

Family and Emotional Support Services (P03)



Torbay Disability Information Service

4th Floor, Union House
Union Street
Torquay
TQ1 3YA

Tel: 0300 456 8373

Email: dis.torbay@nhs.net

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Document Information

Date of Issue:	7 May 2021	Next Review Date:	June 2021
Version:	14	Last Review Date:	June 2016
Author:	Christine Evenden, Disability Information Service		
Directorate:	Operations		
<p>Important: Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at www.torbayandsouthdevon.nhs.uk/disinfosheets or call the Disability Information Service on 0300 456 8373.</p>			

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About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

Where possible, we try to keep our information up to date. However, we cannot guarantee that all of our information is constantly up to date - details change often and there may be changes to services of which we are not aware. If you know of a change to any of the services listed please advise us of this so that we can amend the details.

The information should be used as a guide only, as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay and South Devon NHS Foundation Trust) cannot guarantee the accuracy of the information or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website page:

www.torbayandsouthdevon.nhs.uk/disinfosheets

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

Information can be made available in other formats and languages. Please let us know what your needs are.

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Email: dis.torbay@nhs.net

Introduction

Life is often complex, and you may be faced with one or more different problems, including emotional, relationship and/or family problems.

This information sheet provides details about the various support services available to help ease the path through difficult life events or emotional problems. It does not include disability support groups – for details of these, please refer to our 'Support Groups' information sheet (P21). It also doesn't include services for family carers – for details of these services, please call Signposts for Carers on (01803) 666620.

For information about mental health services, please visit the Mental Health page on our Trust website at:

<https://www.torbayandsouthdevon.nhs.uk/services/mental-health/>

For details about further services that provide family and emotional support, please refer to the Torbay Family Information Service Directory at

<http://fis.torbay.gov.uk> and Pinpoint Devon at www.pinpointdevon.co.uk

Please note that information about services was correct at the time of compiling the sheet. These details may have changed so always check current details when contacting any of the organisations listed.

Symbols

For ease of reading, the sheet includes the symbols below:

 = telephone

 = website address

 = email address

Befriending, Social Support & Enabling Services

Age UK Torbay - Befriending and Careline

12 Dendy Road, Paignton TQ4 5DB

☎ (01803) 555181

✉ carol@ageuktorbay.org.uk 💻 www.ageuk.org.uk/torbay

Befriending

Volunteers visit people for about 1 hour each week in their own home for a chat and a cup of tea, offering friendship and companionship. A friendly face or listening ear can make a positive difference to older people living in the community.

Careline

Careline volunteers telephone housebound people for a regular chat and to see if all is well.

Brixham Does Care

Old Market Hall, New Road, Brixham TQ5 8TA

☎ (01803) 857727

✉ brixhamdoescare@yahoo.co.uk 💻 www.brixhamdoescare.co.uk

This befriending charity aims to combat loneliness, isolation and despair. It offers support to people of all ages living in Brixham and surrounding areas, including a home visiting service and a range of weekly groups and activities.

Groups held by Brixham Does Care include a self-run friendly group for anyone who has suffered a degree of depression and anxiety on Tuesdays, 2.00 pm – 4.00 pm. This group offers support and an opportunity to build social networks in a non- stigmatised environment with people who understand. Staff support is available for anyone who would like a confidential conversation. The charity also holds an art group on Thursdays, 2.00 pm – 4.00 pm and Ladies' and Men's Groups. Dates and times may change – contact Brixham Does Care for further information.

Torbay Befriending CIC

☎ (01803) 297025 (Monday to Thursday 9.00 am – 4.30 pm)

✉ info@torbaybefriending.service.co.uk 🌐 www.torbaybefriending.service.co.uk

Provides one-to-one befriending and mentoring services to adults with mental health issues and their carers in Torbay and the surrounding area. Befrienders receive annual Safeguarding Adults training and are subject to enhanced DBS checks. Support includes:

- Help to manage anxiety and stress.
- Help to decrease sense of isolation.
- Support with appointments.
- Information on community activities and support to access these.
- Support to develop coping strategies and self-management techniques.
- Help to improve your self-confidence, motivation and self-esteem.
- Support to access educational, training and work-related options.
- Signposting to other services, such as personal care, counselling and therapeutic interventions.

A group befriending service is also being set up.

Access by:

Self-referral or by asking someone to contact the Service on your behalf to arrange an informal chat. This could be at your home or at a local venue of your choice. NB. There is a fee for this service - contact Torbay Befriending Service or visit their website for details.

Wellbeing Torbay

☎ (01803) 841847 ✉ amanda@ageuktorbay.org.uk

🌐 www.ageuktorbay.org.uk

Wellbeing Torbay is a service provided collaboratively by Age UK Torbay and Brixham Does Care. It works with people over the age of 50 living in Torbay who are possibly living with a health related condition and who feel lonely and isolated, helping them to reconnect with their communities and set and achieve their own goals. It also supports them to prevent ill health where it can. The service will:

- Visit people in their own home (if required)
- Have a guided conversation that supports an individual's own goals
- Support people to live their lives the way they want to, to the best of their ability.

Wellbeing Torbay is able to accept referrals or self-referrals. Please contact the service direct for further information or to make a referral.

Counselling and Listening Services

General Counselling

Devon Partnership NHS Trust Counselling Services

TALKWORKS (Depression and Anxiety Service)

☎ 0300 555 3344

💻 www.talkworks.dpt.nhs.uk

Provides psychological therapy services for people who are 18 years and over who are feeling stressed, anxious, low in mood or depressed. It can be accessed by self referral as well as referral via an individual's GP. The service aims to see everyone within six weeks of referral, and the initial appointment takes 30-40 minutes.

Private Counselling Services

If you are looking for a private counselling service, it is important to check the areas of counselling that they specialise in and also check the fees that they charge as these can vary considerably between one counsellor and another. For details of counsellors in your local area, refer to the British Association for Counselling and Psychotherapy (BACP) – see below for details.

British Association for Counselling and Psychotherapy (BACP)

BACP House, 15 St John's Business Park

Lutterworth LE17 4HB

☎ (01455) 883300 ✉ bacp@bacp.co.uk

💻 www.bacp.co.uk

BACP is a registered charity that sets standards for therapeutic practice and provides information and advice about counselling and/or psychotherapy for clients of therapy, therapists and the general public. As well as a Helpdesk, the organisation provides a lot of information and advice on its website, including an online UK directory of counsellors and psychotherapists. The Directory gives details of counsellors' specialist areas of work and also indicates which of them are registered or accredited.

