

Social Services

Emergency Out of Hours	Out of office hours, 24hrs on public holidays	0845 600 0388
Children & Families	- Barnstaple, Monday to Thurs. 09:00 – 17:00 Friday 09:00 – 16:00	01271 388660
Children with Special Needs	- Barnstaple	01271 371761
CAREDirect		0800 444000
Customer service centre for adults with sensory physical disabilities There is a separate direct line for use by professionals in the Barnstaple area.		
Adult Team	- Barnstaple - Bideford	01271 388010 01237 475693
Mental Health Care Teams	- Barnstaple Riverside - Ilfracombe The Gables - Bideford Fernwood	01271 378781 01271 866349 01237 472379
Learning Disabilities	- Bideford	01237 475693
Sensory North Devon & Torridge	Telephone and Text Phone	01271 377455
Support for those with hearing and visual problems		
Hospital Social Services		01271 322474
Barnstaple Industrial Services	www.pluss.org.uk	01271 346700
Helping people with disabilities to find and maintain employment		
Gypsy & Travellers Liaison Officer		01392 381105

Health

<u>NHS Direct</u>	www.nhsdirect.gov.uk	0845 4647
<u>North Devon District Hospital</u>		
Social Work Team		01271 322474
Brownless Ward		01271 322716
Williams Ward		01271 322650
North Devon Primary Care Trust		01271 327779
Patient Advice & Liaison Service	Freephone	0800 073 0741
Help, advice and information for service users, carers and relatives.		

Learning Disabilities

CLASS (Contact via North Devon Housing Society) **01271 379987**
Out reach support for independent living for people with learning disabilities.

Northdown Lodge (Contact via North Devon Housing Society)
Six bedded residential home for people with learning difficulties.

Atlantic Court (Contact via North Devon Housing Society)
Six bedded registered nursing home for people with learning disabilities and physical disabilities.

Day Services

Greenfields **01271 343709**
Derby Road Barnstaple, EX32 7EZ
Respite care (short stay), rehabilitation, day services for people with learning disabilities

Silver Hill Lodge **01271 343623**
Sowden Lane, Barnstaple EX32 6AJ
Day services for people with learning disabilities, enabling services user to lead fulfilling lives.

Old Rectory Centre **01237 471001**
Abbotsham Road, Bideford EX39 3AB
Day services for people with learning disabilities

Springfield Resource Centre **01237 475240**
Chanters Road, Bideford, EX39 2QN
Day care for older people, people with learning disabilities and people with physical & sensory disabilities

Wellpark Community Resource Centre **01409 254531**
1 Well Park, Western Road, Holsworthy, EX22 6DH
Day services for people with learning disabilities

Two Lanes Community Resource Centre **01271 866176**
Belvedere Road, Ilfracombe, EX34 9JH
Day services for people with learning disabilities

Highbridge House **01805 622755**
Limers Hill, Torrington, EX38 8AX
Day services for people with learning disabilities

Supported Employment Services

Barnstaple Industrial Services **01271 345109**
Riverside Road, Pottington Business Park, Barnstaple, EX31 11QN
Supported employment of people with disabilities

Branching Out **01271 377597**
The Lodge, Silverhill Day Centre, Sowden Lane, Barnstaple, EX31 8DJ
Community work placement scheme for adults with learning disabilities

SureStart / Community / Family Centres

Sure Start Children's Centre, sscnd@nch.org.uk **01271 865825**
Ilfracombe, Combe Martin & Berrynarbor, Marlborough Road, Ilfracombe, Devon, EX34 8JL

Sure Start Bideford swssbi@mail.nch.org.uk **01237 471784**
Jubilee House, 1 Queen Street, Bideford, Devon, EX39 2JG

Barnstaple Family Centre **01271 321411**
Victoria House, Victoria Road, Barnstaple, Devon, EX32 8NP

Home-Start Torridge and Taw

Parenting skills, advice and emotional support to parents with a least one child under five.
17b Newport Street, Barnstaple, Devon, EX32 9BG **01271 373000**
30 Bridgeland Street, Bideford, EX39 2PS **01237 422944**
Monday to Friday 10am - 1pm

Working Together

01271 338224 or 07834 656851

Advice on, homelessness, housing, debts counselling, finance, crisis intervention, substance abuse
Westward Ho! Appledore East Ilfracombe Central and East, Barnstaple, Trinity & St. Marys wards.
North Devon College, Old Sticklepath Hill, Barnstaple, North Devon, EX31 2BQ

Community Information Centre, South Molton SMOLIB@HOTMAIL.COM **01769 572378**
Information, advice and counselling services based serving the South Molton area
1 East Street, South Molton, Devon, EX36 3BU

Safer North Devon

www.safernorthdevon.co.uk

01271 341200

Youings Drive, Barnstaple, EX31 1QL

Delivering solutions to reduce crime and improve the quality of life for all those who live, work and visit. Supporting our communities through projects and initiatives including: anti-social behaviour, alcohol & drugs, burglary, diversity, domestic violence and violent crime.

