

# Reading Support Guide 2019

دليل الدعم في  
ريدينج



The Queen's Award  
for Voluntary Service

## **EMERGENCIES الطوارئ**

**999** is the main emergency number, you should call 999 for the following:

### **Life threatening medical emergency الطوارئ الطبية**

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

### **You or someone else is in danger or witnessing a crime and you need police help immediately**

This could include:

- someone using violence or threatening violence
- if there is a danger to life
- serious damage is being or could be caused to a property
- a potential criminal has been disturbed or stopped
- a road traffic collision where someone is hurt or a danger is being caused to other road users.

---

# Contents

## المحتويات

---

### Page Number

2	Contents المحتويات
3	<a href="#">Reading Refugee Support Group Opening Times</a> <a href="#">جمعية ريدينج لدعم اللاجئين – مواعيد العمل</a>
4	<a href="#">Hate Crimes جرائم الكراهية</a>
5	<a href="#">Support and Advice الدعم والإرشاد</a>
8	<a href="#">Sleeping Rough النوم في الطرقات</a>
10	<a href="#">Housing Advice and Accommodation</a> <a href="#">نصائح السكن والإسكان</a>
11	<a href="#">Food Handouts المساعدات الغذائية</a>
14	<a href="#">Living Safely الحياة الآمنة</a>
17	<a href="#">Welfare Benefits and Advice</a> <a href="#">المساعدات الحكومية والإرشادات</a>
19	<a href="#">Training, Employment and Volunteering</a> <a href="#">التدريب، التوظيف والتطوع</a>
21	<a href="#">Health الصحة</a>
23	<a href="#">Mental Health and Counselling</a> <a href="#">الصحة النفسية والاستشارات</a>
25	<a href="#">Drugs and Alcohol المخدرات والكحوليات</a>
26	<a href="#">Areas outside of Reading المناطق خارج ريدينج</a>

---

## Reading Refugee Support Group—Opening Times

جمعية ريدينج لدعم اللاجئين – مواعيد العمل

---

- **Drop in**

Mondays —10am-1pm in the RISC meeting hall, 35-39 London Street, Reading RG1 4PS

Wednesdays—10:30am-12:30pm at the Quaker Meeting House, 2 Church Street, Reading RG1 2SB

At the drop in we have free tea, coffee and snacks, social conversations with volunteers and casual English classes.

You can also see a caseworker without an appointment at the Monday Drop In.

We will reimburse your bus/train ticket but you must stay at the drop in for a minimum of half an hour and arrive half an hour before the drop in is due to finish.

- **Appointments**

You can ring 01189505356 to book an appointment to see a caseworker, or come in to pick up your food parcel at the following times. Please do not come in to see a caseworker without an appointment as you will not be seen, please attend the drop in if you'd like to talk to a caseworker without an appointment.

The office is open to clients:

Tuesday, Wednesday, Thursday 10am-3pm

---

## Hate crimes جرائم الكراهية

---

- **What are hate crimes?**

Hate crimes committed against someone because of their disability, transgender-identity, race, religion or belief, or sexual orientation are hate crimes and should be reported to the police. It is never okay to be targeted because of your status as an asylum seeker, refugee or immigrant.

Hate crimes can include:

Threatening behaviour, assault, robbery, damage to property, inciting others to commit hate crimes and harassment.

- **Reporting hate crimes الإبلاغ عن جرائم الكراهية**

You can report if you are a victim of or witness to a Hate Crime online at [report-it.org.uk/your police force](https://report-it.org.uk/your-police-force)

Or by calling 101 or 0300 1234 148

Call 999 if you're reporting a crime that is in progress or if you or someone else is in immediate danger

- **Support**

You can get free support and advice if you're a victim of hate crime

<https://www.gov.uk/get-support-as-a-victim-of-crime>

---

## Support and Advice الدعم والإرشاد

---

- **ACRE (Alliance for cohesion and racial equality)**

Middle Building, 344 Oxford Road Community Centre, Reading, RG30 1AF. Tel: 01189510279. Email [info@acre-reading.org](mailto:info@acre-reading.org)

Alafia provides a pro-active outreach advice and guidance service for some of the most hard to reach families in Reading.

