

There is lots of help available for drug and alcohol users and also plenty of support for family, friends and loved ones who are concerned about a person's substance misuse.

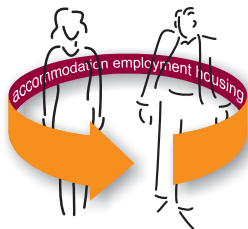
In this directory you will find information about the many types of help, support, treatments and therapies available amongst other information.

The purpose of this directory is to provide you with an essential guide of all local services that will support you into drug-free recovery.

For more information, call the Slough Drug and Alcohol Action Team on 01753 875579.

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DRUGS AND ALCOHOL

You may or may not currently be engaged with a drug and/or alcohol service in Slough – but there are lots of agencies that are available to offer you support, information and advice about drugs and alcohol.

This section also offers advice for where you family, friends and loved ones can access support.

All of the drug and alcohol services commissioned by the DAAT in Slough are located at Maple House in the same property on the High Street.

★ T2 – Turning Point Slough

☎ 01753 692548

✉ TXS @ Maple House, 1st Floor, 95 High Street, Slough, SL1 1DH

🕒 Mon – Wed: 10am – 5.30pm

Thurs: 10am – 8pm; Fri: 10am – 5pm

T2 Slough offers a fast, accessible and confidential service with full assessment for anyone in the Slough area who wants to reduce, stabilise or stop using drugs.

The service provides:

- One-to-one support to address your individual needs and set up a care plan
- Drop-ins: you can attend and self refer at drop-in times



- Structured Day Programme (SDP): 12 week structured programme that offers you group work if you need more structured intervention
- Groups: a range of groups are open to you to gain support from others (e.g. crack and stimulant groups)
- Needle exchange facilities onsite if you're injecting
- You can also get referrals onto detoxification and rehab clinics if it's the right treatment option for you

★ Slough Drug Intervention Project (DIP)

☎ 01753 692548

✉ TXS @ Maple House, 1st Floor, 95 High Street, Slough, SL1 1DH

🕒 Mon - Fri: 9am - 5.30pm

Slough DIP has a team of arrest referral / through care and aftercare workers and a PPO (Prolific Offender) prison link worker. A prescribing clinic is available and you will be key worked through your first 12 weeks of treatment after release from custody. You can then be referred onto suitable agencies for your drug free recovery.

The service provides:

- Police/Court custody based assessments
- Custody Suite cover
- Community outreach services
- Access to rapid prescribing of substitute medication
- Targeted care of identified prolific, RoB (Restriction on Bail) and female offenders
- Support and advocacy for other, specialist, services

★ CRI

☎ 01753 692548

✉ TXS @ Maple House, 1st Floor, 95 High Street, Slough, SL1 1DH

🕒 Mon –Fri: 9am – 5.30pm

CRI now provide the psychosocial interventions to adults (18 years+) in East Berkshire with drug and/or alcohol issues with the aim of supporting individuals to break free from harmful patterns of behaviour. You need to be referred to this service.

For alcohol clients, referrals from GPs and Tier 1 professionals should be sent to SMART (fax: 01753 528760). Drug referrals should be sent to T2 (fax: 01753 528760).

★ SMART

☎ 01753 692548

✉ TXS @ Maple House, 1st Floor, 95 High Street, Slough, SL1 1DH

🕒 Mon –Fri: 9am – 5.30pm

SMART delivers drugs and alcohol services across East Berkshire. For drugs clients SMART provides one-to-one care planned sessions and clinic support with the prescribing doctors to those people with complex problems (e.g. pregnancy and mental health issues) and can make onward referrals to appropriate services. REFERRALS should be made from T2 workers who will complete a triage assessment and refer you to SMART staff.

For alcohol clients, SMART staff will complete an assessment to identify priority needs as well as one to one brief interventions (including a reduction program) for alcohol clients. A specialist nurse will help to provide a community detox or referral for an inpatient detox as appropriate.

REFERRALS from GP's and Tier 1 Professionals should be sent to SMART at T2 (fax: 01753 528760) on your behalf.



