



South Hams
District Council

SOUTH HAMS DISTRICT COUNCIL

HOUSING ADVICE

USEFUL CONTACTS GUIDE

**Including agencies from the public and voluntary sectors who
are members of the SHDC Homelessness Forum**

Social Care for Adults

Social Services ceased to exist as an entity when it evolved into CYPS and Adult & Community Services in April 2006. (Children's social care staff joined with what was the Local Education Authority (LEA) to make for a Local Authority Children's Service which is now effectively one agency).

Adult & Community Services

Supporting the social care needs of older people, adults with disabilities and their carers

Care Direct – the first point of contact for all calls relating to older people and adults with physical & sensory disabilities

☎ 0845 1551 007

🌐 www.devon.gov.uk/caredirect.htm

Out of Hours Emergencies

☎ 0845 6000 388

Devon Primary Care Trust

Working with social services and other agencies to improve and develop health and social care services

🌐 www.devonpct.nhs.uk

NHS Direct

Providing health advice and information via its telephone helpline

☎ 0845 4647

🌐 www.nhsdirect.nhs.uk

The Disability Information Service

The Disability Information Service provided by Care Direct, gives information and impartial advice on a wide range of issues to people with disabilities, their carers and their families.

☎ 0845 155 1005

✉ disabilityinfo@devon.gov.uk

Adult & Community Services Sensory Team

Information, support and services for people with hearing and sight impairment
Sensory Team, Foxhole Centre, Dartington, Totnes, TQ9 6ET

☎ 01392 383730

✉ sensory@devon.gov.uk

Gypsy & Travellers Liaison Officer (DCC)

Sabrina Thomas – provides support and advice to both the settled and travelling community on a broad range of related issues

☎ 07967397618

✉ Sabrina.thomas@devon.gov.uk

Plymouth & Devon Racial Equality Council

14 York Road, Exeter, EX4 6BA

☎ 01392 422566


Fax: 01392 437941

🌐 www.devonrec.org.uk

Learning Disability Services


South West Devon Learning Disability Team

Delamore Park, Unit 4, The Barns, Cornwood, Ivybridge, PL21 9QP.

 01392 385129


Teignbridge Community Learning Disability Team

Ryefields, Avery Hill, Kingsteignton

 01626 216260


Torbay Community Learning Disability Team

4th Floor, Union House, Union Street, Torquay

 01803 217650


Specialist Support Team covering Teignbridge & Torbay

Ryefields, Avery Hill, Kingsteignton

 01626 203164

South Devon Learning Disability Liaison Nurse


Haytor Unit, Torbay Hospital, Lawes Bridge Torquay, TQ2 7AF

 01803 654994

Support/Useful Contacts:

Mencap


Learning Disability charity working with people with learning disabilities, their families and carers

 020 7454 0454


 www.mencap.org.uk

Learning Disability Helpline

The Learning Disability Helpline is an advice and information service for people with a learning disability, their families and carers.

 0808 808 1111

British Institute of Learning Disabilities

 01562 723010

 www.bild.org.uk

Mental Health Services

Mental Wellbeing and Access Teams

Cabot House, 69 Fore Street, Totnes TQ9 5NJ

☎ 01803 866225

Waverley House, 1 St Luke's Road, Torquay TQ2 5NU

☎ 01803 214597

Culverhay, 24 Midvale Road, Paignton TQ4 5BD

☎ 01803 526808

The Laurels, Newton Abbot Hospital, 62 East Street, Newton Abbot TQ12 4PT

☎ 01626 357335

Assertive Outreach Team, Ivybridge

8-12 Fore Street, Ivybridge PL21 9AB

☎ 01752 891700

Assertive Outreach Team, Teignbridge

St Michael's Unit, Newton Abbot Hospital, 26 East St, Newton Abbot TQ12 4PT

☎ 01626 357350

Crisis Resolution Home Treatment Teams:

