Torbay and South Devon
NHS Foundation Trust

Home Maintenance Services and Building Adaptations (P10)



This is a controlled document. It should not be altered in any way without the express permission of the author or their representative.
On receipt of a new version, please destroy all previous versions.

Document Information

- Date of Issue: November 2026
- Next Review Date: April 2027
- Last Review Date: December 2018
- Author: Ved Betts, Disability Information Service
- Directorate: Torquay ISU

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

Contents

Subject	Page
About this Sheet	4
Introduction	5
General Advice about choosing a Tradesperson	5
Local Advice and Assistance	6
Further Information	9
VAT Relief	10
Home Maintenance Services	11
Other Titles in this Series	21
Torbay Disability Information Service	23
Feedback Sheet	24

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.

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

Telephone: 0300 456 8373 Email: tsdft.dis.torbay@nhs.net

Introduction

You are advised to take great care when getting any work done on your home. Please note that we are not able to recommend any of the tradespeople listed in this information sheet. We publish the information that they provide to us about their service, but it advisable for you to double-check details yourself, eg. membership of trade bodies and insurance.

General Advice about choosing a Tradesperson

When choosing a tradesperson, it is advisable to take the following steps:

Check:

- How long the tradesperson has been in business.
- What qualifications he or she has in their trade.
- Does the person have Public Liability Insurance.
- Whether your work is covered by a guarantee.
- If your tradesperson is:

➢ a member of a **trade association**. You can follow this up with a call to the trade association to check that details are up to date.

➢ a member of Trading Standards **Buy with Confidence** Scheme - Torbay has joined with Devon Trading Standards in this scheme (see page 7 for further details).

➢ registered with **TrustMark**, the only government endorsed 'find a tradesperson' scheme (see page 7 for further details).

➢ in the **Trading Standards Institute Consumer Codes Approval Scheme (CCAS).** Traders in this scheme display the TSI approved code logo. The logo means that the trader has agreed to provide good standards of service, including clear information before a contract is signed, a clear complaints procedure and access to alternative dispute resolutions (ADR) scheme for settling out of court.

➢ on a website that rates traders (eg. www.checkatrade.com).

Get several quotes

Ask at least three builders for written quotes – **make sure that these are quotes and not estimates** as an estimate is a rough price which could change. A quote is an exact price which can't be increased later without your agreement. Make sure that the quote is in writing, breaking down the cost of the work and of materials. Check what is included and whether or not the price includes VAT. Builders may charge for quotes – check this out in advance.

Ask for references and check them

Agree the work and put it in writing

When you have accepted a quote, request written confirmation detailing what has been agreed. This should include:

- An estimated start date
- The work that has been agreed and who will do this work
- An estimate of the time required to do the job
- Any guarantees and insurance cover
- Any aftercare services.

Payment

Final payment will not generally be expected until satisfactory completion of the work. If you do agree to pay a deposit make sure that the amount is officially receipted and **don't pay in cash**. On longer jobs, agree a schedule of payments and be sure that your payment at each stage reflects the progress made. **Always keep back some of the total payment until the job is completed**.

Local Advice and Assistance

Brixham Town Council Gardening Assistance Scheme

Brixham Town Council now offers a Gardening Assistance Scheme (from October 2020). The Scheme offers help with basic garden maintenance (e.g. grass and hedge cutting and weeding) for residents of Brixham who are disabled or over the age of 70 and have no able-bodied person living on their premises or access to any other similar scheme that may be provided by a

landlord. The Scheme charges £20 for the first hour and provides light, accessible garden maintenance for eligible older or disabled residents in Brixham for up to six one-hour appointments per year (£120 maximum annually). for each household that registers with Brixham Town Council for any work to be carried out.
Contact: For further information or to request a registration form, please contact Brixham Town Council on (01803) 859678 or info@brixhamtowncouncil.gov.uk You can also download the form from the website: www.brixhamtowncouncil.gov.uk

