk/>

Change Grow Live: Drug & alcohol support including health assessments, needle exchange & peer-led activities. 127 Oxford Rd, RG1 7UU. Open on Monday & Thursday 9.30am - 7pm. Tuesday & Friday 9.30am - 5pm. Wednesday 1 - 5pm. One-to-one support, in person & online support groups 01189557333 <https://www.changegrowlive.org/drug-alcohol-service-reading>

DrugFAM: Supporting people affected by others' addictions. Helpline 03008883853 (9am - 9pm, 7 days/week) <https://www.drugfam.co.uk/contact/> to join virtual meetings

Release: Free confidential advice service in relation to drugs & drug laws. Helpline: Monday to Friday 11am - 1pm & 2 - 4pm Naloxone & needle exchange are still available at the service 02073242989 or <https://www.release.org.uk/helpline>

7. Food providers

Abbey Renew Wellbeing Café: Abbey Baptist Church, Abbey Square, RG1 3BE. Wednesday 10am – 12noon, beverages, quiet shared space & activities www.abbeybaptistchurch.org.uk

CCA (Christian Community Action): Caversham Baptist Church, South St, RG4 8HY. Wednesday, 12 noon-2pm. Snacks, lunch & drinks. <https://www.ccam.org.uk/caversham-drop-in>

CIRDIC: St Saviour's Church Hall, Berkeley Ave, RG1 6JT. Monday, Tuesday & Friday: 10am - 1.30pm. Sunday meal: 9 - 10am. Clothes, showers (not on Sunday), haircuts & support 01189502536 enquiries@cirdic.org.uk *Note: this service is mainly for homeless & most disadvantaged people

Dee Caf: Unit 1, Montague House, 12 Spey Rd, Tilehurst RG30 4DG. Wednesday, 2 - 2.30pm. Community fridge, surplus & cooked meals deecaf.community@gmail.com 01189960478

Faith Christian Group: St Mary Church, Chain St, RG1 2HX, Tuesday to Friday 7:30 - 8:30 pm.

Hosier St., Sunday 5.30 - 6.30pm (but not first Sunday of the month).
Food & warm drinks <https://readistreet.org.uk>

Foodshare at Wycliffe (Baptist Church): 233 Kings Rd, RG1 4LS,
Thursday, Saturday & Sunday, from 8pm. Surplus food 07395242372
or 0118 9299911 foodsharewycliffe@gmail.com

Food parcels: Corner of Hosier St & St Mary's Butt, RG1 2HX. Friday
6.15 - 6.45pm. Halal, warm food

The Globe Community Mission Project: 12 Portman Road, RG30 1EA.
Every other Saturday 11.30am – 12.30noon, food parcels
01189508534 info@globecommunitymission.org

New Beginnings: Queens Arms, Gt Knollys St, RG1 7HL. Hot food, sit
down meal: Tuesday 6-7pm. Community fridge, surplus & hot drinks:
Wednesday 12 noon - 1pm, Thursday & Friday 6 - 7pm 07421998208

Providence Chapel: 103 Oxford Rd, RG1 7UD. Cooked meal & food
parcels. Monday 5 - 8pm & Saturday from 6.30pm 01189580803

Sadaka: Fairview Centre, Gt Knollys St, RG1 7HL. Saturday. Cooked
meal, vegetarian option, occasional toiletries. StepUp project:
Saturdays, 10.30-11.30pm, drawing, skills & English lessons
01183246565 or via social media pages for updates & more
information

Sikhs Welfare Awareness Team (SWAT): Outside of Town Hall
Wednesday 7 – 7.50pm & Sunday 6 – 6.50pm. Hot meal & snacks

The Way Ministry: 553 Oxford Rd, Friday 12noon – 1pm for snacks &
surplus. All Nations Christian Centre, Berkeley Avenue, Sunday 4.30 -
6pm for hot drinks, surplus food, sit-down meal, fellowship & clothing
07410622399 thewayministryreading@outlook.com