(Teignbridge & South Hams East)

Newton Abbot Hospital, 62 East Street, Newton Abbot, TQ12 4PT

☎ 01626 357351/01626 357327

(South Hams & West Devon)

Glenbourne Unit, Morlaix Drive, Derriford, Plymouth PL6 5AF

☎ 01752 439644

(Torbay)

Haytor Unit, Torbay Hospital, Lawes Bridge, Torquay, TQ2 7AA

☎ 01803 654917/654904

Specialist Team for Early Psychosis (STEP) – South & W Devon

Cabot House, 69 Fore Street, Totnes, TQ9 5NJ

☎ 01803 866225

Recovery and Independent Living Team

69 Fore Street, Totnes TQ9 5NJ

☎ 01803 866225

Totnes and District Community Mental Health Team for Older People

Totnes Hospital Coronation Road Totnes TQ9 5GH

☎ 01803 840431

Child and Adolescent Mental Health Services (CAMHS)

Courtenay Street, Bridge House, Newton Abbot, TQ12 2QS

☎ 01626 357032

Support and Useful contacts:

Mind

Charity providing information and support

☎ 0845 766 0163 Mindinfo

🌐 www.mind.org.uk

Rethink (Accommodation Plus)

75 Abbey Road, Torquay TQ2 5NN

High need floating support to people with enduring mental health needs. The Move On service is a single points of access for all referrals to mental health supported accommodation and floating tenancy support services

☎ 01803 213084

Services for Older People

Older People's Mental Health Services

Community Mental Health Team, 8 Fore Street, Ivybridge, PL21 9AB

☎ 01752 690967

Totnes Hospital, Coronation Road, Totnes

☎ 01803 840431

Butterpark Care Home

Brook Road, Ivybridge PL21 0AX

Residential and respite care for older people. Reablement service for people with physical needs and intermediate care for older people with mental health problems

☎ 01392 385125

Tumbly Hill Day Centre (Day care for older people)

Squares Quay, Kingsbridge, TQ7 1HN

☎ 01548 853033

Rushbrook Day Care Station Road, Totnes, TQ9 5HW.

☎ 01803 864985

(Residential care (long stay), respite (short stay), day care for older people)

Support and Useful Contacts:

Age Concern (East Devon South Hams & Teignbridge)

Offering a range of services including domestic home help and products and services for the over 50's

Unit 1, Manaton Court, Matford Business Park, Exeter EX2 8PF

☎ 0845 2967810

✉ info@ageconcerndevon.co.uk

🌐 www.ageconcerndevon.co.uk

Age Concern Kingsbridge


Ilbert Road, Kingsbridge, TQ7 1DZ

☎ 01548 856650

Devon Care & Repair

5 Filham Moor Industrial Estate, Blair Road, Ivybridge, PL21 0UR


Providing advice and practical help to enable older and vulnerable people remain in their homes

 01752 896652 Fax: 01752 690982


Children & Young People's Services

Children & Families Service

Parkers Barn, Parkers Way, Totnes TQ9 5UF

 01392 386000


Abbey Rise, Whitchurch Road, Tavistock PL19 9AS

 01392 386990

Leaving Care Team

Working with and supporting young people leaving care and have been looked after by Children and Young People's Services from 16 to 21 (or 24 in remaining in full-time education)


YES, 11 Queen Street, Newton Abbot, TQ12 1AQ

 01392 381992

Fax: 01626 203053

DISC Plus

Database of special needs contact information for Devon children & families


 0800 056 3666

 discplus@devon.gov.uk


Devon Children's Trust

Devon Children's Trust is a partnership of public and voluntary sector organisations working together to meet the needs of children and families.

The website is aimed at practitioners working with children and young people and incorporates a Devon Family Service Directory

 01392 382628


 www.devonchildrenstrust.org.uk

 childrens.trust@devon.gov.uk

Home-Start South Hams

A voluntary organisation offering support, friendship and practical help to families at home with children under 5.