Staying Put Torbay

Staying Put Torbay is a partnership of six organisations that have joined together to provide services which over 50-year-olds have advised Staying Put that they might need to enable them to stay in their homes for longer. Services offered include a low-cost handy person service that provides help with small jobs such as changing a light bulb, curtain hanging, weeding or clearing garden paths.
Contact: For further information please contact Staying Put Torbay on (01803) 446022 or stayingput@torbaycdt.org.uk
💻 www.ageingwelltorbay.com/stayingput

Torbay Home Improvement Agency (HIA)

Torbay Home Improvement Agency assists older, disabled and vulnerable people who live in Torbay. The service can help clients who need assistance to adapt their home, enabling them to remain safe and independent. They may be able to help people to arrange works funded through a Disabled Facilities Grant, subject to a financial assessment and eligibility checks, which may be available to cover some or all the cost of the works. The Service liaises closely with Occupational Therapists from Torbay and South Devon NHS Foundation Trust as an assessment will be necessary to determine whether clients qualify for an adaptation. Please note that there is no showroom.

Contact: Anyone who may require a Disabled Facilities Grant should self-refer for an OT assessment via (01803) 219700. Torbay HIA is now part of Torbay Council and can be contacted for general advice on (01803) 208020.

Torbay Home Maintenance Register (including Handy Person Service)

If you are aged over **50**, Age UK Torbay can give you contacts from its list of reputable local tradespeople who have been vetted and have agreed to comply with a strict Code of Practice. They are prepared to carry out work in your home and garden, and offer a wide range of skills: electrical, plumbing, roofing, building, gardening, **Handypersons**, decorating and many more. Prices for a handy person service (smaller household jobs, such as changing tap washers, unblocking sinks and putting up curtains and rails) start from £10.00 but will vary depending on the level of work/time required.

Please note that traders on the Home Maintenance Register are not employed by Age UK Torbay so any contract made is strictly between you and the trader concerned. For further information or to request a name of a trader, call Age UK Torbay on (01803) 555181 or email: reception@ageuktorbay.org.uk

Gas Workers' Registration

GAS SAFE REGISTER

From 1 April 2009, Gas Safe Register replaced the CORGI gas registration scheme as the official gas safety body. Gas Safe registered engineers have an ID card with their licence number and photograph. To check registration, visit www.GasSafeRegister.co.uk or call 0800 408 5500.

All registered gas installers are inspected regularly and also have to obtain certification by undertaking tests which show that they are competent to do the work. Businesses that allow gas workers to operate without evidence of competence will be struck off the Register.

If you are a home owner, you will now receive a safety certificate (called a Declaration of Safety) after a gas appliance has been installed – this proves that the appliance has been installed by a professional. You will also need to inform your Local Authority

Building Control department of the work, which will require an inspection and will cost up to £300. However, if you use registered installer, Local Building Control will be notified directly, offering you significant savings.

NB

- ***It is always advisable to ask for a person's ID before letting them into your home.***
- ***Whilst the information about home maintenance services in this sheet was verified by them at the time of publication it is always advisable to check registration prior to work being carried out.***

Electrical Safety Regulations

From 1 January 2005 new regulations relating to electrical safety came into force. All work that involves adding a new circuit to a dwelling or electrical work in kitchens, bathrooms or 'special locations' is now controlled. Householders will need to notify Building Control with a building regulation application or ensure that a competent person who is registered with a Part P Self-Certification Scheme carries out the work. For further information contact the Building Control Division of Torbay Council on (01803) 208095 or Email: building.control@torbay.gov.uk .

Where to find Gardening Services

This information sheet does not list gardening services. For information about gardening services in Torbay please contact the Torbay Home Maintenance Register on (01803) 555181 (see also page 5).

Further Information

You may find it useful to refer to the following information and advice:

There is advice in the Directgov national archives about choosing traders and service providers. View this information at:
http://webarchive.nationalarchives.gov.uk/20100428141142/direct.gov.uk/en/homeandcommunity/planning/choosingtradersandserviceproviders/index.htm

You may also wish to refer to the publication 'Guidance on unfair terms in Home Improvements Contracts', available on the GOV.UK website at:
https://www.gov.uk/government/publications/unfair-contract-terms-cma37

Buy with Confidence Scheme
www.buywithconfidence.gov.uk
Torbay has joined with Devon Trading Standards in this national scheme, which provides a directory of businesses that pledge to operate legally, honestly and fairly. Every business listed has undergone a series of detailed checks before being approved as a member of the Scheme. Visit the website for further details or to search for local traders in the scheme.