★ Equinox Project 316

☎ 01753 523182

✉ 316-320 High Street, Slough, SL1 1NB

Located in the heart of Slough, Project 316 offers a twelve week residential community drug stabilisation and structured treatment programme for you if you are a drug user and are homeless and willing to engage.

You are given the opportunity to recognise and understand your addiction, stop or reduce your drug use, and develop the confidence, understanding and coping skills to change. Through a combination of interventions the service provides:

- Stabilisation/detoxification in partnership with local prescribers
- A structured group programme – cognitive and task centred
- Complimentary therapies and leisure activities
- Skills training and re-employment support

★ National Drugs Helpline

☎ 0800 77 66 00

📄 www.talktofrank.com

🕒 24 hours a day, 365 days a year

Helpline offering free information, advice and support about drugs and alcohol.

★ Alcoholics Anonymous

☎ 0845 769 7555 (National) &
01628 530055 (Regional)

🕒 The National helpline is open 24 hours a day, 365 days a year

Offers free information, advice and support about alcohol. The Regional telephone line will connect you to someone who can direct you to a local meeting (meetings occur once a day in central Slough).

★ Narcotics Anonymous

☎ 0207 730 0009

🕒 10am - 10pm, 7 days a week.

This service is very similar to Alcoholics Anonymous providing free information, advice and support about drugs - giving you the opportunity to attend support meetings in your area.

★ DrugFAM - Support group

☎ 08453 8838 53 (Helpline)

🕒 9am - 9pm, 7 days a week.

DrugFAM are a charity that works with Slough DAAT to provide support, information and advice to the parents, carers, friends, and loved ones of those suffering with addiction. You can chat to a trained advisor who has experienced the same issues as you.

There is a group run in Slough Weekly for those looking for support (you will also have the opportunity to hear from organisations and other relevant speakers):

Every Wednesday: 7 - 9pm @ Upton Hospital, Slough.

HEALTH

If you are living in Slough, have any issues with drugs and/or alcohol, are homeless or struggling with accommodation, or finding it hard to register with a GP - you can still access free medical care.

These agencies can help you with every aspect of your health care - however, it would be a good idea to register with a GP as soon as possible. If you're having trouble registering with a doctor, call the Slough Primary Care Trust and they can offer help and advice on how to get registered.



★ Emergency care

☎ 01753 633000 - **Always (and only) call 999 in an emergency**

✉ Wexham Park Hospital, Wexham, Slough, SL2 4HL

🕒 24 hours a day, 365 days a year

★ NHS Walk-In Centre

☎ 01753 821441

✉ Upton Hospital, Albert Street, Slough, SL1 2BJ

🕒 Mon - Sun: 8am - 8pm

The NHS Walk-in Centre is for medical treatment of immediate problems. You can get confidential help and advice on site.

★ NHS Direct

☎ 0845 46 47

🕒 24 hours a day, 365 days a year

NHS Direct offers free and confidential health advice over the phone or internet. They can give you advice on symptoms and treatment of minor illnesses. They can also provide you with information on how to register with doctors, dentists and opticians.

★ Dental Care

☎ 01753 821441

🕒 Upton Hospital, Albert Street, Slough,
SL1 2BJ

Dentist support is available at varying times at the NHS Walk-In Centre at Upton Hospital. Please call ahead to find out if a dentist is available. To find out about dentists in your area, call NHS Direct on 0845 46 47.

★ Mental Health Care

☎ 01753 690650


✉ New Horizons, Pursers Court, Slough,
SL2 5BX

🕒 Mon - Fri: 9am - 5pm

Slough's Community Mental Health Team (CMHT) provides specialist services and support for people with mental health problems and their carers. The services are staffed by social workers, community psychiatric nurses (CPNs), occupational therapists, and support workers, psychiatrists and clinical psychologists. If you have concerns about your own mental health or that of someone you know, you should see your doctor for referral to the CMHT.

Sexual Health & Family Planning

 01753 635302

 The Garden Clinic, Upton Park Hospital,
Albert Street, Slough, SL1 2BJ

 Call for clinic times and appointments

The Garden Clinic Staff can offer free, confidential advice and information on all methods of contraception, emergency contraception, sexually transmitted infections including HIV, and counselling and referral around unwanted pregnancy.

You need to contact ahead of time to get an appointment at the clinic.