Weller Centre: 110 Amersham Rd, RG4 5NA. Bakery, surplus food, warm café, clothes, community fridge. Monday to Friday 9.30am-12.30noon 01189475828 <https://wellercentre.co.uk>

Whitley CDA: 252-260 Northumberland Ave, Whitley RG2 7QA. Monday to Friday, 10am - 1pm, indoor café, long shelf-life food & fresh produce 01183740052. Wednesdays 12 noon – 2.30 pm, over 50s only, free soup, games & unlimited tea & coffee for £1

8. Homelessness & housing support

Homeless link: Search for support services by area

<https://www.homeless.org.uk/search-homelessness-services>

Launchpad Reading: 1A Merchants Place, RG1 1DT. Drop-ins: Monday, Wednesday & Friday 10am - 2pm. Call or email: Monday to Friday 9am - 5pm 01189291111 support@launchpadreading.org.uk

*RBC Housing Advice Service: Drop-ins at the Civic Offices on weekdays 0118937165 (lines are very busy) or housing.advice@reading.gov.uk.

<https://www.reading.gov.uk/housing/homelessness/>

Streetlink: Call or use the website to give information about the location where you or someone else is sleeping rough. Give as much detail as possible <http://www.streetlink.org.uk/> Lines open 24/7 03005000914. Only for adults. Note: this is not an emergency service

9. Mental health support

At a Loss: Bereavement support. Free online access to counsellors via the 'Griefchat' live-chat Monday to Friday, 9am - 9pm

<https://www.ataloss.org/live-chat>

Children & Adolescent Mental Health Services (CAMHS): For young people experiencing mental health issues 03003651234 Monday to

Friday 8am - 8pm excluding bank holidays. Out-of-hours Crisis Team
0300 3659999

Compass Recovery College: Range of courses: mental health, autism, yoga, arts & wellbeing. Online & in-person, free to attend, no referral needed <https://www.compassrecoverycollege.uk/>
07739823140

No5: Free confidential counselling & support to young people aged 11-25 0118 9015668 or info@no5.org.uk

Samaritans: 24/7 confidential emotional support 116 123
jo@samaritans.org - <https://www.samaritans.org/>

Shout: Free & confidential 24/7 text messaging support service for anyone who is struggling to cope. Text 'SHOUT' to 85258 to start a conversation <https://giveusashout.org>

Talking Therapies (Community Mental Health Berkshire, NHS): support if aged 17+ coping with depression, stress or anxiety <https://talkingtherapies.berkshirehealthcare.nhs.uk/> 0300 3652000

*Together Your Way: Reading Community Outreach Mental Health Service 0203 962 8201
readingcos@together-uk.org
<https://www.together-uk.org/projects/reading-community-outreach-service/>

10. Utilities support

Citizens Advice Reading: The energy team can help you reduce the cost of your utility bills, switch supplier & access support. Check the website <https://rcab.org.uk/utility-bills/> or get in touch.
<https://rcab.org.uk/contact-us/> 08082787819

NEA Warm and Safe Homes: Helpline Monday to Friday 10am - 12noon 08003047159 <https://www.nea.org.uk/advice/>

OFGEM: For disputes with utilities providers <https://www.ofgem.gov.uk>
Ombudsman: 0330 440 1624

*Reading Borough Council

Winter Watch is run by the Council and a number of local voluntary and health services to make sure you do not suffer from cold in your home during the winter months.

Winter Watch is available to Reading residents who are on a low income and either over 60, have very young children, have a disability or health concerns, have never lived independently, or struggle financially. You can apply for Winter Watch all year round by phoning 0118 937 3747.

<https://www.reading.gov.uk/housing/benefits-and-assistance/winter-watch/>

Our sincere thanks go to Sadaka, a local volunteer-run charity, who provided most of the content for this list.

<https://www.sadakaives.org.uk/>