Voluntary or Low Fee Counselling and Listening Services

CentrePeace Counselling Service

CentrePeace, 56 Palace Avenue, Paignton TQ3 3HF

☎ (01803) 550720 ✉ info@centrepeace.org.uk

💻 www.centrepeace.org.uk

CentrePeace is a drop-in community support centre that provides a range of services, including free, confidential, professional counselling and emotional support. Twelve sessions of face-to-face counselling at CentrePeace are available to adults over 18 who meet the criteria following an assessment. Self-referrals are accepted. NB. There is a stairlift in the building. Please note that CentrePeace is unable to provide a service to people who have a severe, complex and enduring mental health condition or people who are currently receiving care from a specialist mental health service or in a current mental health crisis. The service is also unable to help those who are actively using alcohol or drugs, or anyone with a serious risk of self-harming, suicide or suicide ideation.

Dartmoor Centre for Counselling and Psychotherapy CIC

28 Mount Pleasant Road

Newton Abbot TQ12 1AS

☎ (01626) 331831 (9.00 am – 5.00 pm)

💻 www.dartmoorcounselling.org and www.safespaceforcounselling.com

Provision of affordable counselling by fully supported placement counsellors and experienced qualified counsellors. A placement counsellor is someone who is working with clients towards achieving the hours of practice necessary for their professional qualification. Counselling is provided for individuals and couples, adults, children and young people. Charges are based on affordability. Telephone for further details or to arrange an appointment. Also offers counselling training and personal development, including group therapy, supervision and courses in stress management, depression management and self esteem/confidence building.

Health & Harmony Low Cost Counselling Agency

84a Abbey Road

Torquay TQ2 5NP

☎ (01803) 294919 ✉ keyacademy@btconnect.com

💻 www.keycounsellingacademy.com

Provides low cost, affordable counselling to individuals, either face to face or via skype or telephone. Fee: £10 per session (in August 2018). Also offers counselling to couples and families. Counselling is provided by counsellors who have nearly completed their 2-year training and are signed off as safe, ethical and professional.

Margaret Jackson Centre

4 Barnfield Hill, Exeter

☎ (01392) 256711 ✉ counselling@margaretjackson.org.uk

💻 www.margaretjackson.org.uk

Provides a self-referral, low-cost counselling service for both men and women, and also has a specialist bookshop, with titles covering personal, family and relationship issues. Counsellors are either fully trained or final year Diploma level counselling trainees who work within professional codes of practice and receive regular supervision. A donation is requested for each counselling session according to the client's ability to pay (minimum: £10 per session). Evening counselling sessions are offered for people who work during the day.

Mindline

South Devon & Torbay

☎ 0300 330 5464 (Tuesday, Wednesday, Friday, Saturday and Sunday 8.00 pm - 11.00 pm).

A confidential listening service providing a safe place to talk if you, or someone you know, is in distress. The trained advisers can also give basic information about mental health and local services and are able to direct callers to mental health services if needed.

Samaritans

21 Warren Road, Torquay TQ2 5TQ

☎ (01803) 299999 (branch)

National Helpline: 116 123 (free to call from all landlines and mobile phones)

✉ jo@samaritans.org 💻 www.samaritans.org

Provides emotional support to despairing and suicidal people in complete confidence. No appointment necessary. Clients can call, write or email. Personal visits can be made between 9.00 am and 10.00 pm.

Torbay Talking Therapy

Croft Hall Medical Practice, 19 Croft Road, Torquay TQ2 5UA

☎ Maggie Boyle: 07528 068038 (Humanistic counselling)

Elizabeth Hill: (01803) 361152 (psychotherapy)

Franceska Hannis: 07427 042828 (psychotherapy)

Marian Swinfen: 07790 3223784 (psychotherapy with a mindfulness approach)

✉ via website 💻 www.torbaytalkingtherapy.co.uk

Private counselling and psychotherapy collective of four qualified practitioners who share similar values and principles. The collective offers counselling and psychotherapy, with free or half price introductory sessions. They also consider concessions on request for clients on low incomes.

Counselling and Listening Services for people with a Sensory Loss or a Disability

Feeling Well, Keeping Well (for people with Sight Loss)

Devon In Sight, Splatford Barton, Kennford, Exeter EX6 7XY

☎ (01392) 876666 (Monday to Thursday, 10.00 am – 2.00 pm)

✉ enquiries@devoninsight.org.uk 💻 www.devoninsight.org.uk

‘Feeling Well, Keeping Well’ is a new emotional wellbeing and counselling service for people with sight loss in Devon and Torbay. Delivered in partnership with Living Options Devon and the RNIB, the service gives people an opportunity to talk in confidence to an Emotional Support Co-ordinator about how they are feeling and ways to keep well. There will also be options available for further support, including counselling.

For those who need formal counselling support, a number of free one-hour counselling sessions are offered. These sessions can be in person (following appropriate COVID-19 protocols), over the phone or using Zoom. Sessions are with a number of local counsellors who have received training and are accredited with RNIB.

Living Options Counselling and Time to Talk Services (for people with a disability and members of the Deaf community (BSL users))

Living Options Devon, Ground Floor Units 3-4, Cranmere Court, Lustleigh Close, Matford Business Park, Exeter EX2 8PW

💻 www.livingoptions.org

Counselling

☎ (01392) 45922, SMS: 07856 426940

✉ info@livingoptions.org

Offers 6 free sessions of accessible counselling to people with a disability and members of the Deaf community (BSL users) across Devon. The service offers:

- 2 fully accessible counselling rooms
- Accessible premises in Exeter with free onsite parking
- The availability of online counselling
- Fully trained counsellors
- One counsellor fluent in BSL and a member of Devon Deaf Community.

For further information or to book an appointment contact Living Options Devon.

Time to Talk

☎ 0300 303 3691 (freephone) or text 0785 642 6940 (Tuesday – Thursday 10.00 am – 4.00 pm)

✉ time2talk@livingoptions.org

Time to Talk is a telephone and online service provided by a team of staff and volunteers. They listen and offer peer support, information, advice and signposting for people with a long-term health condition, disability, or Deaf people who use BSL. A video chat service (webcam) is available if preferred, and for Deaf people this is provided by people who are fluent in BSL. Chat and Share groups are also held every Monday evening from 7.30 pm – 8.30 pm via Zoom (group video chat), including a Chat and Share group for Deaf people who use BSL.

Bereavement Counselling and Support

Bereavement Support Service

Rear of Palace Avenue Methodist Church, Palace Avenue Paignton

☎ Diane West, 07879 383734

Run by the Co-op Funeral Service, the Bereavement Support Service provides a weekly support group offering coffee and mutual support for anyone who is bereaved. The group meets every Thursday 10.30 am - 12.30 pm at the rear of Palace Avenue Methodist Church. People are welcome to drop in and can also bring a friend along with them if they wish. £1 a week is requested to cover costs. The group may also occasionally offer social events such as Christmas lunches and coach trips.