Acre's Family Support Team works with BME families caring for children between ages 0-25 with disabilities or additional needs. ACRE also provides Legal Advice service to members of the public on Immigration and Employment Law.

- **British Red Cross**

John Nike House, 90 Eastern Avenue, Reading, RG1 5SF. Tel: 0300 333 5393.

Refugee service open Thursday 10.30 am-1.30 pm, Friday by appointment only. Financial support available.

- **Communicare (advice shop)**

233 Kings Road, Reading RG1 4LS. Tel: 0118 926 3941, email: [office@communicare.org.uk](mailto:office@communicare.org.uk).

Advice on housing, benefits, work and training, plus help with form filling. Drop-in service: Mon-Thurs 10 am-4 pm, Friday 10 am-1 pm.

- **Christian Community Action (CCA)**

Tel: 0118 951 2336, [www.ccam.org.uk](http://www.ccam.org.uk).

Distributes second-hand furniture, household items and clothes for people on benefits/low income (proof is required) for a nominal charge.

Support centres at: 79 Northumberland Avenue, Reading RG2 7PT; 369-371 Oxford Road, Reading RG30 1HA; 38 Coronation Square, Southcote, Reading RG30 3QN; 526-528 Northumberland Avenue, Whitley, Reading RG2 8NY; Caversham Baptist Church, South Street, Caversham RG4 8HY; 93 Wokingham Road, Reading RG6 1LH.

- **Citizens' Advice**

Citizens Advice Bureau, Minster Street, Reading RG1 2JB

Advice line 03444 111 306 (Monday, Tuesday, Thursday and Friday 9.30 am-4 pm, Wednesday 9.30 am-6.30 pm, Saturday 10 am-12 noon). Or tel: 0118 952 3050.

OISC Advisors. Free and confidential advice on subjects including debt, welfare benefits, employment, housing and immigration. Drop-in Monday, Tuesday, Thursday and Friday 10 am-12.30 pm and 1-4 pm, Wednesday 1-4 pm.

- **The Pasalo Project**

[www.pasaloproject.org](http://www.pasaloproject.org), Email [beverley@pasaloproject.org](mailto:beverley@pasaloproject.org)

Offers pro bono peer support to exchange knowledge, ideas and experience of working therapeutically with people traumatised by war, torture or exile. Especially suited to people whose first language is not English

- **Support U**

15 Castle Street, Reading RG1 7SB, Tel: 0118 321 9111.

Chat online or send secure message at <https://>

[www.supportu.org.uk/contact-us.php](http://www.supportu.org.uk/contact-us.php). Open Monday-Friday 10 am-5.30 pm. Resource service for people needing help with LGBT+ issues.

- **Reading Borough Council Adult Social Care**

Reading Borough Council, Bridge Street, Reading RG1 2LU Tel: 0118 937 3747.

Open Monday-Friday 9 am-5 pm. Supports adults (18 years+) who live within the Borough of Reading and who, because of their age, a disability or long-term health problem find it difficult to take care of themselves and/or stay in touch with family and friends. Information and advice is free for Reading residents.



---

## Sleeping Rough النوم في الطرقات

---

- **St Mungo's Reading Street Outreach Team**

Tel: 0118 958 5002. Email: reading-streetoutreach@mungos.org, [www.mungos.org](http://www.mungos.org).

Monday-Friday 6 am-9 pm. Call or go to CIRDIC drop-in (see below).

- **Launchpad**

The Stables, 1A Merchants Place, Reading RG1 1DT. Tel: 0118 950 7656 (general enquiries) or 0118 929 1111 (helpline), email: enquiries@launchpadreading.org.uk

Open Monday-Friday 9 am-5 pm. Drop-in for advice and support with housing and homelessness issues Monday, Wednesday and Friday 10 am-2 pm. Also offers housing and support to people at risk of homelessness.

