

# Royal Borough of Windsor & Maidenhead - UK Resettlement Team

## Contact Details:

welfareteam@rbwm.gov.uk

## Location and Opening Hours:

Town Hall, St Ives Road, Maidenhead, SL6  
1RF. Monday - Friday: 9am - 5pm



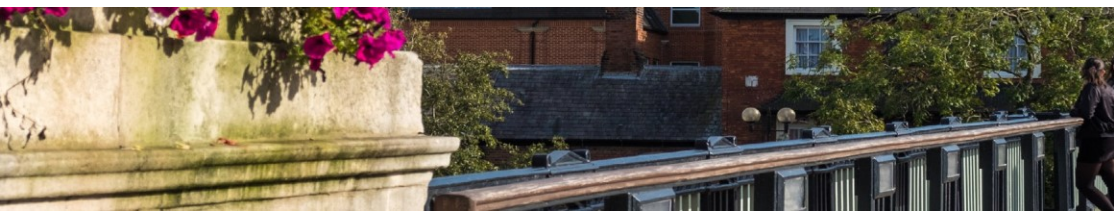
# Welcome to the Royal Borough

The UK Resettlement Team at the Royal Borough of Windsor and Maidenhead welcome you to the borough. Have you recently been granted refugee status or humanitarian protection? This leaflet has been designed to provide useful information on meeting your basic support needs and services to help you resettle more effectively into the community.

The UK Resettlement Team are your first point of contact to discuss your individual needs. We use a practical and trauma informed approach where our support includes but is not limited to: access to food/clothing, benefit maximisation, sign up to GP's, employment opportunities,

English for Speakers of Other Languages (ESOL classes), referrals to mental health services and community-based groups to ensure that your support needs are met. We also help refugee individuals and families that have been assessed and qualify for temporary accommodation or have recently been offered permanent housing, with white goods, utility bill advice, childcare entitlements and community integration. We are heavily involved with the local community of Maidenhead and the wider community of Windsor and surrounding Berkshire areas.

Our service operates Monday to Friday 9am - 5pm, where we can arrange an appointment with you in a language of your choice.



# Foodbanks, hot meal services and essential items

## Foodbanks and hot meal services:

The below services serve hot meals that are free of charge if you are in need:

### **Maidenhead Synagogue**

Tuesdays 12.30pm-1pm  
Grenfell Lodge, Ray Park Road,  
Maidenhead, SL6 8QX

### **Salvation Army**

Monday 6pm - 6.30pm and  
Sunday 12.30pm - 1pm.  
East Road, Maidenhead, SL6 1PJ

### **Foodshare**

Wednesdays 5.30pm - 6.30pm and  
Saturdays 10.30am - 11.30am  
Nicholson Centre, Unit 65 (back  
entrance) Nicholsons Lane,  
Maidenhead, SL6 1LB

If you or your family are in need of an emergency food parcel, please let your welfare officer know if you require a voucher and we can advise on where and when to collect from the locations below:

- Foodshare Maidenhead
- Foodshare Windsor
- Food Bank Slough

## Clothing and toiletries:

The below services are able to assist with essential items such as toiletries, clothing and school uniforms:

### **The Cowshed**

[www.thecowshed.org](http://www.thecowshed.org)

A charity that supports with basic food, toiletries and winter clothes. Please contact your welfare officer for a referral

### **Baby Bank**

<https://thebabybank.org>

Based in Windsor, they offer help with baby/children's clothing, toys and toiletries. Please contact your welfare officer for a referral

### **Clean Conscience**

[www.cleanconscience.org.uk](http://www.cleanconscience.org.uk)

Provide toiletries sourced from hotels such as soaps and shampoo. Please contact your welfare officer for a referral

### **School uniforms**

[www.schooldrive.org.uk](http://www.schooldrive.org.uk)

A charity that provides school uniforms and equipment

# Registering with health professionals (doctors and dentists) and travel in the local and surrounding areas

## How to register with medical services and local hospitals:

If you have not already done so, you will need to register with your nearest GP (Doctor) by visiting: [www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery](http://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery)