★ PALS (Patient Advice and Liaison Service)

☎ 01753 635615

✉ Upton Hospital, Albert Street, Slough,
SL1 2BJ

🕒 Mon - Fri: 9am - 5pm

You can talk to PALS who provide confidential advice and support to patients, families and their carers, and can provide information on the NHS and health related matters.

★ Registering with a doctor

Doctors can provide you with a full range of services. Most visits entail treatment for minor illnesses or for the diagnosis of severe medical conditions which may require referral for specialist treatment.

EMPLOYMENT & TRAINING

JobCentre Plus offers you the best chance of getting a job - they can help you access the right benefits while you look for a job and support you in your search (see 'benefits and claims' section for full details).

🌟 **Jobseekers Direct**

☎ 0845 6060 0234

🕒 Mon - Fri: 9am - 6pm (Sat: 9am - 1pm)

Jobseeker Direct is a quick and easy phone service which keeps you in touch with the latest job vacancies and helps you find the job that's right for you. Once you find a job you're interested in, Jobseeker Direct will tell you how to apply. It can then send you an application form, and where possible, ring the employer and arrange an interview.

🌟 **Progress2Work**

☎ 01189 511 057

✉ Turning Point, The Centre, 2-10 Bridge Street, Reading, RG1 2LU

🕒 Mon - Fri: 9am - 5pm

Progress2work-linkUP is a Jobcentre Plus initiative aiming to help you to return to employment.

Progress2Work advisors will work with you if you have experienced past problematic drug use and are actively willing to engage. The office is based in Reading but a worker is based from Slough 3 days a week. You can call the service, but you will need to be referred by another agency.

★ **New Deal Helpline**

- ☎ 0845 604 3719 (part of Job Centre Plus)
- 🕒 Mon - Fri: 9am - 5pm

New Deal aims to help you get a job if you are out of work. It will give you the chance to train, learn and do work experience so that you:

- can become more confident
- get new skills
- can be worth more to people looking for staff
- can find and stay in work

Everyone on New Deal gets a personal adviser who is their point of contact throughout the programme. The personal adviser takes the time to understand you - your experiences, interests and goals - so a plan can be prepared to get you into a suitable job.

✦ **Connexions**

☎ 0845 408 5006

✉ 48 High Street, Slough, SL1 1EL

🕒 Mon - Fri: 9am - 5pm

Connexions Personal Advisers will advise anyone aged 16-19 years (or up to 25 years if you have learning disabilities) about jobs, education, and training. They are linked to a huge range of agencies and services that you may never have known about, including things to do with education, careers, social services and health as well as voluntary and community organisations.

✦ **SHOC**

☎ 01753 536745

✉ Serena Hall, Burlington Avenue, Slough,
SL1 2JT

🕒 Mon, Wed, Fri: 9.30am - 3.30pm

Tues, Thurs: 9.30am - 1pm

Sat: 11am - 2pm

SHOC can give you IT training and help you access other agencies (see 'sleeping rough' section for further information).

★ **Slough Community Team for People with Learning Disabilities (CTPLD)**

☎ 01753 690860

✉ My Council Offices, Landmark Place,
High Street (Off Windsor Road), Slough

🕒 Mon - Fri: 9am - 5pm

The Slough Community Team (CTPLD) will enable people with learning disabilities to maximise their rights and improve their quality of life. They can help you gain access to employment and training.

★ **Blue Sky Development and Regeneration / Blue Sky Employment**

☎ 01895 839848

Blue Sky is a company which only employs ex-offenders. They can offer a 6-month contract of grounds maintenance work in Slough.

★ **The Enterprise Centre**

☎ 01753 476605 or 01753 476611

✉ Thomas Gray Centre, Queens Road,
Slough, SL1 3QW

🕒 Mon - Fri: 9am - 5pm

The Enterprise Centre exists to enhance the employment and learning opportunities for the people of Slough and the surrounding areas. Through different projects, the teams can give you advice on job searching including interview skills, completing application forms and individual CV preparation and help you to contact partners to access local employment opportunities.

If you would like any help or advice on learning and employment opportunities, please make an appointment by calling Slough Lifelong Learning about the courses they run and how they can help you.