Age Concern Building, Ilbert Road, Kingsbridge, TQ7 1DZ

 01548 854513

 www.home-start-southhams.org.uk

 homestart.shams@care4free.net

Young Devon

A voluntary organisation who support and deliver services to young people in Devon, including the provision of supported housing, move on accommodation with floating support and supported lodgings via referral by the Housing Advice team. Supported housing includes accommodation for young people at Highland Villa and for young pregnant women at Belmont Villa in Ivybridge.

Central Office: 10 Erme Road, Ivybridge, PL21 0AB

☎ 01752 691511

✉ info@youngdevon.org

🌐 www.youngdevon.org

Ivybridge YES – Highland Villa, Western Road, Ivybridge PL21 9AL

☎ 01752 698402

✉ yes.ivybridge@youngdevon.org

Newton Abbot YES - 11 Queen Street, Newton Abbot, TQ12 2AQ

☎ 01626 202530 or 01392 381992

✉ yes.newtonabbot@youngdevon.org

Newton Abbot Connexions Information and Advice Centre

A service for all young people, giving 13–19 year olds information, advice, guidance and practical help in preparing for adult and working life.

Bridge House, Sherborne Road, Newton Abbot, TQ12 2QX

☎ 01626 367579

Fax: 01626 335371

✉ newtonabbot@connexions-cd.org.uk

Childline

☎ 0800 1111

🌐 info@childline.org.uk

SUBSTANCE MISUSE

Devon Drug & Alcohol Action Team

Newcourt House, Old Rydon Lane, Exeter, EX2 7JU

☎ 0845 0023456

South Devon Drug and Alcohol Service

At Shrublands House a variety of services are offered including advice, information, counselling, prescribing and family therapy. Referrals can be made by GPs, Criminal Justice agencies or clients themselves

Shrublands House, 8 Morgan Avenue, Torquay, TQ2 5RS

☎ 01803 291129

Addaction Drug & Alcohol Services

Devon Alcohol Service

Supporting people to access treatment services across Devon

Single point of contact for all referrals

☎ 08451 302605

Administration only: 01392 431588

EDP Drug & Alcohol Services

South Devon Services (Teignbridge, South Hams and West Devon) - working with people with drug and alcohol problems in prisons and in the community.

Self-referral or via a GP

☎ 01626 351144

YSmart Drug & Alcohol Services

Provides accessible targeted prevention and planned treatment services for the under 19's

☎ 0800 121 4751 (freephone number)

☎ 01271 388162

🌐 www.y-smart.org.uk

Harbour Drug & Alcohol Services

9-19 Ermington Terrace, Mutley, Plymouth, PL4 6QG

☎ 01752 434343

Fax: 01752 314188

🌐 www.harbour.org.uk

Trevi House

(Residential rehabilitation programme for women and their children with drug & alcohol dependency issues)

5-6 Endsleigh Gardens, Plymouth Devon PL4 6DR

☎ 01752 255758


✉ office@trevihouse.org


Fax: 01752 275917

EMPLOYMENT AND BENEFITS

Totnes Jobcentre Plus


Westward House, New Walk, Totnes, TQ9 5WA

 01803 356200

 www.jobcentreplus.gov.uk

Housing & Council Tax Benefit

South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE


 01803 861234

 customer.services@southhams.gov.uk

Benefits Calculator

 www.entitledto.co.uk

Department for Works and Pensions


 www.dwp.gov.uk

Directgov


 www.direct.gov.uk

Directgov is the website of the UK government, providing information and online services for the public all in one place.

