



RYDE
TOWN COUNCIL

Who to call if you need help during the festive period.

You are not alone, whatever you are going through there is someone who can help you. Please see below the list of organisations that can help a range of situations.

Christmas Day Warm Spaces:

**The Veteran Hotel and Bar, 15 Esplanade, Ryde PO33 2DZ
Christmas Day Buffet from 3pm (FREE)**

**Men Only IOW mental health charity, 134 High Street, Ryde www.menonlyiow.co.uk
Open for Christmas day dinner – 10 am – 4pm (lunch served 12 – 2pm Donations Welcome)**

**Salvation Army, 72 Pyle Street, Newport PO30 1UJ IOWSA.ChristmasCampaign@gmail.com
Open for Christmas day dinner FREE – may be possible for a lift – email to book.**

Food Provisions:

**Community Lunch at St Johns Church, High Park Road PO33 1BP
Thursday 28 December 12pm – 2pm FREE HOT LUNCH, turn up on the day.**

**Oakfield Food Pantry Oakfield CE Primary School, Appley Road, Ryde, PO33 1NE.
For £5 you receive over £15 worth of food. No referral needed.
The week between Christmas and New Year it will be only open on Wednesday 27th
December 10 am – 12 noon.**

Foodbank Ryde - 01983 292040

Once you have been issued with a voucher, you can exchange this for a minimum of three days of emergency food at your nearest foodbank centre. You can call Help Through Crisis for a Foodbank voucher **01983 823859**.

Ryde		
Grace Church Marlborough Road PO33 1AE	Tues 26th December Closed	Tues 2nd January 10am – 12pm
	Thurs 28th December 10am – 12pm	Thurs 4th January 10am – 12pm

Financial Support:

Help through Crisis - Call 01983 823859 (Direct Dial)

Help Through Crisis (HTC) aims to assist Island residents who are in genuine hardship, enabling them to quickly access help in an emergency. There is a limited fund to provide immediate emergency help with food, gas and electricity.

Citizens Advice General Advice Service - 0800 144 88 48

or **Textphone on 18001 0800 144 8884**

information and advice on benefits, money, housing, employment and more

Citizens Advice Money Advice Team - 01983 823898 ext: 2825 or via email on debtenquiries@iwcab.org.uk

The Money Advice team can help you to take control of your finances and provide you with solutions for dealing with your priority and non-priority debts.

The Footprint Trust - 01983 822282 or email info@footprint-trust.co.uk

Help if you are worried about your utility bills.

Family Support:

Baby Box Isle of Wight - 07850 263477 Saturday 23rd of December 10-1

Baby Box provide clothing, nappies, baby food, wipes and other items to families on the Island.

Reopens Tuesday 2 January 3pm – 6pm

Barnardo's - Ryde Family Hub 01983 617617 iowfamilycentres@barnardos.org.uk

Information advice and guidance for parents of children 0 – 19 years, get in touch if needing advice or support or more information. Phone between 9am – 4.30pm.

Carers IW – 533173 info@carersiw.org.uk

7 days a week 8am - 8pm Monday – Friday and 10am – 4pm Saturday and Sunday

Age UK - 0800 678 1602

Offer support through their free advice line, lines are open 8am-7pm, 365 days a year.

Mental Health:

Use [Isle of Wight Community Mental Health](#) and [NHS 111 online](#) to get support with your mental health. [Isle of Wight NHS Trust - NHS Talking Therapies \(iow.nhs.uk\)](#) offering a wide range of skills to help those experiencing common mental health problems.

Samaritans of Isle of Wight - Free phone 116123 or email jo@samaritans.org

If you would like to talk off the record about how you're feeling and would like emotional support please Samaritans. [Suicide prevention \(iow.gov.uk\)](#)

Other Useful Numbers:

Refuge

The freephone, 24-hour National Domestic Abuse Helpline 0808 2000 247. [Home | Refuge National Domestic Abuse Helpline \(nationaldahelpline.org.uk\)](#)

Isle of Wight Council – 01983 821000

08:30 – 17:00, Wed 27th & Thurs 28th. 08:30 – 16:30 Fri 29th and 09:00 – 13:00 Sat 30th

Adult services on (01983) 823340 (office hours) or (01983) 821105 (out of hours)

IW Council Safeguarding Team (01983) 814980

Island roads – 01983 822440 or email info@islandroads.com

For issues relating to the highway network or for sandbag provisions

Town Council Out of Hours - 01983 861997

Please note the Town Council office is closed from Thursday 21 December until Tuesday 2 January. Please call E-pa for all issues relating to the Town Council.

Independent advocates - 03333 447928 or email reception@swanadvocacy.org.uk

An advocate is a person who will assist you to get the information that you need to help you make decisions. They will also support you to say what you want to say and make sure that your views are being heard so that your problems can be sorted out. Advocacy is provided free of charge when a social worker has identified that a person meets the qualifying criteria under the Care Act, Mental Capacity Act or Mental Health Act.

www.swanadvocacy.org.uk/iow