HOUSING ADVICE

Housing officers across agencies in Slough can offer you free and confidential advice on a wide range of housing problems and can help to find you suitable accommodation. They will help to prevent you from losing your home and help you to look at the options to find other accommodation.

★ The Housing Needs Team

- ☎ 01753 475111 or 01753 476714
- ✉ My Council Offices, Landmark Place,
High Street (off Windsor Road), Slough
- 🕒 Mon 9am - 6.30pm, Tue - Wed 9am
5.30pm, Thurs 10am - 5.30pm, Fri 9am
5.30pm, Sat 9am - 1.30pm

The Housing Needs Team in Slough offers free and confidential advice on a wide range of housing problems and can help to find suitable accommodation.

They aim to prevent you from losing your home and if they can achieve this, they will help you look at the options to find other accommodation. You can be classed as in priority need, for example, if you are a victim of domestic abuse, suffering from drug and/or alcohol abuse, or are an older person.



You will be seen by a housing advisor who will assess whether you are in priority need.

The staff can help you with:

- housing advice - tenancy rights, joining the housing register
- homelessness
- temporary accommodation
- resettlement - supporting families, young people and others who may be at risk of losing their home

If you are looking to rent private accommodation, the Slough Borough Council Deposit Guarantee Scheme has been developed to help those people who cannot afford a deposit.

This scheme:

- aims to reduce the risk of financial loss or damage to landlords and there by encourage lettings to council nominated tenants
- helps people move into private rented accommodation who otherwise would not be able to afford the deposit
- does not cover rent arrears

- makes the tenant responsible for rent due, damage caused and payment to the landlord for funds if the landlord makes a claim

★ Ability Housing - previously known as REAP: Resettlement Agency

☎ 01753 571324

✉ Ground/1st Floor, Burlington Court,
Burlington Road, Slough, SL1 2JS

🕒 Mon - Fri: 9am - 5pm



The Ability team at Slough provides support to single homeless people, including those with substance misuse issues to help them access suitable housing and maintain their tenancies. They work with service users to help you develop life skills so you can live more independently.

They operate 2 duty sessions per week for service users to drop in and access advice and assistance with a range of issues including housing, benefits, arrears and arranging utility services.

Ability does not provide or manage any emergency accommodation.

★ SHOC (Slough Homeless Our Concern)

SHOC can also give you advice on housing and accommodation if you are having issues finding this for yourself (see page 'Sleeping Rough' section for more information).





ACCOMMODATION

These agencies can offer a range of accommodation including hostels, shared houses and self contained flats. For some, you will need to apply and there may be a waiting list.

The fact that there is a waiting list shouldn't put you off of applying and the sooner you take the time to complete the application, the sooner you may have accommodation!

★ Equinox

☎ 01753 523 182

✉ 316 - 320 High Street, Slough

Located in the heart of Slough, Project 316 offers a twelve week residential community drug stabilisation and structured treatment programme. This is the only residential drug service in Slough (See 'drug and alcohol' section for more information).

★ Look Ahead Hostel

☎ 01753 693616

✉ Slough Hostel, Burlington Road, Slough



The Look Ahead hostel in Slough provides accommodation and support for single homeless people aged between 18-60 who have a history of rough sleeping and a local connection to Slough. The accommodation comprises both joint and self-contained flats. Referrals are only taken from Slough Borough Council, SHOC, Ability Housing and other nominated agencies. Therefore, you can call for advice - but will need to ensure you arrange an application with the council.

The Foyer

01753 870700

52 Stoke Road, Slough, SL2 5AW

The Foyer provides accommodation to you if you are aged 16-25, single and homeless. They can help provide you with support to develop independent living skills and can help with move-on accommodation - and some move-on flats (and flats with the Local Authority) are available for application. The facilities on site are available for you after they have moved on.

YMCA

01753 810684

30 Ladbrooke Road, Slough, SL1 2SR

The YMCA in Slough is aimed towards single homeless people aged 18-30 with a Slough connection. The YMCA **will not** accept people with drug and/or alcohol problems needing high support. However, this information may be useful to you if you are/when you become stabilised and/or scripted.