Children and Families in Grief

PO Box 425, Paignton TQ4 9BF

☎ (01803) 393917 📧 info@childrenandfamiliesingrief.co.uk

💻 www.childrenandfamiliesingrief.co.uk

A local charity that provides practical, emotional and creative support for children under the age of 18 and their families in South Devon following bereavement. The team welcome referrals from health care professionals, school nurses, counsellors, CAMHS, etc. as well as self referrals. For those families that meet the referral criteria, the service offers three family sessions with a review, then a therapeutic bereavement weekend, followed by a final session to included referral, if needed, to another organisation, such as Cruse, for further support.

The Compassionate Friends

☎ National Helpline: 0345 123 2304 (lines open daily, 10.00 am - 4.00 pm and 7.00 pm - 10.00 pm)

📧 helpline@tcf.org.uk 💻 www.tf.org.uk

A charitable organisation of bereaved family members who give support to other bereaved parents and close family members of any age who have suffered the death of a child/children. Support includes a national UK helpline which is always answered by a bereaved parent, a regular newsletter, leaflets, an online community forum and groups support. There are local groups and also a group for childless parents. Online forums for specific groups include a Baby Loss Forum and Losing a Child with Special Needs. Also offers help to siblings and information to others giving support to bereaved families.

Cruse Bereavement Care (Devon Area)

3 Palace Gate, Exeter EX1 1JA

☎ 0300 330 5466 (Devon area contact) ✉ devon@cruse.org.uk

National Helpline: 0808 808 1677 📠 helpline@cruse.org.uk

💻 www.cruse.org.uk

Young Person's Website: www.hopeagain.org.uk

Young Person's email: hopeagain@cruse.org.uk

Provides free support to anyone affected by bereavement, including a national helpline and one-to-one bereavement counselling for clients in their own homes or at one of Cruse's counselling rooms in South Devon, Exeter, Plymouth or Barnstaple (days and times vary). Also offers information, publications and support for children, including the website Hope Again (see above).

Facing the Future (for those bereaved by suicide)

☎ 0208 939 9560

💻 www.facingthefuturegroups.org ✉ info@facingthefuturegroups.org

A service developed by Samaritans and Cruse Bereavement Care to help support people who have been bereaved by suicide. The service provides support groups to give those who have been bereaved by suicide the opportunity to meet others in the same situation to share their experiences and feelings. Groups of 5-8 participants are run by trained volunteer facilitators and meet once a week for 90 minutes over 6 consecutive weeks. You must be over 18 to join a group and have lost someone to suicide over 3 months ago. The next local group in Exeter begins on Thursday 1 November 2018 at 7.00 pm.

Fernlea Trust

☎ Maggie, (01803) 853609

Crisis pregnancy charity that provides free, confidential support and counselling for issues arising from pregnancy, cases of post-abortion, miscarriage, still birth and neo natal death. The charity serves Paignton, Torquay, South Hams, Newton Abbot, Teignmouth and Exeter. Please contact Fernlea Trust for further information or to make an appointment.

Forget Me Not Bereavement Services

☎ Lynn Page, (01803) 551059 or 07713 033396 ✉ forgetmenot24@me.com

A private company that offers practical help following a bereavement, including help with death certificate collection, registration of death and liaising with the funeral director. Also provides help with arranging flowers or any special requests, venue for after service refreshments and transport/accommodation. Prices start from £35.00.

NB. Some other companies, eg. care agencies, may also offer these services.

Lupton Cake and Chat

Lupton House, Brixham Road, Churston Ferrers TQ5 0LD

☎ (01803) 845800

Drop-in 'cake and chat' meetings that offer people who have suffered a bereavement the opportunity to find support and make new friends. The meetings are held at the Coach House Café at Lupton House on the second and fourth Friday mornings of each month from 10.00 am to 12.00 noon. Suggested donation: £3.00 (all proceeds go to the Lupton Trust).

The National Bereavement Partnership

☎ 0800 448 0800 SMS: 07860 022814

💻 www.nationalbereavementpartnership.org

✉ helpline@nationalbereavementpartnership.org

The National Bereavement Partnership provides a support helpline, counselling referral and befriending service for all those suffering from anxiety, grief or mental health issues as a direct or indirect result of the COVID-19 pandemic.

Pete's Dragons (suicide bereavement support)

☎ (01395) 277780 or 07534 982036 ✉ hq@petesdragons.org.uk

💻 www.petesdragons.org.uk

Pete's Dragons is a charity that provides a bespoke service to anyone in the Devon area who has been affected by suicide bereavement. It provides useful publications, a listening service and practical advice and assistance. It can also offer a 'Hug in a Hamper' and Comfort Grant options to both break through the stigma and isolation often felt after a suicide and help those in financial distress. All Pete's Dragons services are available via telephone, email or face-to-face appointment.

Sudden




☎ 0800 2600 400 (Monday to Friday 10.00 am – 4.00 pm)

✉ help@sudden.org

💻 www.sudden.org




Sudden is a free service that provides emotional and practical support in the first ten weeks following an unexpected bereavement. It can also help people who are caring for someone who is bereaved in this way. The service is charity-run and operates within the charity Brake (which helps the victims of road crashes) but is able to help people bereaved in any unexpected way.

Support after Murder and Manslaughter (SAMM)

 National Helpline: 0845 872 3440  info@samm.org.uk
 www.samm.org.uk

National UK charity offering support to those bereaved by the murder or manslaughter (homicide) of a family member or close friend. All SAMM's specially trained volunteers have been bereaved in this way. Support includes a helpline, liaising with other agencies on your behalf, meetings, access to a secure online forum and a quarterly newsletter.

Survivors of Bereavement by Suicide

 National Helpline: 0300 111 5065 (lines open 9 am to 9 pm every day)
 sobs.support@hotmail.com
 www.uk-sobs.org.uk

National charity that supports anyone over 18 who has been bereaved by suicide. The charity offers a range of support, including a confidential telephone helpline, email support, group meetings (in some locations) and support information, including the booklet 'Support after a Suicide'.

Marriage and Relationship Counselling

Marriage Care South West (MCSW)

☎ (for Relationship Counselling): 0800 389 3801

💻 www.marriagecare.org.uk

Regional branch of national charity that provides professional, confidential relationship counselling for individuals or couples in Torquay, Newton Abbot, Exeter and Ivybridge (local venues listed on the Marriage Care website in August 2018). Marriage Care requests an initial registration fee of £10 to secure a place on their waiting list. There is no fixed fee for counselling but clients are asked for an affordable donation in advance of each counselling session to help to cover organisational costs. Contact Marriage Care to arrange a local appointment. Also provides help with marriage preparation (a fixed fee, to cover costs, is charged for attending the marriage preparation course).