HM Revenue & Customs


 www.hmrc.gov.uk


Tax Credits Helpline

 0845 300 3900

Community Legal Advice

This website offers free, confidential and independent legal advice

 0800 0856 643 and 0845 345 4345

 www.communitylegaladvice.org.uk

LOCAL AUTHORITIES - HOUSING

South Hams District Council

Follaton House, Plymouth Road, Totnes, TQ9 5NE

☎ 01803 861234

🌐 www.southhams.gov.uk

✉ customer.services@southhams.gov.uk

Out of Hours:

☎ 01803 867034

Housing Advice

The SHDC Housing Advice team provide advice and assistance on a range of issues, including private renting, Direct Lets Scheme, homelessness, security of tenure, mortgage arrears and the rights of tenants and landlords. Also provides information regarding Devon Home Choice, the new Devon-wide choice based lettings system of allocating social housing.

☎ 01803 861234

✉ housing.advice@southhams.gov.uk

Fax: 01803 861479

Affordable Housing Team

Top priority is to provide a supply of affordable housing for local people. Also provides guidance for developers and information on current and future affordable developments across the region

☎ 01803 861234

✉ affordable.housing@southhams.gov.uk

Environmental Health Team

- Responsible for licensing residential & touring caravan and camp sites
- Provide information about Home energy saving measures
- Encourage owners to bring long-term empty homes back into occupation
- Advise tenants who are concerned about the condition of their homes
- Provide details of grants and loans to help people maintain their home
- Licence housing in multiple occupation

☎ 01803 861234

Fax: 01803 861294

✉ environmental.health@southhams.gov.uk

Plymouth City Council

Plymouth PL1 2AA

🌐 www.plymouth.gov.uk

General Enquiries:

☎ 01752 668000

✉ enquiries@plymouth.gov.uk

Fax: 01752 304880

Housing Needs:

☎ 01752 305496

Housing Advice:


☎ 01752 305950

Homelessness Issues:

☎ 01752 304063


Torbay Council

Town Hall, Castle Circus, Torquay, TQ1 3DS

 01803 201201

 www.torbay.gov.uk

Housing Advice

 01803 208723


Fax: 01803 208282

 housing.advice@torbay.gov.uk

Emergency Out of Hours: 01803 524519


Teignbridge District Council

Forde House, Brunel Road. Newton Abbot, TQ12 4XX

 01626 361101

 www.teignbridge.gov.uk

Housing Advice

 01626 361101

 housing@teignbridge.gov.uk


24 hour emergency homelessness service: 01626 361101 (office hours)
or out of hours Homesafe Guard 01395 516854

SUPPORTED ACCOMMODATION IN THE SOUTH HAMS

Belmont Villa Mother & Baby Unit

A Young Devon supportive housing project offering a safe environment for 5 residents between the ages of 16-25 who are pregnant or have an infant and are currently homeless/at risk of becoming homeless. Referrals via SHDC


Housing Advice Team

 01752 698096

Highland Villa


1 Western Road, Ivybridge PL21 9AL

Young Devon project designed to support young people between 16-25 years living in a communal house of five people. Referrals via SHDC Housing Advice Team

 01752 894921

Westville Flats

Balkwill Road, Kingsbridge TQ7 1HA


 01548 853934

Westcountry Housing Association supported housing for single homeless people aged 18 to 60 with identified support needs. Single young people 16-18 may also be considered. All referrals via South Hams District Council Housing Advice Team but work closely with other providers of supported accommodation including Connexions, Young Devon, Rethink, Torbay Drug & Alcohol Services, Probation, Social Services, CMHT. 9 self-contained flats let as Assured Shorthold Tenancies for up to two years - funded by Supporting People

St Barnabus Flats – The Dartmouth Apprentice

St Barnabus Church, Newcomen Road, Dartmouth TQ6 9BN


Supported Housing for single homeless people, developed by Signpost Care Partnerships and managed by Training for Life. Support provided by Carr-Gomm - referrals via SHDC.

 01803 835930

Redworth Project

Redworth House, Ashburton Road, Totnes, TQ9 5JZ


Westcountry Housing Association temporary supported housing for people with mental health issues, comprising 4 houses with 14 residents. Support provided includes help with budget issues, daily living skills, tenancy maintenance and physical as well as mental health issues, work and education. The project is funded by Supporting People.