★ Millennium House

☎ 01753 521991

✉ 22-24 Lansdowne Ave, Slough SL1 3SJ

Millennium House offers accommodation and support for 17 single people between 16-25. It aims to provide a friendly and realistic atmosphere in which residents can gain the confidence to become self-sufficient and progress to more independent living.

★ Salvation Army

☎ 0118 959 0681 (Reading Office)

There is not currently a Salvation Army office in Slough - the nearest office is in Reading and they don't accept out of area referrals. You can, however, call them for advice.



✪ **Slough Housing Service (formerly People 1st)**

☎ 01753 875491 / 01753 875492

✉ Airways House, 2 Langley Road, Slough,
SL3 7FH

The Housing Service take care of the day to day running and management of the Councils social housing. If you are interested in applying for a council or housing association home in the borough you will need to join Slough Borough Council's housing register. To do this, you will need to contact the Housing Needs section at Slough Borough Council – details in housing advice section (01753 475111 or 01753 476714). If you're already a tenant, you can contact the Housing Service on the number(s) above.

SLEEPING ROUGH

There is currently no night shelter in Slough.

The council has a duty to help some people who become homeless - the Housing Needs Team is available to do this. If you need help, call into the council's office at Landmark Place and speak to an advisor.

Alternatively, contact a housing advisor direct on 01753 476714

You could also make the effort to contact some of the housing associations/agencies listed in the accommodation section of this booklet. You may find that some have waiting lists and require applications to be completed to be considered - therefore, you should try to apply as soon as you can.

★ Slough Homeless Our Concern (SHOC)

☎ 01753 536745

✉ Serena Hall, Burlington Avenue, Slough,
SL1 2JT

🕒 Mon, Wed, Fri: 9.30am - 3.30pm

Tues, Thurs: 9.30am - 1pm

Sat: 11am - 2pm

This service provides advice and assistance on housing benefit, health and substance misuse, emotional and tenancy support.



You can attend IT lessons, and get home comforts such as tea and coffee, hot meals, and laundry facilities.

- Helps to find/sustain accommodation, give housing/health advice
- provides substance misuse information and advocacy service
- provides hot meals, facilities to take a bath and wash clothes
- provides services to help improve reading and writing. SHOC has IT access at an on-site learning centre
- open access to a drop-in service, which can also refer onto other agencies (Ability Housing, Shelter and Look Ahead)

★ Shelter

☎ 0344 515 1380

✉ Shelter Thames Valley Advise Service, 27 Church Street, Slough, SL1 1PL

🕒 Mon - Fri: 9.30am – 1pm DROP-IN only

Shelter offers free advice, confidential independent housing, welfare and debt advice to people with housing, welfare benefit and debt problems in the Thames Valley area.



Shelter **DOES NOT** provide emergency accommodation.

Below are details of some places in the area that you can get cheap/free meals during the day and, in some cases, somewhere to drop-in and use facilities.

✦ **Soup kitchen**

- Every Monday evening the local churches in the area convene outside the service area at the back of the Observatory shopping centre in Slough Town Centre. Food and clothing is offered.

If you are in a situation where you have no other option but to sleep on the streets, try your best to access services to help you stay safe and healthy, and follow the following advice:

✦ **HEALTH**

- As a homeless person it can be difficult (but not impossible) to register with a doctor. Take care of your health and access an NHS walk in centre if you feel unwell
- Eat hot food at least once a day, and try to eat or drink something before you go to sleep to keep your body warm over night

- Try to keep warm - wear lots of thin layers of clothing and a hat, and never sleep directly on the ground (try to find a mat, cardboard or newspapers to sleep on). Also, try to find somewhere sheltered and out of the wind or the rain

★ STAY IN TOUCH

- Try to stay in touch with family and friends. You can do this through outreach teams, or ask your drug worker to help you.

★ BELONGINGS

- Try to keep your belongings safe as you put yourself at risk of theft or robbery if you keep these things visible. Some day centres will store these for you.

★ PETS

- Pets - if you have a pet, you may be able to get treatment for them for free if you can prove you are on benefits and have nowhere to live. Most hostels won't accept pets, and it may be worthwhile considering giving your pet up for adoption to the RSPCA or local veterinary charity.