Relate

Relate South Devon: 4 East Street, Torquay TQ2 5SD

☎ (01803) 299001 or 07436 804511 (Monday to Wednesday 9.00 am - 9.00 pm)

✉ sdevonrelate@btconnect.com 💻 www.relateplymouthhandsouthdevon.co.uk

Enquiries and Telephone Counselling: 0300 100 1234

💻 www.relate.org.uk

Local outpost of national charity, providing affordable counselling to couples, individuals, children, young people and families, with focus on relationships and sex therapy for couples and individuals. Relate is non profit making but you will normally be expected to pay a fee to cover the cost of sessions. Other local outposts are in Newton Abbot, Totnes, Kingsbridge, Plymouth, Tavistock and Exeter.

Relate is able to provide telephone and Webcam counselling. The standard charge for both of these is £55 per hour (or £27.50 per half hour for telephone counselling). Free Live Chat counselling and counselling by email (fee: £40 for each email) is also available. NB. Fees are as advertised on the Relate website in August 2018.

Support for Sexuality Issues around Disability

Outsiders Sex and Disability Helpline

Outsiders Trust

WestEnd, Redwood Farm

Barrow Gurney, Avon BS48 3RE

☎ Helpline: 0707 499 3527 (weekdays, 11.00 am - 7.00 pm)

Club: 07074 990808

✉ sexdis@outsiders.org.uk

💻 www.outsiders.org.uk

This free and confidential helpline, run by the Outsiders Trust, is able to give advice to both individuals and health professionals. Outsiders took over the Sex and Disability helpline after SPOD closed down in 2003. As well as the helpline, Outsiders provides a social, peer support and dating club, run by and for socially and physically disabled people. A local group meets regularly for lunches and other activities – for further details contact Hannah's at Seale Hayne on (01626) 325800.

Spokz People

2 Jordan Croft, Fradley, Lichfield WS13 8PN

☎ (01543) 899317 or 07733 681883 ✉ mel@spokzpeople.org.uk

💻 www.spokzpeople.org.uk

A not-for-profit organisation that offers a range of services for adults with physical disabilities, their partners and health care professionals, including an online forum and advice line on relationships, sex and disability.


The TLC Trust

💻 www.tlc-trust.org.uk

Through its website, the TLC Trust provides opportunities, advice and support to disabled men and women so that they can find appropriate sexual and therapeutic services.


Listening and Counselling for Family Carers

Carers 4 Carers Telephone Line

 Val Shute, 07596 103291 or your local surgery Carer Support Worker.

This confidential telephone line service is available to unpaid family carers who are, or care for, a Torbay resident and is available between 5.00 pm and 9.00 pm on Tuesday evenings. It offers either a one-off call or regular calls for a friendly chat/support from a trained volunteer who is also an unpaid carer or ex-carer.

Emotional Support Scheme for Carers

 Signposts for Carers, (01803) 666620 for further information

This scheme enables unpaid family carers to link with a counsellor of their choice from a list of participating counsellors and meet at a time and place that is convenient to them. To join the scheme you will need to be 17 years old or over and caring for a Torbay resident who has had a community care assessment and been assessed as needing support. The service is free of charge and provides up to 10 sessions with a counsellor.

Domestic Violence and Abuse Services

Abuse: raising concerns about someone's safety

If you or the person that you care for is suffering emotional or physical abuse either at home or in another setting it is important to report this and take steps to deal with it as soon as possible. There are several agencies that can help, including the following:

Torbay Safeguarding Adults

☎ Via Torbay and South Devon NHS Foundation Trust Customer Service Centre, (01803) 219700

💻 www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults

✉ safeguarding.alertstct@nhs.net

If you are concerned that a vulnerable adult may be at risk of abuse you can speak in confidence to Torbay's Safeguarding Adults Team, which has been set up to protect vulnerable or older people. A 'vulnerable adult' is a person who may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

Torbay Safeguarding Children

Torbay Multi Agency Safeguarding Hub (MASH), 2nd Floor, Tor Hill House, Torquay TQ2 5QW

☎ MASH: (01803) 208100 (Monday to Friday 9.00 am – 5.00 pm) or

✉ mash@torbay.gov.uk

Emergency Duty Service (out of hours): 0300 456 4876 or

✉ eds-sd@nhs.net

If you are concerned about the safety of a child or young person, contact Torbay MASH. The MASH provides a single point of contact for any child, young person, parent/carer, member of the public and workers. Please note that you don't need to give your name when calling if you don't want to.

Hourglass (previously Action on Elder Abuse)

Hourglass England, Mayflower Hall, Hall Street, Long Melford, Sudbury, Suffolk C010 9JT

☎ Helpline: 0808 808 8141, text 07860 052906 (Monday to Friday, 9.00 am - 5.00 pm)

💻 www.wearehourglass.org 📧 helpline@wearehourglass.org

Hourglass is a charity that works to prevent the abuse of older adults in the UK. Support provided by the charity includes a confidential freephone helpline that offers the opportunity to discuss concerns about the abuse of older people. The helpline provides information, advice and support to victims and others who are concerned about or who have witnessed abuse (physical, psychological or sexual), neglect or financial exploitation of an older person.

Stop Hate UK

Stop Hate UK, PO Box 851, Leeds LS1 9QS

☎ **Stop Hate Crime 24-hour Helpline:** 0800 138 1625, text relay: 18001 0800 138 1625

Stop Learning Disability Hate Crime 24-hour Helpline: 0808 802 1155

Stop LGBT Hate Crime 24-hour Helpline: 0808 801 0661

💻 www.stophateuk.org

Hate crimes and incidents are any crime or incident where the perpetrator's hostility or prejudice against an identifiable person or group of people is a factor in determining who is victimised.

Stop Hate UK is a national charity that offers independent and confidential hate crime reporting services and support for victims, witnesses and third parties. Services are offered in commissioned areas (including Devon and Cornwall) around the UK. As well as the original Stop Hate Crime helpline it provides separate helplines for those affected by learning disability hate crime and those affected by LGBT hate crime.

True Vision

💻 www.report-it.org.uk

A website that provides information about hate crimes and incidents and how to report them, including an online reporting facility, personal safety tips and advice about how to report Internet hate crime.

Local Domestic Violence and Abuse Support Services

Services serving Torbay only

Are You OK?



 www.areyouok.co.uk

Website produced by Torbay Safer Communities, providing information to anyone in Torbay who wants to find out:

- more about domestic abuse and sexual violence
- how to access local help and support services
- how to support someone experiencing abuse or violence.

