

Torbay Supporting People Service Directory

Supporting People services support people to live independently in their homes.

Support can include help with:

- Avoiding homelessness
- Moving on to more independent and/or suitable housing
- Finances – budgeting, debt, bills and correspondence
- Developing skills for living independently such as cooking, shopping and dealing with post
- Making social contacts and avoiding isolation
- Building the confidence to live more independently
- Finding employment, voluntary work or training
- Accessing services such as doctors, health workers, social workers and community organisations

Some services provide accommodation as part of their support service. Floating support services do not provide accommodation – they support people in their own homes.

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How to access services

All services except for sheltered housing are accessed through:

The Housing Support Referral Hub Telephone- 01803 208723 Email- referralhub@torbay.gov.uk

Domestic abuse services can be accessed directly through the service or via the Referral Hub

Sheltered housing can be accessed through:

Devon Home Choice Telephone- 01803 696194 Email- devonhomechoicetorbay@sanctuary-housing.co.uk
www.devonhomechoice.com

Services that support general needs (no specialist need)

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Social Inclusion Floating Support	Westcountry Housing Association	Floating support	Low to Medium	Up to 9 months	N/A	N/A	01803 200300/ 217610/ 217611	Referral Hub

Services that support people with Complex Needs

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Complex Needs Floating Support	Carr Gomm	Floating support	High	Up to 2 years	N/A	N/A	07969 536256	Referral Hub

Services that support people with needs relating to Domestic Abuse

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Domestic Abuse Support Service (DASS)	Westcountry Housing Association	Floating support for men and women	Variable	Up to 2 years	N/A	N/A	01803 200300/ 217614	Direct access/ Referral Hub
Torbay Refuge	Westcountry Housing Association	Women's refuge	High	Up to 2 years	Own room with shared facilities	Un disclosed	01803 524594	Direct access/ Referral Hub

Services that support people with needs relating to Drugs and/or Alcohol

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Jatis Project Abstinence Based Service	Jatis Project	Supported housing	High	Up to 2 years	Own room with shared facilities	Torquay	01803 321228	Referral Hub
Jatis Project Treatment Based Service	Jatis Project	Supported housing	High	Up to 2 years	Own room with shared facilities	Torquay	01803 321228	Referral Hub

Services that support people with needs relating to Homelessness

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Leonard Stocks Centre and Outreach Service	Chapter 1	Hostel and outreach service	High	Up to 13 weeks	Own room, en-suite bathroom, other facilities shared	Torquay	01803 217890	Referral Hub
Stone Court	Independent Futures	Supported housing for families	Variable	Up to 2 years	Self contained	Torquay	01803 617212	Referral Hub

Services that support people with needs relating to Learning Disability

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Learning Disability Floating Support	Guinness Care and Support	Floating support	Medium	Up to 2 years	N/A	N/A	01392 686686	Referral Hub
SILS Accommodation	Supported Independent Living Schemes (SILS)	Supported housing	High	Up to 2 years	Self contained	Torquay	01803 401177	Referral Hub
SILS Floating Support	Supported Independent Living Schemes (SILS)	Floating support	Medium	Up to 2 years	N/A	N/A	01803 401177	Referral Hub

Services that support people with needs relating to Mental Health

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Accommodation Plus	Rethink	Place clients in private sector tenancies and provides floating support	Medium	More than 2 years	Self contained	Torbay	01803 213084	Referral Hub
The Braddons	Riviera Support South West Ltd	Supported housing	High	More than 2 years	Self contained	Torquay	01803 293388	Referral Hub
Community Care Trust (South Devon) Ltd	Community Care Trust (South Devon) Ltd	Supported housing	High	More than 2 years	Self contained, additional communal facilities	Torquay	01803 213970	Referral Hub
Cumberland Complex	Cumberland Complex	Supported housing	High	More than 2 years	Own room with shared facilities	Torquay	01803 292379	Referral Hub

Services that support people with needs relating to Mental Health continued

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Leighon and Conway	Westcountry Housing Association	Supported housing	Medium	Up to 2 years	Own with shared facilities, Self contained	Paignton	01803 558543	Referral Hub
Parkview Society Accommodation and Support Service	The Parkview Society	Supported housing	High	More than 2 years	Own room with shared facilities, Self contained	Torquay, Paignton	01626 332630	Referral Hub
Parkview Society Floating Support	The Parkview Society	Floating support	High	Up to 2 years	N/A	N/A	01626 332630	Referral Hub
Rydal Court	Riviera Support Ltd	Supported housing	High	Up to 2 years	Self contained	Torquay	01803 293388	Referral Hub
Westcountry Floating Support	Westcountry Housing Association	Floating support	Low	Up to 2 years	N/A	N/A	01803 200300	Referral Hub