 01803 867414

Nightstop Devon

Providing emergency accommodation for homeless young people aged 16-25
Referrals via South Hams District Council Housing Advice Team.

 01392 274853


 www.communityha.org.uk


HOUSING ASSOCIATIONS

Tor Homes

Tor House, St Peter's Quay, Totnes, TQ9 5SH


Part of the Devon & Cornwall Housing Group - Currently managing over 3,000 rented homes.


 01803 869600

 www.torhomes.com

Westcountry Housing Association


Hatfield House, Hatfield Road, Torquay, TQ1 3HF


 01803 200300

 www.westcountryha.org.uk

Sovereign


Unit 2, Orchard Court, Heron Road, Sowton Industrial Estate, Exeter EX2 7LL


 01392 888000

 www.sovereign.org.uk

Signpost Housing


Sunrise Business Park, Blandford Forum, Dorset, DT11 8SA

 01392 361122

 www.sha.co.uk

South Western Housing Society

504 Worle Parkway, Weston-Super-Mare, Somerset, BS22 6WA

 0845 290 3366

 www.swhs.org.uk

Sanctuary

Leat House, Tavistock Street, Roborough, Plymouth, PL6 7BD

☎ 0800 083 9283

🌐 www.sanctuary-housing.co.uk

Guinness Trust

Hillfields House (ground floor), Matford Court, Sigford Road, Exeter, EX2 8NL

☎ 01392 822900

🌐 www.guinnesspartnership.com

Devon & Cornwall Housing Association

Whitefield House, Greenbank Road, Plymouth PL4 8NH

☎ 0300 123 8080

🌐 www.dcha.co.uk

South Devon Rural Housing Association

Forder Lane House, Forder Lane, Dartington, Totnes, TQ9 6HT

☎ 01803 863550

🌐 www.dartingtonha.co.uk

South West Homes (formerly Home2Own)

One stop shop for shared ownership

☎ 0300 100 0021

✉ info@southwesthomes.org.uk

🌐 www.southwesthomes.org.uk

HOUSING SUPPORT, VOLUNTARY AGENCIES AND FAITH GROUPS

Rethink (Accommodation Plus)

75 Abbey Road, Torquay TQ2 5NN

High need floating support to people with enduring mental health needs. The Move On service is a single points of access for all referrals to mental health supported accommodation and floating tenancy support services

☎ 01803 213084

Homemaker Southwest

Providing a tenancy floating support service via referral from SHDC, together with a mortgage arrears advice service - funded by the Devon Strategic Housing Group

Uplands, 81 Heavitree Road, Exeter EX1 2LX

☎ 01392 686752

Fax: 01392 686755

✉ mail@homemakersw.co

Mortgage Advice Helpline: 01392 686760

Carr-Gomm

Offering support to enable people to live independently

Forde House, Newton Abbot, TQ12 4XX

☎ 01626 215312

Westcountry Housing Association Floating Support

Providing floating support to tenants in SHDC temporary accommodation and assisting people to remain in their private tenancies. Also providing support to people with mental health needs in all forms of tenure across the South Hams and Teignbridge. There are additional floating support services in Torbay, Plymouth, Exeter and East Devon, details of which can be obtained by contact the Hatfield House office.

