

Care Direct
0845 1551 007

factsheet

Devon
County Council 

Types of housing-related support services and where to find them

(Part of a series of housing-related support factsheets)

Factsheet 20b – 19 August 2009 (6 Pages)

There are a wide range of housing-related support services available. Some provide support that is only available to people living in a specific building. Other services provide visiting support across the community.

Accommodation Based

These services mean that a support worker is based within the accommodation where the service user lives, and will deliver the housing-related support on site.

Floating Support

This support is not linked to the accommodation. Floating support means that the service provider will deliver support in the client's own home wherever he/she lives.

Accommodation-based and floating support services are provided on

either a short or long-term basis.

Short-term services

These services are intended for people expected to achieve complete independence within two years. They are exempt from charges.

These services are ideal for homeless people, victims of domestic abuse, teenage parents, ex-offenders and young people leaving care.

Long-term services

Long-term services are intended for people who are likely to need some level of service indefinitely. These services are chargeable, but Supporting People will pay the full cost if the service user is in receipt of Housing Benefit. Service users not in receipt of Housing Benefit may apply for a Fairer Charging Assessment which will determine whether they have to pay any, part, or all of the service cost. See Factsheet FS1 – Assessment and Fair Access to Care.

These services are ideal for people who have a learning disability, older people including those with extra care needs, people with a physical or sensory disability or people with long-term mental health needs.

Finding an appropriate service

The best way to find out about the services that are available in your area is to contact Devon Housing Advice Teams. The local offices are listed below:

East Devon District Council

Housing Needs and Homelessness Advice

The Knowle,

Sidmouth,

EX10 8HL

Tel: 01395 517469

www.eastdevon.gov.uk/homes_and_housing

Exeter City Council

Housing Needs

Civic Centre,

Paris Street,

Exeter,

EX1 1RQ

Tel: 01392 265726

housing@exeter.gov.uk

Mid Devon District Council

Housing Needs and Homelessness Advice

Phoenix House,

Phoenix Lane,

Tiverton,

EX16 6PP

Tel: 01884 234388 or 234353

www.middevon.gov.uk/index.cfm?articleid=633

North Devon District Council
Housing Needs and Homelessness Advice
Housing Advice Centre,
25 Boutport Street ,
Barnstaple,
EX31 1RP
Tel: 01271 325757 or out of hours 01271 388240
housingadvice@northdevon.gov.uk
www.northdevon.gov.uk

Shelter
Ian Byworth,
Area Manager
Cobourg House,
Mayflower Street,
Plymouth
Tel: 0844 5152357
ianb@shelter.org.uk

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

Tel: 01803 861234

customer.services@southhams.gov.uk

Teignbridge District Council

Housing and Benefits Advice

PO Box 2,

Forde House,

Newton Abbot,

TQ12 4YR

Tel: 01626 215000

revandbens@teignbridge.gov.uk

Torrige District Council

Housing Services

Town Hall,

Bideford,

EX39 2HS

Tel: 01237 428700

www.torrige.gov.uk/index.cfm?articleid=8142

West Devon Borough Council

Housing Advice

Kilworthy Park,

Tavistock,

PL19 0BZ

Tel: 01822 813560

www.westdevon.gov.uk/services/service.asp

For further information see factsheet FS20a – Housing Related Support

Further factsheets can be found online at www.devon.gov.uk/factsheets

If you have any further questions please contact Care Direct 0845 1551 007

A large print version of this factsheet is available on www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

Factsheet 20b - 19 August 2009 (6 Pages)