

Types of Housing Related Support Services and where to find them (Part of a series of housing related support factsheets)

There are wide ranges 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 the 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 start with the Supporting People National Directory of Services: www.spdirectory.org.uk. This allows you to search by area, support needs and other criteria. It will give you a comprehensive list of which services are available and how to contact those services. **Devon Housing Advice Teams** are also able to offer advice. 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
Torridge District Council	Housing Services Town Hall, Bideford, EX39 2HS Tel: 01237 428700 www.torridge.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 - 05 June 2009 (2 Pages)