- **Churches in Reading Drop-in Centre (CIRDIC)**

St Saviour's Church Hall, Berkeley Avenue, Reading RG1 6JT, tel: 0118 9502536, email: enquiries@cirdic.org.uk.

Drop-in Monday, Tuesday & Friday 10 am-3.30 pm, Saturday 6-7 pm. Provides hot meals, showers, baths, clothes, telephone and secure postal address, housing information, and (Mondays 11.30-1.30) nurse-led health service.

- **Faith Christian Group (Readistreet)**

St Mary's Butts, Reading RG1 2LN, tel: 0118 987 2672

Provides hot soup Tuesday-Friday evenings from 8 pm and bed for the night (B4N) – short-term winter night shelter, referral via St Mungo's (previous page).

- **Sanctuary Hosting**

Sanctuary Hosting C/o Emmaus Oxford, 171 Oxford Rd, OX4 2ES, tel: 07818 555986, email: [info@sanctuaryhosting.org](mailto:info@sanctuaryhosting.org)

Matches homeless asylum seekers, refugees and vulnerable migrants to people in the community with spare rooms and open hearts, to stay rent free for an agreed period of time. The scheme is throughout the Thames Valley, in Oxfordshire, Buckinghamshire and Berkshire.

---

## Housing Advice and Accommodation

### نصائح السكن والإسكان

---

- **[Reading Borough Council Housing Advice Service](#)**

Civic Offices, Bridge Street, Reading RG1 2 LU. Tel: 0118 937 2165.

Open Monday-Friday 9 am-5 pm.

- **[YMCA](#)**

Parkside Road, Reading RG30 2DD, tel: 0118 957 5746, email: [info@ymcareading.org](mailto:info@ymcareading.org)

Offers supported accommodation for people 16-23 years old,

- **[Launchpad](#)**

The Stables, 1A Merchants Place, Reading RG1 1DT. Tel: 0118 950 7656 (general enquiries) or 0118 929 1111 (helpline), email: [enquiries@launchpadreading.org.uk](mailto:enquiries@launchpadreading.org.uk)

Open Monday-Friday 9 am-5 pm. Drop-in for advice and support with housing and homelessness issues Monday, Wednesday and Friday 10 am-2 pm. Also offers housing and support to people at risk of homelessness.

---

## Food Handouts النشرات الغذائية

---

- **Readifood (Faith Christian Group)**

Tel: 0118 987 2672, email: [info@readifood.org.uk](mailto:info@readifood.org.uk)  
[www.readifood.org.uk](http://www.readifood.org.uk).

Emergency food parcels delivered to home or referral centre.  
Ask your social worker, housing advisor or other support worker to refer you.

Food Bank, 33 Boulton Road, Reading RG2 0NH. Also offers Soup Run at St Mary's church, St Mary's Butts, Reading RG1 2LG on Tuesday, Wednesday, Thursday and Friday evenings; and Tea Bar, Hosier Street, Reading RG1 7JL, Sundays 5.30-6.30 pm. ·

- **CIRDIC**

St Saviour's Church Hall, Berkeley Avenue, Reading RG1 6JT, tel: 0118 950 2536, email: [enquiries@cirdic.org.uk](mailto:enquiries@cirdic.org.uk).

Provides hot meals Monday, Tuesday & Friday 10 am-3.30 pm, Saturday 6-7 pm.

- **Nishkam SWAT (Sikh Welfare & Awareness Team)**

Reading Town Hall, Blagrove Street, RG1 1QH

Offers free food Wednesdays 6.45-8.30 pm.

- **[Sadaka Food Kitchen](#)**

Fairview Community Centre, 90b Great Knollys Street, Reading RG1 7HL. Tel: 0118 324 6565. Email: [info@sadakagives.org.uk](mailto:info@sadakagives.org.uk).

Open Saturdays only. Also provides clothing and basic household items to those in need.

