



Helpful Numbers

If you are in need of extra support regarding any issues you may be experiencing then contacting one of the following experts may be of help. Our staff can help guide you through this process if you are uncertain who would be best to approach.

Berkshire Healthcare

Health hub 0300 365 1234

www.cypf.berkshirehealthcare.nhs.uk

For all information regarding CAMHS, specialist children's services, CYPIT (therapy services eg speech & language, Occupational), nursing including Health Visitors. Online contact form available as well as emergency referral service. Mental health support also available through health hub number above

Autism Berkshire

Helpline 0118 959 4594

www.autismberkshire.org.uk

Autism Berkshire offer support, advice and guidance regarding benefits, hold drop-in advice sessions, offer home visiting and pre-assessment services as well as run entertainment sessions at venues such as Crazy Kidz and Red Kangaroo

Reading Community Welfare Rights

Tel: 0118 955 1070

www.readingspecialist.co.uk

Welfare Rights provide a specialist advice service to all sectors of the local community in relation to all welfare benefits including mandatory reconsiderations, appeals and preparation for court hearings, advice on your right to challenge benefit decisions, assistance with benefit forms, benefits checks / better off calculations.

Citizen Advice Reading

Tel: 03444 111 306

www.rcab.org.uk

We provide comprehensive generalist advice to help people with a wide range of problems including benefits, employment, debt and money, consumer, relationships, housing, discrimination, law and rights, healthcare and education.

Berkshire Womens Aid

Tel: 0118 950 4003

www.berkshirewomensaid.org.uk

The BWA helpline provides a first point of contact for advice on domestic abuse for women and men. If you know or think you are being abused, or if you are concerned about a friend or relative they can begin a dialogue and give you the information about the choices you have depending on the circumstances.

Alana House

Tel: 0300 456 4800

www.pactcharity.org/alana-house

Alana House is a community project run by PACT that uses a holistic approach to support and empower women. They offer a confidential, women-only, non-judgemental space and welcome all women who feel they need help and support with accommodation, parenting and relationships, domestic abuse, drugs and alcohol, employment, health and well-being, sex working/prostitution

Launchpad**Tel: 0118 950 7656**www.launchpadreading.org.uk

Launchpad's holistic service works in three ways – they prevent homelessness, provide homes and rebuild lives. Their services support individuals, couples and families in Reading who don't have a stable place to live or are at risk of losing their home.

First Days Children's Charity**Tel: 0118 921 9338**www.firstdays.net

First Days can support families to access items the children needs eg clothes (including school uniform), toiletries, baby equipment like stair gates, cots, bedding etc

Communicare**Tel: 0118 926 3941**www.communicare.co.uk

Communicare hold a pro-bono legal clinic once a month as well as providing information at drop-in sessions held daily regarding debt, form filling, housing, divorce and separation, employment and benefits checking. They can offer support in multiple languages.

Child Maintenance Options**Tel: 0800 988 0988**www.gov.uk/child-maintenance

Before you can proceed with a child maintenance claim you first need to contact Child Maintenance Options who will discuss your situation and set up a 12 digit reference number which will be used on all future contact. They will arrange for an adviser from Child Maintenance Service to call back

Child Maintenance Service**Tel: 0845 266 8792**

For all information regarding claims by either the resident or non-resident parent. You can also appoint a "client representative" to talk on your behalf but that needs to be set up during your initial call with Child Maintenance Options (as above).

Integrating Recovery in Services - (IRIS)**Tel: 0118 955 7333**www.cranstoun.org/service/iris-reading

First port of call for all drug and alcohol advice, referral and assessment in Reading for 18+ years. They will assess needs and offer services on access to substitute prescribing, pre-detox support, screening & vaccination, housing support, needle exchange, relaxation

Trust House**Tel: 0118 958 4033**www.trusthoureading.org

Trust House provide support if you have experienced rape or sexual abuse recently or in the past, no matter how long ago. They will provide emotional support, referrals to their counselling services and Independent Sexual Violence Advisor services along with signposting to other agencies that may be able to support. They also offer support information and advice for the family, friends and supporters of survivors on this number.

Emergency items

Our staff can apply for support to national or local charities on your behalf if you have an emergency need. For example **Tilehurst Poorlands** can assist with supplying school uniform, some carpeting and resettlement fees. **Frank Buttle Ltd** supply white goods eg fridge, cooker if they cannot be sourced locally.