For information about finding a NHS Dentist near you visit: [www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist](http://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist)

## Should you need urgent medical care, your nearest emergency hospitals are:

Wexham Park Hospital, Wexham Street, Slough, SL2 4HL. Contact: 0300 614 5000 or visit: [www.nhs.uk/services/hospital/wexham-park-hospital/RDU50](http://www.nhs.uk/services/hospital/wexham-park-hospital/RDU50)

St Mark's Hospital, 112 St Mark's Rd, Maidenhead, SL6 6DU. Contact: 0300 247 3000 or visit: [www.nhs.uk/services/hospital/st-mark/RWX84](http://www.nhs.uk/services/hospital/st-mark/RWX84)

## Travel:

Free bus passes (for over 65's) can be obtained by visiting: [www.rbwm.gov.uk/home/transport-and-streets/public-transport/apply-renew-bus-passes](http://www.rbwm.gov.uk/home/transport-and-streets/public-transport/apply-renew-bus-passes)

Maidenhead bus timetable can be accessed by visiting: [www.thamesvalleybuses.com/services/maidenhead](http://www.thamesvalleybuses.com/services/maidenhead)

Wider Berkshire County bus timetables are available at: [www.thamesvalleybuses.com/services](http://www.thamesvalleybuses.com/services)

For information on Maidenhead train station and timetables visit: [www.gwr.com/stations-and-destinations/stations/maidenhead](http://www.gwr.com/stations-and-destinations/stations/maidenhead)

# Local services

## Local services providing advice and assistance:

For all things employment related, our local Jobcentre Plus can be found around the corner from Maidenhead Town Hall at: 3 Park St, Maidenhead, SL6 1SP. Contact: 0845 604 3719

Our local Citizens Advice can be found at: 4 Marlow Road, Maidenhead, SL6 7YR. Contact: 0808 278 7914 or visit: [www.caeb.org.uk/about-us/what-we-do](http://www.caeb.org.uk/about-us/what-we-do)

Open Arms charity provide information and support for local residents to the area. For further details, visit: [www.openarms.charity/asylum-residents](http://www.openarms.charity/asylum-residents)

Windsor Homeless Project provide signposting services and advice for those homeless in Windsor and Maidenhead. Further details can be obtained by visiting: [www.windsorhomelessproject.org](http://www.windsorhomelessproject.org)

Windsor Muslim Association provide support and advice for the local community. Contact: 01753 861818, or visit: [www.windsormuslimassociation.com](http://www.windsormuslimassociation.com)

## Faith services in Windsor and Maidenhead:

Maidenhead Mosque & Islamic Centre  
Holmanleaze Road,  
Maidenhead, SL6 8AW  
[www.maidenheadmosque.org](http://www.maidenheadmosque.org)

Al-Tawheed Islamic Education Centre  
Cookham Road, Maidenhead, SL6 8AJ  
[www.tiecm.org](http://www.tiecm.org)

Medina Islamic Educational & Cultural Centre  
29 Shirley Avenue, Windsor,  
SL4 5LH [www.medinaicwindsor.co.uk](http://www.medinaicwindsor.co.uk)

Maidenhead Salvation Army  
East Road, Maidenhead, SL6 1PJ  
[www.salvationarmy.org.uk/maidenhead](http://www.salvationarmy.org.uk/maidenhead)

St. Mary's Church  
St Mary's Close, 14 High Street, Maidenhead,  
SL6 1YY  
[www.stmarysmaidenhead.org](http://www.stmarysmaidenhead.org)

All Saints Church  
Church Close, Maidenhead, SL6 4HE  
<https://allsaintsboynehill.org.uk>

Datchet Baptist Church  
62 London Road, Datchet, Slough, SL3  
9JR [www.datchetbaptist.org.uk](http://www.datchetbaptist.org.uk)