- **[Piaroo's Wish](#)**

Fairview Community Centre, 90b Great Knollys Street, Reading RG1 7HL. Email [info@piarooswish.com](mailto:info@piarooswish.com)

Offers food, clothing and information to homeless and vulnerable people. Open Wednesdays 11 am-2 pm.

- **[New Beginnings Reading](#)**

The Queen's Arms, 24 Great Knollys Street, Reading RG1 7HL, tel: 07421 998208, email: [contactus@newbeginningsreading.org](mailto:contactus@newbeginningsreading.org).

Alcohol-free pub serving free food and drink to homeless and needy people. Open Wednesday 3-6 pm, Friday 9-11 pm, Saturday 12-4 pm and 9-11 pm, Sunday 2-5 pm. Also After-School Café, Wednesdays in school term time 3.15-6 pm, and in school holidays 2-4 pm.

Also Community Fridge offering free food, open Wednesday and Friday 12.30-1.30 pm.

- **Providence Chapel**

103 Oxford Road. Reading RG1 7UD, tel: 0118 958 0803. 0118 988 2365, email: [enquiries@pchapel.co.uk](mailto:enquiries@pchapel.co.uk).

Drop-in for hot meal, Mondays 8-9.15 pm.

---

## Living Safely الحياة الأمنة

---

- **Berkshire Women's Aid (BWA)**

PO Box 413, Reading RG1 8XL. Email: [info@bwaid.co.uk](mailto:info@bwaid.co.uk),  
[www.berkshirewomensaid.org.uk](http://www.berkshirewomensaid.org.uk). Helpline 0118 950 4003  
(24/7, but 5 pm-10 am emergencies only).

Advice and support to victims of domestic abuse; refuge accommodation for women and their children. Drop-in Service for Reading residents only, Tuesdays 10 am-3 pm at Reading Voluntary Action, 3rd Floor, Central Library, Abbey Square, Reading RG1 3BQ.

- **RAHAB**

90 London Street, Reading RG1 4SJ. Tel: 0118 956 7000  
(Monday-Friday 10 am-4 pm), email: [admin@rahab.co.uk](mailto:admin@rahab.co.uk) or  
[rahab@themustardtree.org](mailto:rahab@themustardtree.org)

Offers support, befriending and advocacy to anyone who has been exploited in the sex industry (e.g. through prostitution, trafficking or sexwork). Services include prison visiting, advocacy and support to attend court, health and drug appointments. Night-time outreach service also available. Call, email or ask your key worker to refer you.

- **Trust House Reading**

54 London Street, Reading RG1 4SQ.

Tel: 0118 958 4033, email: [office@trouthousereading.org](mailto:office@trouthousereading.org). Helpline Monday-Friday 9.30 am-5.30 pm (Monday & Wednesday until 6.30 p.m.)

Rape support centre offering: (1) Confidential helpline for people affected by rape and sexual abuse, (2) Specialist counselling for people affected by all forms of sexual violence, (3) Counselling and play therapy for children and young people (4-17 years old) who have been affected by rape, sexual violence, abuse and exploitation, (4) An independent sexual violence advisor who can offer information about your rights, court procedures and health options, and support you to attend appointments and refer you to related services.

- **Alana House, Reading Women's Community Project**

2 Southern Court, South Street, Reading RG1 4QS.

Tel: 0118 921 7640, email: [Alana.house@pactcharity.org](mailto:Alana.house@pactcharity.org), [www.alanahouse.org](http://www.alanahouse.org).

Offers early intervention and prevention support for vulnerable women and women at risk of offending; individual support, group activities and access to other local support services. Safe, female-only environment; crèche facility for children up to 5 years Tuesday and Wednesday afternoon. Drop-in Monday, Wednesday & Thursday 12.30-2.30 pm. Call for an appointment, or ask your professional worker to refer you.