Citizens Advice – Consumer Advice
For further advice about choosing a tradesperson as well as advice about how to deal with problems and disputes, visit the Citizens Advice self-help website at www.citizensadvice.org.uk/consumer (includes a section on Home Improvements) or contact the Citizens Advice Consumer Helpline (formerly Consumer Direct) on 03454 04 05 06 or textphone: dial 18001 followed by 03454 04 05 06.

TrustMark
www.trustmark.org.uk
Telephone: 0333 555 1234 Email: via website
TrustMark is a not for profit organisation, licensed by Government and supported by consumer protection groups. If a firm is TrustMark registered it is working to a code of practice set down by an approved Scheme Operator and standards that give you greater confidence and protection.

VAT Relief

Purchases and installation of specialist equipment for daily living can be exempt from VAT if a declaration is signed by a disabled person and given to the supplier at the time of purchase (before making payment). The person doesn't need to be registered disabled in order to qualify. Also, people aged 60 or over can claim a reduced rate of VAT for certain mobility aids that are installed in their home by the supplier (grab rails, ramps, stair lifts, bath lifts, built-in shower seats or showers containing built-in shower seats and walk-in baths with sealable doors).

How to Claim VAT Relief

Making a declaration at the time is all you have to do to claim exemption. There is NO official form, but suggested templates for the declaration are included in VAT Notice 701/7: VAT Reliefs for Disabled and Older People, available online at:
www.gov.uk/government/publications/vat-notice-7017-vat-reliefs-for-disabled-people
NB. Assistive equipment centres are usually well aware of the rules and have their own forms.

Further Information and Advice

For information and advice on the VAT reliefs available for people with disabilities and older people, contact the **VAT Disabled Reliefs Helpline** on **0300 123 1073**. You can also refer to VAT notice 701/7 (see above) for more detailed information.

Home Maintenance Services

AM Electrics
Contact Name: Daniel Morris
Telephone: 01626 299105 Mobile: 07969 068793
Website: https://www.amelectricsuk.com/

Qualified Electrician. All electrical services, to include re-wiring, new lights, switches and new circuits. Able to provide services for physically disabled and visually impaired people. No job too small/large. Offers free estimates. Emergency call-out service available.
Area: Torbay and South Devon.

ARC Projects Ltd
Unit 10, Lapthorne Industrial Estate,
Totnes Road, Ipplepen, Newton Abbot, TQ12 5TN
Contact Name: Mark Palk or Steve Knapman
Telephone: 01803 813092
Email: mark@arcsteelprojects.com or
steve@arcsteelprojects.com Website:www.arcsteelprojects.com

Structural and Architectural steel work, Balustrades, handrails and gates, welding services.
Area: Torbay, South Hams and Teignbridge.

Ability Bathe
C/o Cavendish Health Care & Mobility, Unit 1, Babbacombe Business Park, Babbacombe Road, Torquay, TQ1 3UP
Contact Name: Andrew Ward
Telephone: (01803) 814309
Email: andrew@abilitybathe.co.uk
Website: www.abilitybathe.co.uk

Bath to shower installations. Grab bar installation. Comfort height toilets, non-slip surfaces, wet wall paneling. Shower and bathroom installations. Offers free estimates and free call-outs.
Area: Within a 50-mile radius of Torquay.
Open - Monday to Saturday, 9.00 am - 5.00 pm.

Brixham Property Care
86 South Furzeham Rd. Brixham, TQ5 8JD
Contact Name: Christopher Godfrey
Telephone: (01803) 855259
General Builder. Range of general property maintenance/small building work undertaken. Including painting/ decorating/ tiling/ general maintenance, insurance work, adaptations i.e. hand rails, ramps, shallow steps, over bath showers, flush floor showers, porches/car hard standings/garden hard landscaping work etc.
Area: Mainly Brixham.