Safer Communities Torbay

Town Hall, Castle Circus, Torquay TQ1 3DR

 (01803) 208025  scatt@torbay.gov.uk

 www.safercommunitiestorbay.org.uk

A community safety partnership made up of statutory agencies in Torbay. Aims to make Torbay safer, which includes providing information and advice about personal safety, reporting hate crime and domestic abuse support, including its domestic abuse support website www.areyouok.co.uk

Torbay Domestic Abuse Support Service (TDAS)

Woodview House, Torbay Business Park, Woodview Road, Paignton TQ4 7HP

 0800 916 1474  tdas@sanctuary-housing.co.uk

 www.sanctuary-supported-living.co.uk/tdas

Provides support for men and women aged 16 or over who need advice and protection from domestic abuse. The service offers a wide range of help, including:

- One-to-one emotional and practical support
- Advocacy
- Safe house accommodation
- Safety planning and assessments
- Support through the criminal justice system and obtaining legal orders
- Signposting to other agencies
- Support to find long term accommodation
- Financial and benefits advice

Contact TDAS if you are experiencing abuse or are concerned about someone you know.

The Safe Places Scheme

Devon Link-up, The Beehive, Dowell Street, Honiton EX14 1LZ

☎ Devon Link-up, (01404) 41235 ✉ admin@devonlinkup.org

💻 www.devonlink-up.org

The aim of this scheme is to stop the bullying and abuse of vulnerable people and individuals with learning disabilities, giving them support and some safe havens when out and about in town. Members of the scheme are given a card which shows their name and contact details of a person to call in an emergency. Shops and businesses that are part of the scheme have 'Safe Place' stickers displayed in their windows which show that they are able to offer shelter and aid to vulnerable people who seek their help. Devon Link-up manage the Safe Places Scheme in Devon – please visit their website or contact them for a list of local Safe Places.

Torbay Police Domestic Abuse Unit

☎ (01803) 218969

A specialist unit dealing with all domestic abuse, including same sex domestic abuse. Trained officers investigate cases, take statements and give advice on legal options and safety issues, as well as working in partnership with other agencies to ensure victims of domestic abuse have access to local support services.

Services serving Devon, including Torbay

Devon Rape Crisis and Sexual Abuse Services

☎ Helpline, (01392) 204174 (see website for current opening hours)

💻 www.devonrapecrisis.org.uk ✉ support@devonrapecrisis.org.uk

A local charity that offers specialist trauma support, counselling, EMDR, advocacy and practical support to those who have experienced rape, sexual assault, childhood sexual abuse or any form of sexual violence. The charity works with people aged 13 and upwards who live in Devon, including Torbay (but not Plymouth). Direct support is delivered at one of their three main bases in Torbay, Exeter and Barnstaple. They also offer limited services to partners, friends and family members of those who have experienced sexual violence.

The Intercom Trust Help and Advocacy Service

PO Box 285, Exeter EX4 3ZT

☎ Freephone Helpline: 0800 612 3010 ✉ helpline@intercomtrust.org.uk

💻 www.intercomtrust.org.uk

Intercom Trust provides helpline support to people in the South West who are affected by issues of sexual orientation, gender identity, homophobia, biphobia or transphobia, and direct face to face support across Devon, Plymouth and Cornwall. The service is able to provide emotional/advocacy support, and help against prejudice, discrimination, hate crime, harassment, school bullying and barriers to accessing services (e.g. health and social care). All information and help given by Intercom Trust is confidential and free of charge.

Living Options Devon Victim Support Services

Living Options Devon (VSP), Units 3-4 Cranmere Court, Lustleigh Close, Matford Business Park, Exeter EX2 8PW

☎ (01392) 459222 SMS: 07958 517919 or 07734 768910 (Weekdays, 9.00 am – 5.00 pm)

✉ heather.reilly@livingoptions.org

💻 www.livingoptions.org

Living Options Devon is commissioned by the Office of the Police and Crime Commissioner to provide free and confidential support to disabled, deaf and older victims of crime in Devon and Torbay. Volunteers who have real life experience of living with either a disability or being deaf visit victims in their home and can offer emotional and practical support on the effects of the crime on their lives. The service provides a trained support team and BSL interpreters. Support is offered for reported and non-reported crimes.

National Support

Karma Nirvana

PO Box 515, Leeds LS6 9DW

☎ Helpline: 0800 5999 247

💻 www.karmanirvana.org.uk

National charity that offers support to victims and survivors of honour-based abuse and forced marriages. Its services include a confidential Honour Network Helpline for both victims of abuse and professionals in need of guidance.

ManKind Initiative

☎ National helpline: (01823) 334244 (Monday to Friday 10.00 am – 4.00 pm)

💻 <http://new.mankind.org.uk>

A national charity that provides help and support for male victims of domestic abuse and domestic violence. Also welcomes calls from family and friends. The charity offers a wide range of support, including a helpline giving information and support on all aspects of domestic abuse and domestic violence, including reporting incidents, police procedures, housing, local support services and legal services (including solicitors who will help).

Men's Advice Line

☎ Freephone helpline: 0808 801 0327 (Monday to Friday, 9.00 am - 5.00 pm)

✉ info@mensadviceline.org.uk 💻 www.mensadviceline.org.uk

A national confidential helpline for male victims of domestic violence and abuse, offering emotional support, practical advice and information on a wide range of services that give help and support. Also provides support and advice to concerned family and friends. The service, run by the charity Respect, welcomes calls from all men, whether in heterosexual or same-sex relationships. A booklet for male victims of domestic violence is available on the website.

NAPAC (The National Association for People Abused in Childhood)

CAN Mezzanine, 7-14 Great Dover Street, London SE1 4YR

☎ Freephone Support Line: 0808 801 0331 (Monday to Thursday 10.00 am - 9.00 pm, Friday 10.00 am – 6.00 pm)

💻 www.napac.org.uk 📄 via website

NAPAC is a national charity that is focused on supporting adults who have been abused in any way as children. It provides support services, including a confidential freephone support line, a range of useful downloadable booklets, and advice and coping tips on its website.

National Domestic Violence Helpline

☎ 24-hour Freephone Helpline: 0808 2000 247

✉ helpline@womensaid.org.uk

🌐 www.nationaldomesticviolencehelpline.org.uk

A national service run in partnership between Women's Aid and Refuge, which provides support, help and information over the telephone for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

National LGBT Domestic Violence Helpline

☎ 0800 999 5428 (Tuesday and Wednesday 10.00 am – 5.00 pm, Monday and Thursday 10.00 am - 8.00 pm, Friday 1.00 pm – 5.00 pm. NB. Tuesdays 1.00 pm - 5.00 pm is a trans specific service).