- **Family Information Service (FIS)**

Reading Borough Council, Civic Offices, Bridge Street, Reading RG1 2LU. Tel: 0118 937 3777 (Monday-Friday 9 am-5 pm), email [fis@reading.gov.uk](mailto:fis@reading.gov.uk)

Free, individually tailored, impartial service offering information on any family matter for families with children up to 19 years (25 years for children with special educational needs or disabilities), including (1) OFSTED registered childcare and childcare matching service, (2) Signposting support groups and services, (3) Things to do such as sports, clubs, leisure activities and courses, (4) 2, 3 & 4 year funding, pre-schools, higher education, (5) Signposting to health services, (6) Specialist advice for families with children with special educational needs and disabilities.

- **National Domestic Violence Helpline**

Tel: 0808 200 0247, [www.refuge.org.uk](http://www.refuge.org.uk) (24 hours/day, 365 days/year).

Help with finding accommodation, support and information.  
Help for both men and women experiencing domestic abuse.

- **Churches in Reading Women's Centre (CIRWC)**

Emmanuel Methodist Church, 448 Oxford Road, Reading RG30 1EE. Tel: 07817 373773. Email: [enquiries@cirwc.org.uk](mailto:enquiries@cirwc.org.uk).

Drop-in centre open Tuesday, Wednesday and Thursday 10 am-3 pm. Activities, food and conversation, plus support and encouragement to help women develop talents and skills.

---

## Welfare Benefits and Advice

### المساعدات الحكومية والإرشادات

---

- **Jobcentre Plus**

Adelphi House, Friar Street, Reading RG1 1HD. Tel: 0800 055 6688 (new claims) or advice line 0345 604 3719

Monday-Friday 8 am-6 pm. Drop-in Monday-Friday 9 am-5 pm.

- **Reading Borough Council Financial Crisis Support Scheme**

Civic Offices, Bridge Street, Reading RG1 2LU, tel: 0118 937 3707.

Open Monday-Friday 9 am-5 pm. Offers assistance to people receiving benefits in cases of immediate risk to health/safety, emergency, bereavement etc. Assistance could include help with furnishing home, providing white goods, clothing, gas/ electricity/food vouchers, low/no interest loans from Berkshire Credit Union.

- **Reading Community Welfare Rights Unit**

South Reading Community Hub, 252 Northumberland Avenue, Whitley, Reading RG2 7QA.

Open Tuesday-Thursday 10 am-3 pm. Advice about welfare benefits, housing and legal matters.

- **Citizens' Advice**

Citizens Advice Bureau, Minster Street, Reading RG1 2JB

Advice line 03444 111 306 (Monday, Tuesday, Thursday and Friday 9.30 am-4 pm, Wednesday 9.30 am-6.30 pm, Saturday 10 am-12 noon). Or tel: 0118 952 3050.

OISC Advisors. Free and confidential advice on subjects including debt, welfare benefits, employment, housing and immigration. Drop-in Monday, Tuesday, Thursday and Friday 10 am-12.30 pm and 1-4 pm, Wednesday 1-4 pm.

- **ACRE (Alliance for cohesion and racial equality)**

Middle Building, 344 Oxford Road Community Centre, Reading, RG30 1AF. Tel: 01189510279. Email [info@acre-reading.org](mailto:info@acre-reading.org)

Alafia provides a pro-active outreach advice and guidance service for some of the most hard to reach families in Reading.

Acre's Family Support Team works with BME families caring for children between ages 0-25 with disabilities or additional needs. ACRE also provides Legal Advice service to members of the public on Immigration and Employment Law.

---

## Training, Employment and Volunteering

### التدريب، التوظيف و التطوع

---

- **Universal Job Match**

[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

Government online service to help you search and apply for full-time or part-time jobs in UK or abroad: (See also Jobcentre Plus under Welfare Benefits).

- **Reading Central Library**

Abbey Square, Reading RG1 3BQ, tel: 0118 901 5950, email: [info@readinglibraries.org.uk](mailto:info@readinglibraries.org.uk)

Free access to computers for word processing and the internet; daily newspapers and journals with job listings; help with improving your CV and interview skills. Open Monday and Friday 9 am-5.30 pm, Tuesday and Thursday 9 am-7 pm, Saturday 9.30 am-5 pm. Wednesday closed.