Co Create Architects
Seale Hayne, Newton Abbot TQ12 6NQ
Telephone: 01626 785887
Email: Design@cocreate-architects.com
Website: cocreate-architects.com
Architectural Services. RIBA Chartered Architects. Providing bespoke plans for design and home alterations. Submission of planning and building control applications. Full design services and assistance with delivery of projects alongside contractors. Free consultation at your home. Covering all of Devon and Cornwall.

Darren Evans Plumbing & Heating Services
18 Tor Close, Broadsands, Paignton, TQ4 6LB
Contact Name: Deborah or Darren Evans
Telephone: (01803) 845145 Mobile: 07710 168535
Email: darrenevansplumbing@hotmail.com
Website: www.devansplumbingservices.co.uk

Plumbing Services. Disabled wet room design and installation service, heating services, bathroom and shower suites, en-suites, tiling, electrical work and minor building work. All plumbers are gas safe registered. Offers free estimates and free call outs. Also offers an emergency call out service.
Area: Torbay, Newton Abbot, Plymouth and Exeter.

Eco Trades South West Ltd
224 Torquay Road, Paignton, TQ3 2HN
Contact Name: Vicky (Manager) or Patrick (Director) Seiflow
Telephone: (01803) 393530
Email: sales@eco-trades.co.uk Website: www.eco-trades.co.uk

All types of electrical, plumbing and heating (including Gas Safe) – no job too small. Solar thermal panels, solar PV panels, rainwater harvesting, air/ground source heat pumps. NICEIC approved domestic installer, member of TrustMark, NICEIC, RECC, MCS and NAPIT. Offers free estimates.
Area: Generally, within 25 miles of Paignton (will travel further if larger job).
Open – Monday to Friday, 8.00pm – 5.00pm.

First Class Independent Living
16 Rydon Industrial Estate, Kingsteignton, Devon, TQ12 3SJ
Contact Name: Neil Golsworthy
Telephone: (01626) 332210
Email: info@firstclassbuilders.co.uk
Websites: www.firstclassindependentliving.co.uk / www.firstclasswetrooms.co.uk / www.firstclassbuilders.co.uk

Specialist building contractors providing internal and external adaptations, including design, installation and supply. Company has a purpose-built showroom, displaying a wide range of wet rooms and mobility assistance products. Able to offer free home visits and free no obligation quotations. Also has a designated website for wet room and specialist products.
Area: Torbay, Teignbridge, Exeter, Plymouth, South Hams, East Devon and Mid Devon.

G & C Home Improvements
Contact Name: Graham Parker
Mobile: 07446 063365
Email: GandCHomeImprovements@hotmail.com

Handyman and home improvement services, including fitting grab rails, stair rails, outside galvanized rails, fitting key safes, changing toilet seats, washers, door lock fitting and flat packed furniture assembly. Painting and decorating, tiling, minor plumbing/minor electrics, fencing and repairs, carpentry/joinery. Qualified in City and Guilds Carpentry and Joinery. Able to offer free estimates. Also offers an emergency call out service.
Area: Torbay and Newton Abbot areas (15-20 mile radius).

N. Harris Building Contractors
Ash Lea, Ash Hill, Bishopsteignton, TQ14 9PY
Contact Name: Nick Harris
Telephone: (01626) 774556 Mobile: 07803 191207
Email: nickharris66@yahoo.com

Builder. Offers complete building service. Any jobs, from new roofs to bathrooms and installation of showers for disabled people, toilet facilities, kitchen and bathroom fitments, ramps, to alterations and installation of grab rails. Flooring. Emergency call-outs.
Area: Torbay and Teignbridge.

