

# Reading Street Outreach Team

We work with rough sleepers on the streets of Reading early in the morning and through the day.



## What is Reading Street Outreach Team?

- St Mungo's **Reading Street Outreach Team** is an outreach team that supports people who are rough sleeping in Reading
- We help to move people off the streets by providing support and advice around housing, health, drug and alcohol use and reconnection.

## What can you expect from us?

- When we find you on the streets or you come to one of our drop ins, we will ask you some questions about your situation
- Everyone will have an assessment with one of our outreach workers.

This assessment will help determine how we can best help you.

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If you see someone sleeping rough anywhere in England, you can contact StreetLink on **0300 500 0914** or make a referral online at **[www.streetlink.org.uk](http://www.streetlink.org.uk)** and help connect them with local services.

**St Mungo's**  
Ending homelessness  
Rebuilding lives

### How we could support you:

- Work with you to find appropriate housing
- Work with you to get help for drug or alcohol use
- Work with you to get help for other health problems

- Help you back to your home area
- Inform you of community groups or services that are best placed to help you.

All assessments and action plans will be reviewed in accordance with St Mungo's Case Management System.

**We will do our best to find you on the streets, but if you want to find us, we are at:**

## Drop in times and places

### Monday and Friday:

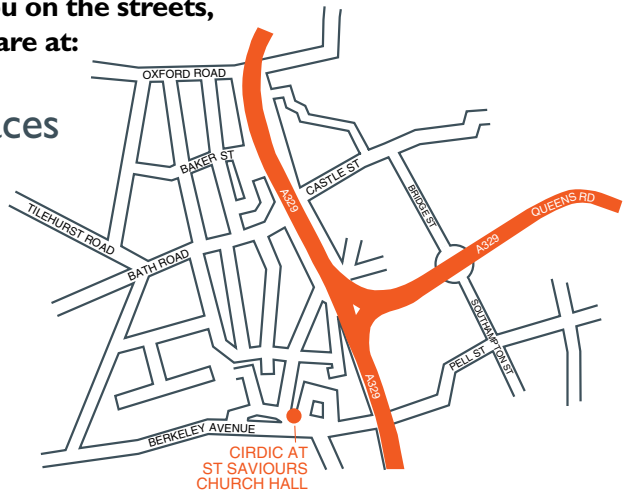
11am – 1pm at CIRDIC (Churches in Reading Drop in Centre), St Saviours Church Hall, Berkeley Avenue, Reading, RG1 6JT

## Contact us

Telephone: **0118 958 5002**

If you have any concerns about individuals sleeping rough, or using the street unsafely, please visit [www.streetlink.org.uk](http://www.streetlink.org.uk)

We will ensure that services are delivered to you in a way that is fair and equitable. Homeless people face discrimination and disadvantage. We are committed to actively challenging all forms of prejudice and unfair discrimination.



If you have any concerns about the service that you have received from the Reading Street Outreach Team or want to make a complaint or compliment the service, please email [complaints@mungos.org](mailto:complaints@mungos.org) or call St Mungo's head office on: **020 3856 6000**.



For more information contact:

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Tel: **020 3856 6000** Fax: **020 3856 6001** [www.mungos.org](http://www.mungos.org)

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