FAMILIES

Information for men, women and children:

Do you feel afraid of your partner much of the time and feel unable to do anything right? Have you experienced physical, sexual, financial, and/or emotional abuse from your partner?

1 in 4 women, and 1 in 6 men will experience some form of domestic abuse in their lifetime. Although substance misuse does not cause domestic abuse, there is a clear link between the two. Help in this area ranges from getting advice and support, to finding somewhere safe to stay. The following agencies are there to support you to help you make your own decisions.

DOMESTIC ABUSE

Slough Borough Council

 01753 475111

For further support and advice, including the Berkshire East Domestic Abuse Practitioners Guide and details of local training events.



★ National Domestic Violence Helpline

☎ 0808 2000 247

🕒 24 hours a day

A free and confidential helpline run in partnership between Women's Aid and Refuge.

★ Berkshire East & Slough Bucks Women's Aid - Slough

☎ 0800 085 2654

Offering 24 hour support for men and women suffering domestic abuse through outreach and advocacy support. Also provides refuge accommodation.

★ Slough Domestic Abuse Unit - The Sanctuary Scheme

☎ 01753 506314

Providing support following a report to local police. Risk assessment and management of all cases reported to police, including possible referrals to other agencies including the Sanctuary Scheme (additional locks on doors/windows, window grilles etc). Remember to call 999 in an emergency.

 **Kinara Asian Women's Service** 01753 573330 / 592988 Mon - Fri: 9am - 5pm

Providing refuge accommodation in a culturally sensitive atmosphere to Asian women who are victims of domestic violence and abuse. Providing advice and information about housing, benefits and any issues around domestic violence.

 **SAWIN (Slough Asian Women's Information Network)** 0800 923 2852

Offering outreach services to Asian women living in Slough experiencing domestic abuse.

 **TAWCS (The Asian Women's Counselling Service)** 020 8570 6568

Counselling for you as an Asian woman experiencing problems within the family, at work, or in relationships, or around sexual/physical abuse. Individual counselling and a self help support group are available to you and you can receive counselling in Asian languages.



★ Victim Support Berkshire

☎ 01344 411 411

An independent charity which can support you through the effects of crime by providing free and confidential support.

★ Forced Marriage Unit (Home Office)

☎ 0207 008 0151

If you fear you may be forced into a marriage overseas, or know someone else who may be, contact the Forced Marriage Unit. All telephone calls are dealt with on a totally confidential basis by skilled caseworkers, fully aware of the cultural, social and emotional issues surrounding this abuse.

SEX WORKING/PROSTITUTION

If you are currently sex working / are a prostitute, or are at risk of becoming involved in this work (especially if you are doing this to support your drug/alcohol habit), you can contact:

★ Network of Sex Work Projects

☎ 0161 629 9861

🌐 www.uknswp.org

If you are sex working, are involved with the police and are having difficulty keeping track of your appointments with drug services / criminal justice agencies, you can receive support from the DIP Female Outreach Worker.

★ DIP Female Outreach Worker

☎ 01753 692548

The Female Outreach Worker can help you if you are currently sex working / are a prostitute, or are at risk of becoming involved in this work – especially if you are / have been involved in the Criminal Justice System and have a drug and/or alcohol problem.

FAMILY

★ Triple P Programme

☎ 01753 787640

This service is for parents / carers who sometimes find their children's behaviour difficult to understand and find it difficult to respond to the way they act.

The programme offers you a chance to explore the links between children's' feelings, needs and behaviour and helps you to build positive relationships with your children, setting rules that children will follow, helping them to develop new skills.

★ Family Action Slough

☎ 01753 571348

✉ Long Furlong Drive, Britwell, Slough,
SL2 2LX

🕒 Mon - Fri: 9am - 5pm

Family Action in Slough provides practical, emotional and financial support to individuals and families. They are there to help you tackle some of your issues, including domestic abuse, mental health and learning disabilities. They work with whole families to help you find solutions to problems, no matter how difficult, so that you can become safer, stronger and more optimistic about your (and your family) future.



 **Homestart Slough** 01628 661029 11 High Street, Burnham, Slough, SL1 7JZ

At Homestart, volunteers offer support, friendship and practical help to families who are under stress in their homes, and have at least one child under the age of 5. They can visit you at home, help you reach appointments (e.g. drug worker appointments) and most importantly listen!