✉ help@galop.org.uk

🌐 www.galop.org.uk/domesticabuse

Domestic violence helpline run by Galop, the leading LGBT anti-violence and abuse charity. The service (previously provided by Broken Rainbow, which has now closed) offers advice, support and referral services to lesbian, gay, bisexual and transgender (LGBT) people who are experiencing domestic violence and abuse.

National Stalking Helpline

☎ 0808 802 0300 (Weekdays, except Wednesdays, 9.30 am – 4.00 pm, Wednesdays 1.00 pm – 4.00 pm)

✉ via website

🌐 www.suzylamplugh.org

The National Stalking Helpline has been established by the charities Network for Surviving Stalking, Protection against Stalking and Suzy Lamplugh Trust. It is the first national helpline to specialise in giving information and guidance to victims of harassment and stalking as well as their friends and family. For further advice about stalking, including a range of downloadable Stalking Advice and Personal Safety leaflets, please visit the Suzy Lamplugh Trust website at www.suzylamplugh.org.

Respect

☎ Freephone Helpline: 0808 802 4040 (Monday to Friday, 9.00 am – 5.00 pm)

✉ info@respectphoneline.org.uk

🌐 www.respect.uk.net or www.respectphoneline.org.uk

Respect is the UK membership organisation for work with domestic violence perpetrators, male victims of domestic violence and young people using violence and abuse in close relationships.

The Respect helpline provides confidential advice, information and support to help perpetrators stop being violent and abusive towards their partners or ex-partners. Support offered by Respect includes domestic violence perpetrator programmes, which are behaviour-change programmes for people who use violence and abuse towards their (ex) partners.

Safeline

☎ National Male Helpline: 0808 800 5005 or text: 07860 027573

☎ Young People's Helpline (for people under 18 years old): 0808 800 5007

✉ support@safeline.org.uk

🌐 www.safeline.org.uk

Safeline is a leading specialist charity for anyone affected by sexual abuse and rape. It offers helplines for men and young people and online support services for men and women providing free emotional support, information and signposting across England and Wales to anyone who wants to talk about rape and sexual abuse, including survivors' families and friends. They can also offer counselling online or by telephone to those who can't physically access their services.

SupportLine

PO Box 2860, Romford, Essex RM7 1JA

☎ Helpline: (01708) 765200 (hours vary: please call for details)

🌐 www.supportline.org.uk ✉ info@supportline.org.uk

Provides a confidential telephone helpline offering emotional support to any individual on any issue. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse.

Survivors UK

11 Sovereign Close, Wapping, London E1W 3HW


☎ Office Line: 0203 598 3898 (Monday to Friday, 9.30 am - 5.00 pm)

Helpline Webchat (via website): Monday to Sunday, 12.00 – 8.00 pm.

🌐 www.survivorsuk.org ✉ help@survivorsuk.org

Charity that offers web-based helpline services for boys (13-18 years old) and men (18 years old and over) who have experienced childhood sexual abuse or adult sexual assault/rape, as well as their partners, families and carers. Also provides individual counselling and group therapy services in the central London area for men who have experienced sexual violation. NB. For those seeking counselling who are unable to get to London, Survivors UK can provide a list (available on the website) of private therapists around the UK who understand the issues for men who have experienced sexual abuse.

Victim Support

 Local Victim Support Team (for Devon and Cornwall): 0300 303 0554
(Monday to Friday 12.00 noon - 6.00 pm)

National Supportline: 08 08 16 89 111 (operates 24/7 every day of the year, including Christmas)

 via website  www.victimsupport.org.uk

Independent national charity that gives free and confidential help to victims and witnesses of crime, their family, friends and anyone else affected. NB. Support is available, regardless of when the crime happened and whether or not the crime has been reported. For help, support and information, call either your local victim care team or the national Supportline (see above for contact details).

Local Support

CheckPoint Torbay

7 Victoria Road, Ellacombe, Torquay TQ1 1HU

 (01803) 200100 or 290330

 checkpoint@childrenssociety.org.uk

 www.childrenssociety.org.uk

Contact Name: Richard Kirkup, Project Manager


Details of Service: Project run by the Children's Society. Provides free confidential advice, support, information and counselling to young people aged 8-17 years. Also offers specialist support, including a sexual exploitation service, substance misuse service, Children's Rights service (see below), missing service (this service carries out interviews for all young people reported missing from home or school), and advice on sex and relationships. Also able to provide pregnancy and chlamydia testing and C-Card.

Area Served: Torbay

Times: Monday to Friday, 9.00 am - 5.00 pm (phones). Drop-in service available Monday to Friday, 12.30 pm – 5.00 pm

Children's Rights Torbay

CheckPoint Torbay (see above for address and website details)

 (01803) 290330

Contact Name: Richard Kirkup, Programme Manager

Details of Service: Provides an advocacy service to young people involved with Torbay Children's Services, looked after by the local authority, involved with child protection meetings, disabled or who need extra support or are considering making a complaint against the local authority. The service can support young people and help them express their wishes, feelings and views in meetings where decisions are made that affect their lives. It also runs a group called DOVES that supports young people with disabilities.

Area Served: Torbay

Times: Monday to Friday, 9.00 am – 5.00 pm (drop-in service: Monday to Friday, 12.30 pm – 5.00 pm).

Chill'd Out Youth Project

Abbey Park, Belgrave Road, Torquay TQ2 5HP

☎ (01803) 294826

✉ chilldout@virginmedia.com

Contact: Peter Childs and Beth Williams, lead Youth Support Workers

Details of Service: Provides regular weekly drop-in sessions for young people aged 13-19 years, including young people with learning disabilities and non-disabled young people, to meet and socialise, and to gain informal learning opportunities, including achieving youth awards. C-card and sexual health and relationships advice is also available.

Area Served: Torbay

Times: Office hours vary. Drop in by referral (please leave a message and someone will call you back), Tuesdays and Thursdays, 6.30 pm – 8.30 pm.

Home-Start South & West Devon

The Plympton Hub, Avon House, 163 Ridgeway, Plymouth PL7 2HJ

☎ (01752) 346039

✉ homestart.shpt@gmail.com

🌐 www.homestart-southhams.org.uk

Details of Service: Part of the UK Home-Start network, Home-Start South & West Devon is a charitable company that offers support, friendship and practical help to parents with young children. The organisation provides volunteers, who are usually parents themselves, who visit families in their own homes. They befriend and support families with at least one child under five experiencing difficulties. Self-referrals and referrals by professionals (eg. midwife, GP, social worker or health visitor) are welcome.

Area Served: South and West Devon areas, including Torbay (services in Torbay are due to start in June 2016).