Inspirations at RGC
Collingwood Rd. Dartmouth, TQ6 9JY
Contact Name: Mark Aston
Telephone: (01803) 834622
Email: info@rgcinspirations.co.uk / jonathan@rgcbuildingsupplies.co.uk
Website: www.rgcinspirations.co.uk

Offers design, supply and installation of adapted bathroom fixtures and fittings, equipment and accessories.
Established in 1999. Qualified in City and Guilds Carpentry and Joinery. Member of BMF (Builders Merchants Federation) and buying groups, NMBS and H&B. Able to offer free estimates and free call outs.
Area: Torbay, South Hams, Plymouth.

King, S J
32 Dolphin Crescent, Paignton, TQ3 1AE
Contact Name: Steve King
Telephone: (01803) 521521 Mobiles: 07562 970736
Email: stevelynking@hotmail.com

General builder. Roofing, ramps, plumbing, decorating, plastering, rendering, wall tiling and garden maintenance. Free written estimates and quotes provided. Free 24-hour call out service.
Area: Torbay & South Hams.

Manor Building Company (Torbay) Ltd.
23 Lloyd Avenue, Shiphay, Torquay, TQ2 7DH
Contact Names: Peter Passmore or Mark Passmore (Directors)
Telephone: (01803) 614721 Mobile: 07711 732824
Email: info@manorbuildingco.co.uk
Website: www.manorbuildingco.co.uk

Builders. Undertakes large extensions and new build only. All work completed by the same firm. Member of the Federation of Master Builders, Federation of Warranted Builders, & NHBC. (Currently booked for 12 months ahead.)
Area: Torbay

MBS Building & Maintenance
126 Torquay Road, Paignton, TQ3 2AH
Contact Name: Mr M G Isaac
Telephone: (01803) 553216
Email: info@mbsbuild.co.uk Website: www.mbsbuild.co.uk

Building work – maintenance, construction, alterations, extensions, adaptations, underpinning and drainage. Will undertake grant work. Established in 1989. Member of CITB, Constructionline, CHAS, NHBC and Safecontractor. Emergency call-out service available. MBS is also accredited with Gold Membership of ACDC (another SSIP membership).
Area: Torbay & South Devon.

M.R.B. Decorators
12 Forest Road, Torquay, TQ1 4JR
Contact Name: Mark Ballard
Telephone: 07861 803 726
Email: m.r.ballard@sky.com
Google website: https://maps.app.goo.gl/HYZd97Vfv84tUvqr5

Painter and decorator. Painting internal and external, wallpapering. Mark has been in business since 2012.

Riviera Tiles, Kitchens & Bathrooms
Unit 10, Chatto Way Industrial Estate
Chatto Way, Torquay, TQ1 4UE
Contact Names: Alex Richens & Dan Richens
Telephone: (01803) 327000
Email: info@rivieratile.co.uk Website: https://rivieratkb.co.uk

Offers showering, bathing, tiling and wetroom solutions for easy access bathing. Supplies and installs all bathroom related products, providing a fitting service, support and aftersales back-up. Has an extensive display of products in Torquay showroom (open Monday to Friday, 8.00 am - 4.30 pm). Offers free call-outs and estimates
Area: Torbay, South Hams, Teignbridge and East Devon.

S J Dark Ltd.
57 Torquay Road, Paignton, TQ3 3DT
Contact Name: Steve Dark
Telephone: (01803) 552511
Email: admin@sjdarkltd.co.uk Website: www.sjdarkltd.co.uk

All electrical services to include fire alarms, emergency lighting, telephone systems, nurse & warden call systems, close circuit TV, new installations, appliance testing, rewiring, intercom systems. Established 1978. No job too small/large. Free design service. Free estimates. Commercial rates. 24-hour emergency call-out service available on (01803) 552511.
Area: Torbay

Silver Service Ltd.
82 Broadsands Avenue, Paignton, TQ4 6JW
Contact Name: David Kibby
Telephone: (01803) 897616
Email: david@silverserviceltd.co.uk
Website: www.silverserviceltd.co.uk

General home maintenance, including ramps, custom made hand rails of any length, and adaptations for wheelchair access. Also, able to offer general repairs and decorating services. Free estimates. Larger jobs priced accordingly.
Emergency call-out service available.
Area: Torbay, Kingskerswell, Kingswear and Totnes.
Open 7 days a week, 8.00 am - 5.00 pm (other times by appointment).