 **Gingerbread** 0800 018 5026 Mon - Fri: 9am - 5pm

(Wednesday 9am - 8pm)

This is a helpline to support lone parent families - calls to this number are free from a landline and some mobile phones. The aim of the helpline is to provide information and advice to lone parents, their families and friends, and professionals working with them. It also gives you the opportunity to talk to someone who will listen and help you to access services in your area.



CHILDREN

Children In Need Team

 01753 475111

 My Council Offices, Landmark Place,
High Street (off Windsor Road), Slough

 Mon - Fri: 9am - 5pm

This service provides social work assistance to all children living with the community. They undertake new referrals and initial assessments for all enquiries. They decide if your child 'is in need' as defined in the Children Act 1989 and make arrangements to provide services appropriate to meet those needs.

Need to Talk? - Childline

 0800 11 11

 24 hours a day, 365 days a year

A free confidential helpline for children and young people in the UK. You can talk to ChildLine about anything - no problem is too big or too small. If you are feeling scared or out of control or just want to talk to someone.

ADVICE AND SUPPORT

★ DrugFAM

☎ 08453 8838 53 (Helpline)

🕒 9am - 9pm, 7 days a week

DrugFAM are a charity that works with Slough DAAT to provide support, information and advice to the parents, carers, friends, and loved ones of those suffering with addiction. A group is now run every Wednesday 7pm - 9pm at Upton Hospital.

★ Slough Refugee Support

☎ 01753 537142

✉ 28 Bath Road, Slough, SL1 3SR

Slough Refugee Support is a friendly organisation committed to impartially helping all asylum seekers and refugees in Slough to achieve their rights and settle with dignity in a new community. They can provide you with ESOL classes, advice (immigration, benefits, education etc), activities and classes and just a place to meet!

★ **Destiny Support**

☎ 01753 552271 (out of hours 0789 978 4902)

Destiny Support has researched and developed a floating support service to the under-represented and 'hard to reach' client groups living within the community in Slough and surrounding areas.

★ **Men's Advice Line**

☎ 0808 801 0327

🕒 Mon - Fri, 10am-1pm and 2pm-5pm

Support to men suffering domestic abuse.

★ **Broken Rainbow**

☎ 08452 60 44 60

Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic abuse.

★ **Relate**

☎ 01628 625320

✉ 4 Marlow Road, Community Centre,
Maidenhead, SL6 7YR

Offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support.





★ **Space Counselling**

☎ 01753 575432

✉ 81 - 83 Windsor Road, Slough, SL1 2JL

Space Counselling provides counselling and support services to you if you are experiencing emotional and psychological distress, as a result of, for example, trauma; abuse; bereavement; relationship difficulties and domestic violence. Services available to you include one-to-one counselling, self-help support groups, and community projects.

★ **Samaritans**

☎ 08457 90 90 90

Confidential listening and befriending on any problem by trained volunteers.

★ **Citizens Advice Bureau (CAB)**

☎ 0845 120 3712


✉ 27 Church Street, Slough, SL1 1PL

🕒 Mon - Fri, 10am-1pm (Phone enquiries:
Mon & Fri 2pm - 4pm, Weds 10am - 1pm)

Slough CAB provides free, confidential, impartial and independent information and advice on a wide range of subjects, including legal, financial and other matters.

 An-Nisa Slough Muslim Women's Group

 01753 749751

 P. O. Box 1044, Slough, SL2 1XD

To provide a central focus point for Muslim women and their children in the Slough area.



BENEFITS AND CLAIMS

If you find yourself on a low income or that you are receiving no income, you may be able to access money to help you get by.

If you think you want to make a claim or claim benefits - you can call the housing benefits team on 01753 875348/9 as a first point of call for your queries.

🌟 Job Centre Plus

☎ 0800 055 6688/01753 615600

✉ Upton Lodge, 2a Yew Tree Road, Slough, SL1 2AQ

🕒 Mon - Fri: 9am - 5pm

Please call or come into the Jobcentre for specific/general advice. There are a range of services that JobCentre Plus may be able to help you with. Remember that if you make an appointment to see an advisor at JobCentre Plus that you **keep the appointment**. If you fail to turn up it may affect your claim. If you make an appointment try to take important documentation (including 2 forms of ID) with you to avoid any delays.