- **Elevate Me**

Reading Library 3rd Floor, Abbey Square, Reading RG1 3BQ  
tel: 0118 937 3358, email [elevate.berkshire@reading.gov.uk](mailto:elevate.berkshire@reading.gov.uk).

Help, advice and support on employment, work experience, volunteering and mentoring for young people 16-24 years old

- **Reading Community Learning Centre (RCLC)**

94 London Street, Reading RG1 4SJ, tel: 0118 959 5455, website: [www.rclc.org.uk](http://www.rclc.org.uk) and email [info@rclc.org.uk](mailto:info@rclc.org.uk).

Free informal learning opportunities, information, support and cultural events for isolated women from Reading's black and minority ethnic communities. Crèche provided. Open Monday-Thursday 9.30 am-1 pm.

- **Reading Voluntary Action**

3rd Floor Reading Central Library, Abbey Square, Reading RG1 3BQ.

Matches volunteers to great opportunities, and works together with organizations across Reading to improve the lives of local people.

---

## Health الصحة

---

- [Health Outreach Liaison Team \(HOLT\) Berkshire NHS](#)

Tel: 0118 952 5329, 0118 207 7651.

Nurse-led service for people who are homeless, living in hostel or have difficulty accessing mainstream NHS services. Drop-in Monday 11.30 am-1.30 pm at CIRDIC (St Saviour's Church Hall, Berkeley Avenue, Reading RG1 6JT), and Tuesday 10.30 am-12.30 pm at Launchpad The Stables (1A Merchants Place, Reading RG1 1DT).

- [Reading Walk-in Health Clinic](#)

1st Floor, Broad Street Mall, Reading RG1 7QA, tel: 0118 902 8300.

Monday-Sunday (including holidays) 8 am-8 pm, Drop-in GP surgery and minor injuries clinic. No appointment needed.

- [NHS non-emergency number - call 111](#)

Information and advice about illness and injury which is not life-threatening. Available 24/7

- [Accident & Emergency](#) (for serious illness or injury)

Royal Berkshire Hospital, Craven Road, Reading RG1 5AN

Open 24/7

- **[999 Ambulance Service](#)**

For life-threatening illness or injury.

- **[NHS Patient Advice & Liaison Service \(PALS\)](#)**

Tel 0800 032 2210 or 0118 322 8338

Help and advice about NHS services

- **[NHS Sexual Health](#)**

Florey Unit, Royal Berkshire Hospital, 21a Craven Road, Reading RG1 5LE, tel: 0118 322 5111.

Drop-in Monday-Friday 7 am-7 pm, Saturday 9.30-11 am (closed Thursdays 8-9 am and bank holiday weekends).

- **[Fight Against Aids Society](#)**

Tel 07494498351 or email faasociety@yahoo.com

Advice about AIDS and HIV

- **[Reading Rose Centre](#)**

The Rose Centre, Gate House, Oxford Road Community Centre, Oxford Road, Reading, RG30 1AG. Tel 07903675676.

Helping victims and those at risk of Female Genital Mutilation through community prevention and awareness programme, expert medical treatment, diagnosis of FGM and expert FGM advice centre. Monthly drop in on the first Friday morning of every month from 9:30am to 12:30pm.

---

## Mental Health and Counselling

الصحة النفسية والإستشارات

---

- [Berkshire NHS Adult Community Mental Health Services](#)

Tel: 0300 365 0300

Monday-Friday 8 am-8 pm.

- [Berkshire NHS Mental Health Crisis Service](#)

Tel: 0300 365 9999

Available 24/7

- [SANE](#)

Tel: 0300 304 7000, 4.30 pm -10.30 pm.

National mental health charity offering support and information to people affected by mental illness including families, friends and carers.

- [No5](#)

4 Sackville Street, Reading RG1 1NT tel: 0118 901 5668, info@no5.org.uk.

Free, confidential counselling and support for people 11-24 years old. Drop-in Monday-Friday 10 am-9 pm, Saturday 10 am-4 pm, or call to make appointment.