South West Plumbing & heating & Renewables
The White House, Broomhill Way, Torquay, TQ2 7QL
Contact Name: Roger Mawson ACIPHE RP
Telephone: (01803) 615000
Email: info@swpsl.co.uk Website: www.swpsl.co.uk

Plumber. Green Deal approved installer (reg. no. NAP122213). Renewable energies. Offers boiler installations, repairs, servicing, boiler installation finance and a boiler service and maintenance contract. Also offers bathroom installations. Landlord certificates. Gas Safe registered (reg. no. 125561), OFTEC registered (no. C1388) and Members of the Chartered Institute of Plumbing. Worcester accredited installers Worcester Bosch Showroom. Office & showroom open Mon-Fri. 8.00 am - 5.00 pm. 24-hour emergency plumbing call-out service.

Area: Torbay and Newton Abbot (approximately 10-mile radius of office).

SteelTech (SW) Ltd.
3 Waddeton Cottages,Waddeton,Brixham,TQ5 0EW
Contact Name: Jonathan Law
Mobile: 07967 203552 Email: info@steeltechsw.co.uk
Website: www.steeltechsw.co.uk

Steel fabricator & fitting. Can supply & fix anything in steel e.g. galvanised hand rails, gates, railings to structural work & balustrades.
Area: Torbay and rest of South Devon. Also covers Exeter and Plymouth.

Wignalls Ltd, Kitchens and Bathrooms
Showroom: 43A, Wolborough Street, Newton Abbot, TQ12 1JQ
Showroom & Workshop: The Drum Business Park,
Battle Rd, Heathfield, Newton Abbot, TQ12 6RY
Telephone: (01626) 354194
Email: enquiries@wignalls.co.uk Website: www.wignalls.co.uk

Offers supply and installation of bathrooms and kitchens, easy access bathrooms, wet rooms and walk in showers and inclusively designed kitchens to offer independent living. Showroom open Monday to Friday, 9.00 am - 5.30 pm; Saturday, 9.00 am - 4.00 pm. Established in 1998. Staff have a range of carpentry and joinery qualifications. Member of British Woodworking Federation. Able to offer free estimates. Also, able to offer free call outs and emergency call out service if working on site.
Area: Torbay, Teignbridge and South Hams.

Yes! Brixham Handyman
Contact Name: Andrew Wade
Email: info@yesbrixham.org.uk
Website: https://www.bxyes.org.uk/

Offering a low cost DIY/handy person and gardening service across Torbay, covering small tasks such as light bulb changing, curtain hanging or weeding and small garden tasks.

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. 4).

For Disability Support Series	
Bathing and Showering	P02
Day Activities	P36
Domiciliary Care Agencies	P05
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Finding Funding for Extra Needs	P12
Home Maintenance Services and Building Adaptations	P10
Home Visiting Services	P23
Housework, Domestic Help and Laundry Services	P11
Housing Options for Older People	P25
Keeping Safe and Warm at Home	P13
Leisure and Day Opportunities	P28
Meal Delivery Services	P14
Shop Delivery Services	P16
Telecare (includes community alarm systems)	P04
Transport Services	P20
Care Home Series	
Care Homes: Assisted Living Torbay	C03
Care Homes: Nursing, Torbay	C02
Care Homes: Residential Torbay	C01

If you have any concerns or require further support with topics that are not mentioned above and are not sure where to go or who to contact, please contact Disability Information Service and we will try out best to help you.

Further Information and Advice

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 25 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 tsdft.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 19 web-based information sheets covering the questions that we get asked most frequently.

Opening hours: Monday to Friday, 9.00am to 4.00pm.

- **Signposts for Carers**

Signposts for Carers is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers who are supporting someone who lives and/or pays Council Tax 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.

☎ **(01803) 666620** 📻 **signposts@nhs.net**

Feedback Sheet

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 tsdft.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, P10 – September 2023

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