You can claim for the following benefits at JobCentre Plus:

- **Job Seekers Allowance (JSA):** Job seeking benefit is the main benefit for those of working age who are out of work - usually every 2 weeks directly into your account. If you are out of work or work less than 16 hours on average a week, you could be eligible for JSA.
- **Income Support:** This is for people who need support on a low income - you don't need to be unemployed to be eligible for income support. These payments can help you with day-to-day living expenses.
- **Employment Support Allowance:** ESA is a benefit for people who have an illness or a disability. You may be eligible if you are:
 - unemployed
 - self-employed
 - work for an employer but you cannot get Statutory Sick Pay (SSP)
 - have been getting SSP but it has now stopped

There are different types of ESA:

- **Contribution-based ESA** which you can get if you have paid enough



national insurance contributions. However, if you become unfit for work before you are 20 (25 in some cases), you do not need to meet the national insurance contribution conditions.

- **Income-related ESA** which you can get if your income and savings are low enough. To get income-related ESA, your income will be compared with an amount the Government thinks is enough for you to live on.
- **Crisis Loan:** This is a loan that you can be awarded (after assessment) if there is no other way you can get help e.g. if you are in an emergency after a disaster. You have to pay back the loan (it's tax free). An interest-free loan, which is available to assist people to meet their immediate short-term needs in an emergency or as a consequence of a disaster. Applications for living expenses are made using the Crisis Loan telephone line. Other Social Fund loans are Budgeting Loan, Community Care Grant, Cold Weather Payment and the Funeral Payment.

- **Work Trial:** It is a trial period in an actual job - it is NOT a work placement or work-based training.
- **Travel to Interview Scheme:** TIS aims to help jobseekers back to work by encouraging them to widen their job search by providing financial assistance so that they can attend job interviews beyond normal daily travelling distance. At the discretion of personal advisers assistance may be given to attend interviews.
- **Childcare Assist:** Childcare Assist allows customers to claim 5 days childcare in the 7 days immediately before they start work.

★ Housing Benefits

☎ 01753 875348/9

✉ My Council, Landmark Place, High Street
(just off Windsor Road), Slough

🕒 Mon - Fri: 9am - 5pm

Housing benefit helps you pay your rent if you are on a low income. Your local council pays housing benefit and you do not have to get any other benefits to claim it.



To apply for housing benefit or council tax benefit you will need to download, fill in and sign the 'Claim Form for Housing Benefit and Council Tax Benefit'.


You can access this online via:

www.slough.gov.uk or call into My Council to pick one up.

Council Tax Benefit

 01753 875348/9

 My Council, Landmark Place, High Street (just off Windsor Road), Slough

 Mon 9am - 6.30pm, Tue - Wed 9am - 5.30pm, Thurs 10am - 5.30pm, Fri 9am - 5.30pm, Sat 9am - 1.30pm.

Council tax benefit can be claimed by people who are liable to pay council tax. It can help you pay your council tax if you are on a low income. It cannot help with water charges. Also it cannot help you pay a mortgage.

To apply for housing benefit or council tax benefit you will need to download, fill in and sign the 'Claim Form for Housing Benefit and Council Tax Benefit'. You can access this online via: *www.slough.gov.uk* or call into My Council to pick one up.



★ Health Costs

You can be eligible to have help with your health costs e.g. prescriptions, dental care and eye tests/glasses. You can find out information about this at the JobCentre Plus, local community agencies and the library.

★ Welfare Rights

☎ 01753 875399

✉ My Council, Landmark Place, High Street
(just off Windsor Road), Slough

🕒 Mon 9am - 6.30pm, Tue - Wed 9am -
5.30pm, Thurs 10am - 5.30pm, Fri 9am -
5.30pm, Sat 9am - 1.30pm.

The Welfare Rights Teams can provide you with independent advice about all benefits - assisting you to complete applications if necessary. The team can represent you regarding housing issues or council tax issues if necessary.

This guide has been created by service users (fully supported by the Drug and Alcohol Action Team).