Integrated Youth Support Service

Torbay Council, Parkfield, 38 Esplanade Road, Paignton TQ3 2NH

☎ (01803) 208400

Details of Service: Made up of a range of teams, including the Youth Offending Team and Homeless Prevention Service, this service supports young people aged 11-17 who have been referred for additional support by the Early Help Service. This means the team can respond early to identified difficulties as well as support young people through the transition into adult services. Also supports young people who are involved with youth justice services and supports care leavers aged from 15 to 21 years, or up to 25 years if in full time education, to prepare for independence.

Area Served: Torbay

Sure Start Children's Centres

Zig Zags Children's Centre, Market Street, Torquay TQ1 3AQ

☎ (01803) 210200 🌐 www.torbay.childrencentres.org

Details of Service: Torbay Children's Centres have Centres in Torquay, Paignton and Brixham, offering drop-ins, workshops, Stay and Plays, Play Cafes, antenatal sessions and fun activities for families with children under 5. Children's Centres contribute to ensuring that every child gets the best start in life. They also work towards better opportunities for parents, and a stronger and safer community. Run by the children's charity Action for Children (formerly known as NCH).

Area Served: There are a number of Children's Centres around Torbay.

Times: Monday to Friday, 9.00 am – 5.00 pm.

Sure Start Special Needs Support Groups

Paignton: Parkside Children's Centre, Victoria Park, Paignton TQ4 5BW

☎ (01803) 556081

Torquay: Watcombe Children's Centre, Moor Lane, Torquay TQ2 8NU

☎ (01803) 210200

Details: Drop-in advice service, providing informal emotional support and an opportunity for parents of children with special needs to gain information about services and share experiences.

Area Served: Torbay

Times: Paignton Group: Wednesdays fortnightly (term time), 10.30 am - 12.00
Torquay Group: Thursdays fortnightly (term time) 1.00 pm - 2.30 pm

Torbay Family Information Service

Children's Services Reception, Union Street, Torquay TQ2 5QW

☎ 0800 328 5974 ✉ fisenquiries@torbay.gov.uk

🌐 <http://fis.torbay.gov.uk>

Provides information on local organisations, services and events relating to children and young people, their parents and carers, as well as the practitioners who support them.

TQ1 Family Service

☎ Jo Stewart, Co-ordinator, 07531 282552 ✉ info@tq1familyservice.org.uk

🌐 www.tq1familyservice.org.uk

Provides an impartial service to separated children and families. Services include parenting assessments, counselling, life story work and both supported and supervised contact. Self-referrals and referrals by a social worker or a solicitor/courts are welcome. The service has enhanced accreditation status from the National Association of Child Contact Centres.

National Support

After Adoption

Unit 5, City Gate, 5 Blantyre Street, Manchester M15 4JJ

☎ Actionline: 0800 0568 578

✉ information@afteradoption.org.uk

💻 www.afteradoption.org.uk

An independent adoption agency working throughout England and Wales to help all those affected by adoption. From placing children with adoptive parents to supporting birth families and reuniting families separated through adoption, After Adoption can work with all groups of people affected by adoption.

Families Need Fathers (FNF)

134-146 Curtain Road

London EC2A 3AR

☎ National Helpline: 0300 0300 363 (Monday to Friday, 9.00 am - 10.00 pm, weekends 10.00 am - 3.00 pm)

✉ (for general office enquiries): fnf@fnf.org.uk

💻 www.fnf.org.uk

Families Need Fathers is a charity that provides information, advice and support to help children to maintain their relationship with both parents during and after a family breakdown. The charity runs a telephone helpline and publishes a range of useful factsheets and guides, available on the website. It also has online forums for members and holds local branch meetings around the country to listen to and advise parents whose children's relationships with them are under threat.

Family Lives (formerly Parentline Plus)

41 Palace Chambers, London Road, Stroud GL5 2AJ

☎ Helpline: 0808 800 2222 (Monday to Friday 9.00 am - 9.00 pm, weekends 10.00 am - 3.00 pm)

💻 www.familylives.org.uk

A national charity offering support to anyone involved in caring for children, including a free confidential telephone helpline. The charity also provides a wide range of advice on its website, giving helpful tips and further information to support parents with their family life.

Gingerbread (for single parents)

255 Kentish Town Road
London NW5 2LX

☎ Single Parent Helpline: 0808 802 0925 (Mondays 10.00 am - 6.00 pm; Tuesdays, Thursdays and Fridays 10.00 am - 4.00 pm and Wednesdays 10.00 am - 1.00 pm and 5.00 pm - 7.00 pm). Calls free from landlines and some mobiles.

💻 www.gingerbread.org.uk 📧 via website

The national charity Gingerbread merged with One Parent Families in 2008. It provides advice and practical support for single parent families, including the following services:

- Single Parent Helpline, giving help and advice to single parents
- Online advice sessions and online forum
- Local friendship groups
- Web based information, including factsheets.

Papyrus (Prevention of Young Suicide)

67 Bewsey Street, Warrington, Cheshire WA2 7JQ

☎ Helpline: HOPELineUK 0800 068 4141 SMS: 07786 209697

(Weekdays, 10.00 am - 10.00 pm. Weekends, 2.00 pm - 10.00 pm and Bank Holidays 2.00 pm - 5.00 pm)

✉ pat@papyrus-uk.org 💻 www.papyrus-uk.org

Papyrus is a UK charity which provides confidential support and advice to young people who may be at risk of suicide and anyone who is worried about them. It has a confidential helpline HOPELineUK, staffed by trained professionals who give non-judgmental support, practical advice and information to suicidal young people under the age of 35 and anyone concerned that a young person they know may be at risk of suicide (including family, friends and professionals). Also provides online advice and leaflets that you can purchase giving advice about how to deal with suicidal feelings and helping someone you know who has tried to take their own life.

Support for unpaid Family Carers

There is a range of services available for unpaid family carers, please contact Signposts for Carers on (01803) 666620 for details.

Support for Lesbian, Gay, Bisexual and Transgender People

The Intercom Trust Help and Advocacy Service

PO Box 285, Exeter EX4 3ZT

☎ Freephone Helpline: 0800 612 3010 ✉ helpline@intercomtrust.org.uk

💻 www.intercomtrust.org.uk

Intercom Trust provides helpline support to people in the South West who are affected by issues of sexual orientation, gender identity, homophobia, biphobia or transphobia, and direct face to face support across Devon, Plymouth and Cornwall. The service is able to provide emotional/advocacy support, and help against prejudice, discrimination, hate crime, harassment, school bullying and barriers to accessing services (e.g. health and social care). All information and help given by Intercom Trust is confidential and free of charge.

LGBT Collective

☎ (01392) 201015 ✉ admin@lgbtcollective.org.uk 💻 www.lgbtcollective.org.uk

Administered by The Intercom Trust, the LGBT Collective is a facilitating body that connects lesbian, gay, bisexual and trans communities from across the South West peninsula via its online directory of LGBT groups and events.