Services that support Offenders and Ex Offenders

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Criminal Justice Floating Support	Carr Gomm	Floating support	Medium to High	Up to 2 years	N/A	N/A	07969 536256	Offender Manager
Criminal Justice Accommodation Service	Carr Gomm	Supported housing	Medium to High	Up to 2 years	Own room with shared facilities	Undisclosed	07969 536256	Referral Hub
Inside Out	Rethink	Floating support	High	Short term but variable	N/A	N/A	01803 213084	Offender Manager

Services that support Older People

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Combe Bank	Raglan Housing Association	Sheltered housing	Low	More than 2 years	Self contained	Brixham	0800 011 6420	Devon Home Choice
Folks@Home	Folks@Home	Floating support	Medium	Up to 2 years	N/A	N/A	01803 212725	Referral Hub
Guinness Trust Sheltered Housing	Guinness Care and Support	Sheltered housing	Low	More than 2 years	Self contained	Torquay, Paignton	01392 686686	Devon Home Choice
Hanover House Sheltered Housing	Hanover Housing Association	Sheltered housing	Low	More than 2 years	Self contained	Torquay	01803 297132	Devon Home Choice & Hanover
Isambard Court	Independent Futures	Sheltered housing	Low	More than 2 years	Self contained	Torquay	01579 347785	Devon Home Choice

Services that support Older People- continued

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Romaleyn Gardens	Teachers Housing Association	Sheltered housing	Low	More than 2 years	Self contained	Paignton	01803 552068	Devon Home Choice
Sanctuary Sheltered Schemes	Sanctuary Housing	Sheltered housing	Low	More than 2 years	Self contained	All Torbay	01803 696123	Devon Home Choice
Tweenaway Court	Sanctuary Housing	Extra care	High	More than 2 years	Self contained	Paignton	01803 556746	Referral Hub and Social Services
Westcountry Housing Association Sheltered Schemes	Westcountry Housing Association	Sheltered housing	Low	More than 2 years	Self contained	Torquay, Paignton	01803 200300	Devon Home Choice

Services that support people with needs relating to Physical and/or Sensory Disability

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Dragons Tail	Westcountry Housing Association	Supported housing	Medium	More than 2 years	Self contained	Brixham	01803 850405	Referral Hub
SPLASH	Westcountry Housing Association	Floating support	Low to Medium	Up to 2 years	N/A	N/A	01803 200300/ 217612	Referral Hub

Services that support Vulnerable Young People

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Family Mediation Service	Check Point	Mediation	Variable	Short term but variable	N/A	N/A	01803 200100	Phone or drop in 7 Victoria Rd, Torquay, Mon-Fri afternoons
Floating Support for Young People	Independent Futures	Floating support	Low to Medium	Up to 2 years	N/A	N/A	01803 299151	Referral Hub
Fraser Court	Westcountry Housing Association	Supported housing	Low to Medium	Up to 2 years	Self contained	Paignton	01803 663283	Referral Hub
Galway House	Independent Futures	Supported housing	Low to Medium	Up to 2 years	Self contained 1 bedroom flats	Torquay	01803 299151	Referral Hub

Services that support Vulnerable Young People continued

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Parkview Guesthouse	Parkview Guesthouse	Supported housing	Low to Medium	Up to 2 years	Own room with shared facilities	Paignton	01803 528521	Referral Hub
Torbay Foyer	Independent Futures	Supported housing	Variable	Up to 2 years	Single and shared rooms with shared facilities	Torquay	01803 316632	Referral Hub
Young Devon	Young Devon	Supported lodging	Low to Medium	Up to 2 years	Host family with shared facilities	Across Torbay	01822 618193	Referral Hub

Services that support Young Parents aged 16-24

Name of service	Provider of service	Service type	Level of support	Support duration	Housing type	Location	Contact for info	How to access
Westcountry Young Parents' Project	Westcountry Housing Association	Supported housing	Variable	Up to 2 years	Self contained, Own room with shared facilities	Torquay, Paignton	01803 299413	Referral Hub