Hatfield House, Hatfield Road, Torquay, TQ1 3HF

☎ 01803 200300

Fax: 01803 214567 and

16 High Street, Totnes TQ9 5RY

☎ 01803 869700

Smartmove

Rent Deposit Scheme –for people on low income or benefits. Referrals via SHDC

☎ 01392 429298

🌐 www.communityha.org.uk

Devon Mediation Service

A service operating throughout Devon offering a mediation service to the community

The Red House, St Lawrence Green, Crediton, EX17 3LN

☎ 01363 777734

✉ devmed@postmaster.co.uk

Devon Landlords Association

Providing support for Devon landlords

☎ 01803 314750

🌐 www.devonlandlords.co.uk

Shelter

☎ 0808 800 4444 - free housing advice helpline

✉ info@shelter.org.uk

🌐 www.shelter.org.uk

Shelter – Devon Housing Aid Centre

Cobourg House, Mayflower Street, Plymouth PL1 1QX

☎ 0844 515 2399

Devon Law Centre

Forbisher House, 64-66 Ebrington Street, Plymouth PL4 9AQ

☎ 01752 519794

South Hams Citizens Advice Bureau

The Cottage, Follaton House, Plymouth Road, Totnes, TQ9 5NE

01803 862392

🌐 www.southhamscab.org.uk

South Hams Community & Voluntary Services

Helps local voluntary organisations offering advice on funding, volunteers, the law and management

The Cottage, Follaton House, Plymouth Road, Totnes TQ9 5NE

☎ 01803 862266

🌐 www.southhamscvs.org.uk

Dartmouth Homeless Trust

Ivy Lane, Dartmouth, TQ6 0HY

Advice and financial assistance for homeless people or those that may become homeless from the Dartmouth and immediate area

☎ 01803 722436

Cornelius Fund

Cornelius Shop, 6 Mill Street, Kingsbridge, TQ7 1ED

Assistance and financial assistance for people who are homeless or threatened with homelessness in Kingsbridge and immediate area

☎ 01548 857313

Revival Life Ministries

Station Road, Totnes, TQ9 5HW

Providing a soup kitchen and help for local homeless people

☎ 01803 866734

Shekinah Mission

Head Office: Bath Street, Plymouth PL1 3LT

Supporting people who are homeless, have substance misuse issues, ex-offenders or feel socially excluded – including outreach services

☎ 01752 203480

🌐 www.shekinahmission.co.uk

Torbay: 01803 214988

Spiritulized

Local charity - run by volunteers to provide support to young people in the Kingsbridge area

42 Vincents Road, Kingsbridge, Devon TQ7 1RP

☎ 01548 856617

✉ spiritulized@hotmail.com

🌐 www.spiritulized.com

SSAFA Forces Help Office

SO27a

HMNB

Plymouth

PL2 2BG



☎ 01752 553414

✉ ssafaforceshelp@plymouth36.fsnet.co.uk

Totnes Caring



The Loft, Totnes Community Hospital, Coronation Road, Totnes, TQ9 5GH

Providing help for local people who need extra help including transport, shopping, befriending and a home help service

 01803 865684
 www.totnescaring.org.uk





Totnes Street Pastors

Working with people who feel excluded or marginalised - willing to work with other agencies on issues affecting young people

 totnes@streetpastors.org.uk
 www.streetpastors.co.uk


Domestic Violence and Abuse service (South and West Devon)

P.O. Box 65, Totnes, TQ11 0YF

 01364 643866 General enquiries
 01364 644088 Helpline number
 admin@domesticviolenceandabuseservice.org.uk
 www.domesticviolenceandabuseservice.org.uk


Devon MALE

Confidential advice line for men in abusive relationships


 0845 064 6800

POLICE AND PROBATION SERVICE


Devon & Cornwall Police

08452 77744 – Enquiry line
 www.devon-cornwall.police.uk

Devon & Cornwall Probation Area: South Division, Torquay


Thurlow House, Thurlow Road, Torquay, TQ1 3EQ
 01803 213535

South Devon Youth Offending Team




First Floor, Bridge House, Courtenay Street, Newton Abbot TQ12 2QS
 01626 202700
Fax: 01626 202701

Support and Useful contacts

Victim Support

 0845 676 1020 Helpline
Independent charity for victims and witnesses of crime

NACRO

Help for ex-offenders
Re-settlement Plus Helpline:
 020 7840 6464
 helpline@nacro.org.uk
 www.nacro.org.uk