National LGBT Domestic Violence Helpline - see page 24 for details.

Transgender Support

The following groups provide support for transgender people living in Torbay and surrounding areas and hold regular local meetings.

LGB Transaction

💻 www.lgbtransaction.org

Provides a comprehensive programme of support for trans people, their family and friends, including local meetings and events.

Transfigurations

☎ Helpline: 07476 151717 (Monday, Wednesday and Sunday 6.00 pm – midnight (except the first Wednesday of every month).

💻 www.transfigurations.org.uk

A group, helpline and online forums for transgender or gender variant people throughout Devon and the South West, which also provides support for partners and parents of transgender people and a group for transgender children and youth (the group advises that they have a strong safeguarding policy in place for this). The adult group meets twice a month in Torquay.

Support for Black, Minority and Ethnic (BME) Communities

All Different, All Equal

☎ Lorrie Layne, 07771 806870 ✉ lorrie.layne@torbay.gov.uk

Multi-cultural group for 11-19 year olds that aims to promote peer support amongst young people from both ethnic minority backgrounds and ethnic majority backgrounds and to gain a better understanding of all different cultures. Activities include board games, pool, table football, computer access and crafts. Parental consent form needed prior to attending. Meets fortnightly on Thursday afternoons at various venues 3.45 pm - 5.30 pm. NB. Times and venues may vary – contact the group for latest details.

Amber Initiatives

☎ 07873 738828 ✉ amber.public@gmail.com
 🌐 www.amber-initiatives.co.uk

A not-for-profit organisation that provides a practical advice and advocacy service to people from diverse backgrounds. The company provides advice and consultancy support on a wide range of issues, including employment, housing, finance, benefits, education and health. It provides practical assistance to migrant workers from EU countries, helping them to comply with UK legislation and solve their complex problems.

Devon BME Services Directory

🌐 www.devon.gov.uk/bmedirectory-2.pdf

An online directory of local BME services, covering both voluntary and community sector groups and public agencies and initiatives. It is aimed at individuals looking for local support and organisations seeking ways to improve their engagement with local people who identify themselves as BME.

Imagine Torbay Multicultural Group CIC

☎ Lorrie Layne, Chairman, 07771 806870 ✉ imaginetorbay@yahoo.co.uk

Multicultural social group that provides activities which aim to benefit people from ethnic communities/groups/individuals and the wider community (children, young people and adults) living in Torbay. The multicultural nature of the group and its activities help to break down racial/ethnic prejudices and stereotypes, reduce social isolation, raise aspirations, and improve self esteem and confidence. Within each activity or workshop is the aim of encouraging social/community cohesion and integration; fostering harmony amongst people and increasing individuals' contributions to the wider community via volunteering, training and employability.

Plymouth Kurdish Community (KPC)

Unit 9, HQ Building, 237 Union Street, Plymouth PL1 3HQ

☎ (01752) 651711 or 07708 920805

💻 www.pkc.org.uk 📧 info@pkc.org.uk

Gives support and assistance to asylum seekers, refugees, Black Ethnic Minorities (BME) and especially Kurdish people living in Devon, Cornwall and Torbay.

Plymouth and Devon Racial Equality Council

Plymouth School of Creative Arts, 3rd Floor, 22 Millbay Road, Millbay, Plymouth PL1 3EG

☎ (01752) 224555 💻 www.plymouthanddevonrec.org.uk

Provides a free and confidential support and advocacy service to BME individuals and communities across Plymouth, Exeter and Devon. Gives information and advice on all areas of discrimination. Also works with gypsy and traveller communities to help provide a forum to enable people to have a voice and access services.

Polonia in Torbay

☎ Emilia, 07951 291050

Holds social events and provides practical information to local Polish people of any age or nationality. Events open to Polish people living in Torbay and beyond.

Refugee Support Group Devon

Exeter Community Centre, 17 St. Davids Hill, Exeter EX4 3RG

☎ (01392) 682185 📧 info@refugeesupportdevon.org.uk

💻 www.refugeesupportdevon.org.uk

Provides services to help asylum seekers and refugees in Devon, including information, advice, support services and a listening ear. The service is open on a drop-in basis on Tuesdays and Thursdays, 10.00 am - 12 noon and 2.00 pm – 4.00 pm. For confidential issues, or if more time is needed, an appointment can be arranged.

Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p. 3).

Disability Support Series	
Adult Abuse: how to raise your Concerns	P35
Bathing and Showering	P02
Computers	P27
Continence Management	P24
Day Care, Torbay	P36
Domiciliary Care Agencies	P05
Emergency Care for Pets	P06
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Family and Emotional Support Services	P03
Finding Funding for Extra Needs	P12
Gentle Exercise	P22
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Home Visiting Services	P23
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Meal Delivery Services	P14
Motoring	P17
Parking and Public Conveniences	P15
Shop Delivery Services	P16
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Stairlifts and Vertical Lifts	P19
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Care Homes: Dementia (residential and nursing), Torbay	C06
Care Homes: Learning Disabilities, Torbay	C05
Care Homes: Mental Health, Torbay	C08
Care Homes: Nursing, Torbay	C03
Care Homes: Paignton and Brixham	C01
Care Homes: Torquay	C02

Further Information and Advice

Torbay Disability Information Service

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 20 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

No referral is necessary. Simply call us on **0300 456 8373** or email us at **dis.torbay@nhs.net**

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Over 40 web-based information sheets covering the questions that we get asked most frequently.
- Appointments for help with social security forms (PIP, ESA, etc.) for people with diagnosed mental health conditions.
- An access point for the Mental Health User and Carer Involvement Worker (appointments only).


Opening hours: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

Signposts for Carers

Signposts for Carers is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers in Torbay. Contact *Signposts* in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

Opening hours: Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

 **(01803) 666620**

 signposts@nhs.net

Was this information sheet useful?

We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take a moment to answer the questions below and send your response to us either by email at dis.torbay@nhs.net or by post.

Our address is:

Torbay Disability Information Service
4th Floor, Union House
Union Street
Torquay TQ1 3YA

Q: Where did you get this information sheet from?

Q: How old are you?

Q: Was the information easy to read and helpful? (Please tick **one** box only)

Very Easy

Fairly easy

Undecided

Fairly difficult

Very Difficult

Q: How might we improve it?

.....
.....

Q: What local disability related support do you struggle to find out about?

.....
.....

Note: Please contact us on 0300 456 8373 if you need help or have questions about the contents of this information sheet.



Partners in Care

Ref: DIS, P03 – June 2016

This document can be available in other languages and formats. For more information telephone 0300 456 8373