- **Samaritans**

59A Cholmeley Road, Reading RG1 3NB. Tel: 116123 free helpline 24/7. Or local number 0118 926 6333.

Samaritans will listen to calls about issues that are troubling you – however small or large – and help talk through your concerns. Centre open 11 am to 10 pm daily, except Mondays afternoons only 2-5.30 pm.

- **Talking Therapies**

Tel: 0300 365 2000 or [www.talkingtherapies.berkshire.nhs.uk](http://www.talkingtherapies.berkshire.nhs.uk)

This service provides interventions, therapy, courses, workshops, face-to-face therapy and counselling to help with: Depression, anxiety and stress, Phobias, Panic and Obsessive Compulsive Disorder (OCD). You can refer yourself or your GP can refer you.

- **Mind**

Website: [www.mind.org.uk](http://www.mind.org.uk) or tel: 0300 123 3393

Information and advice on mental health issues, where to get help, treatments and legal issues.

- **Young Minds**

[www.youngminds.org.uk](http://www.youngminds.org.uk) or parent helpline 0808 802 5544.

The voice for young people's mental health and wellbeing.

Parents can call the helpline for concerns about their child's mental health.

---

## Drugs and Alcohol

### المخدرات و الكحوليات

---

- **[IRIS](#)**

38 Queens Road, Reading RG1 4AU, tel: 0118 956 7441 email: [reading@irispartnership.org.uk](mailto:reading@irispartnership.org.uk).

Monday-Friday 1-4 pm (closed every other Wednesday morning). Offers free confidential information, advice and support to people over 18 seeking access to drug and alcohol services.

- **[SOURCE](#)**

16 North Street, Reading RG1 7DA, tel: 0118 955 7333 or 0118 937 5666, email: [source@reading.gov.uk](mailto:source@reading.gov.uk)

SOURCE is Reading's Young Person's drug & alcohol service, working with young people under 18 years old or up to 25 if they are vulnerable adults. We also offer family work support for our clients

- **[Alcoholics Anonymous](#)**

Tel: 0800 9177 650 (open 24/7), email: [help@aamail.org](mailto:help@aamail.org).

Free confidential advice and support for people who need help with a drink problem.

- **[NA \(Narcotics Anonymous\)](#)**

Tel: 0300 999 1212 (10 am-midnight), [www.ukna.org](http://www.ukna.org)

---

## Areas outside of Reading

المناطق خارج ريدينج

---

### **West Berkshire Council**

Council Offices, Market Street, Newbury, RG14 5LD

[www.westberks.gov.uk](http://www.westberks.gov.uk)

Out of Hours emergencies number 01635 42161

### **Wokingham Borough Council**

Wokingham Borough Council, Shute End, Wokingham, Berkshire, RG40 1BN

[www.wokingham.gov.uk](http://www.wokingham.gov.uk)

Phone number for weekdays 9am—5pm 0118 974 6000

Out of hours emergency numbers—Monday to Friday 5pm to 9am, weekend days, public holidays. General emergencies - phone 0800 212 111. Social care emergencies - phone 01344 786 543

### **Royal Borough of Windsor and Maidenhead Council**

The Royal Borough of Windsor and Maidenhead, Town Hall St  
Ives Road Maidenhead SL6 1RF

[www.rbwm.gov.uk](http://www.rbwm.gov.uk)

Phone number—01628 683800

The logo for the Reading Refugee Support Group is a green rounded rectangle. Inside, the text "Reading Refugee Support Group" is written in white, stacked in four lines.

Reading  
Refugee  
Support  
Group

Reading  
Wokingham  
West Berkshire  
Windsor and Maidenhead



## Contact Reading Refugee Support Group:

RRSG

35-39 London Street

Reading

RG1 4PS

Tel:0118 9505356

[info@rrsg.org.uk](mailto:info@rrsg.org.uk)

<http://rrsg.org.uk/>

## Acknowledgements

Thank you to Henry for his hard work creating this list of organisations and  
Izi for helping to put it together