Dedworth Green Baptist  
Church Smiths Lane, Windsor,  
SL4 5P [www.dgbc.org.uk](http://www.dgbc.org.uk)

# English classes, Learning and Libraries

## English Courses and Education:

English for Speakers of Other Languages (ESOL) courses for adults and children are available by visiting: [www.esolcourses.com](http://www.esolcourses.com)

The English Hub for Refugees offer ESOL classes, visit: [www.theenglishhubforrefugees.com/materials/level-a1-minus](http://www.theenglishhubforrefugees.com/materials/level-a1-minus)

Please contact your welfare officer to make a referral to employability programmes, English for Speakers of Other Languages (ESOL) classes or other educational needs.

Burleigh College in Slough offer free online and in person ESOL courses Monday's and Thursday's, visit: [www.burleighcollege.co.uk/programs/esol](http://www.burleighcollege.co.uk/programs/esol)

The Refugee Employability Programme run by Palladium, helps refugees find work in and around the local area suited to your skills or your previous employment. Please speak to your welfare officer for a referral.

## Libraries:

Your local libraries are designated safe spaces and offer useful resources to help you. You can have computer access, borrow books and find information about local community groups and services, events and activities. Libraries help individuals needing support with IT related matters.

More information on computer access can be found here:

[www.rbwm.gov.uk/home/leisure-and-culture/libraries/accessible-services-royal-borough-libraries/library-computer-accesssprinting-and-it-support](http://www.rbwm.gov.uk/home/leisure-and-culture/libraries/accessible-services-royal-borough-libraries/library-computer-accesssprinting-and-it-support)

A Community Learning and Skills Service (CLaSS) advisor is in the Maidenhead Library every Tuesday 10am-4pm and Wednesday 1pm-4pm. If you would like to participate in English and/or other courses, there may be a cost for the sessions.

For more information, including library opening times and locations visit:

[www.rbwm.gov.uk/home/leisure-and-culture/libraries](http://www.rbwm.gov.uk/home/leisure-and-culture/libraries)

# Other useful information

## RBWM Communities Team:

If you would like to get involved with volunteering or find information about community groups local to you, please reach out to our Communities Team, visit:

<https://rbwmtogether.rbwm.gov.uk/volunteering> or email: [volunteer@rbwm.gov.uk](mailto:volunteer@rbwm.gov.uk)

## Schooling:

For a school place application visit:

[www.rbwm.gov.uk/home/schools-and-education/school-admissions](http://www.rbwm.gov.uk/home/schools-and-education/school-admissions)

or contact:

[rbwm.admissions@achievingforchildren.org.uk](mailto:rbwm.admissions@achievingforchildren.org.uk)

## Opening a bank account:

Information for refugees on how to open a bank account can be accessed by visiting:

[www.paih.org/resources/bank-accounts-uk-asylumseekers](http://www.paih.org/resources/bank-accounts-uk-asylumseekers)

The following banks can be applied for by refugees:

Metro Bank

[www.metrobankonline.co.uk](http://www.metrobankonline.co.uk) or

Monzo Bank

[www.monzo.com](http://www.monzo.com)

## Support services:

Support for those going through a crisis or feelings of self-harm or suicide, contact Samaritans on: 116 123 or visit:

[www.samaritans.org](http://www.samaritans.org)

Support for those going through a mental health crisis, contact Mind on: 0300 123 3393 or visit:

[www.mind.org.uk](http://www.mind.org.uk)

For further NHS support contact: 111

Barnardo's have a refugee helpline which offers advice, signposting, emotional support and 8 free sessions of therapy provided by qualified Barnardo's therapists.

Contact 0800 151 2605 Monday – Friday 10am-8pm and Saturday 10am-3pm or visit:

<https://helpline.barnardos.org.uk/boloh-helpline/asylum-seekers>

Support for LGBT+ people who have experienced abuse and violence, contact Galop on: 0800 999 5428 or visit: <https://galop.org.uk>

# Produced by the UK Resettlement Team at the Royal Borough of Windsor & Maidenhead

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