Mental Health

Riverside - Barnstaple Riverside, Litchdon Street, Barnstaple, EX32 8ND		01271 378781
Fernwood - Bideford Fernwood, 14 Clovelly Road, Bideford, EX39 3BU		01237 472379
The Gables - Ilfracombe The Gables, 1 Belmont Road, Ilfracombe, EX34 9DR		01271 866349
WAND Mental Health telephone support line, befriending scheme and public awareness Support Line Friday, Saturday, Sunday, Monday 20:00 – 23:59 The Castle Centre 25 Castle Street Barnstaple, EX31 1DR	wandcharity@hotmail.com	01271 372830 0808 800 0312
Social Services / Health	- Barnstaple - Bideford	01271 378781 01237 472379
Rethink (Accommodation Plus) Church House, Church Walk, Barnstaple EX31 1DE Provides supported accommodation through private sector landlords for people suffering from enduring mental health, requires formal referral by their community health care co-ordinator.	acp.northdevon@rethink.org	01271 323214
Rethink, Regional Office		01823 365304
N&E Devon Advocacy Service (Rethink) A confidential advocacy service for people with mental health issues, giving them support in having their voices heard	nedas@rethink.org	01271 254038
North Devon Mental Health Service Users Forum (NDMHSUF) User led, campaigning and fund raising group 112 Boutport Street, Barnstaple Devon, EX31 1TD		01271 378125
Service Users Rehabilitation Service (SURF) User led group, social activities, Sunday drop-in. 19c Alexandra Road Resource Centre, Barnstaple, Devon, Ex32 8BA		01271 322943
Ilfracombe Link Centre (ILC) User led group, social activities The Link Resource Centre, Northfield Road, Ilfracombe , Devon EX34 8AL		01271 864700
Bideford User Group (BUG) User led group, social activities Bideford Link Centre, 'off' Pitt Lane, Bideford, Devon.		01237 421590
Mencap	www.mencap.org.uk	020 7696 5503
Mind	www.mind.org.uk	08457 660163

Substance Abuse / Rehabilitation

- Addaction** –Alcohol Intervention Service barnstaple@addaction.org.uk **0271 325232**
Working with addiction and dependency problems
Bridge Chambers, The Strand, Barnstaple, EX31 1HF
- EDP Drugs Helpline** **08451 203738**
- First-Stop Drop-in Centre** **Week Days** **01271 321171**
Drop-in for homeless people, addictive behaviour, guidance and signposting,
Freedom Family Centre, 23 Trinity Street, Barnstaple, Devon EX32 8HX
Tuesday 12:30 – 16:00 Wednesday 12:00 – 16:00 Thursday 12:30 – 16:00
Wednesday Soup Kitchen 12:00 – 13:15
- Bridge Project, (Southview Office)** **01271 323712**
Shared house and supported flats, substance abuse rehabilitation, mental health Outreach.
- Quay Centre** **01271 344454**
Community unit providing specialist support for people experiencing drug problems
Monday to Friday 13:00 to 16:00
22 Litchdon Street, Barnstaple Devon EX32 8ND
- Bethany Project** craig@bethanyproject.net **01271 327468**
Supported accommodation for men who have had problems with drugs of alcohol.
Lissets House, Bear Street, Barnstaple, EX32 7DX
- Homemaker** **01271 323242**
Tenancy support services to ex-offenders, young people and substance misusers.
- Carris House**
Supported accommodation for men who have had problems with drugs of alcohol.
Butt Gardens Street, Bideford Devon
- Assisi Community Care** www.francishouse.com **01271 830030**
Francis House, Dennington, Swimbridge, Barnstaple, North Devon, EX32 0QG
Fully accredited and registered as a Residential Care Home for men with alcohol related problems.
- Prepared 2 Progress Freedom Trust** www.freedomtrust.org.uk **01271 321171**
Freedom Trust 26 Trinity Street, Barnstaple, EX32 8HX
Information, advice and support for drug or alcohol rehabilitation and homelessness.
Mon. 13:00 – 16:00 (drop in), Tues. 12:30 – 16:00 (drop in), Wed 12:00 – 13:00 (Soup kitchen),
Wed. 13:15 - 16:00 (drop in), Thu. 12:30 – 16:00
- Alcohol Concern** **020 7928 7377**
Alcohol Concern is the national agency on alcohol misuse
Waterbridge House, 32-36 Loman Street, London, SE1 0EE.
- The NHS Smoking Helpline** **0800 169 0 169**
Smoking cessation www.givingupsmoking.co.uk or www.quit.org.uk
- Probation Service** www@dcpa.co.uk **01392 421122**
3 - 4 Barnfield Road, Exeter, EX1 1RD
- The Devon & Cornwall Probation Area** **01271 321681**
Kingsley House, Castle Street, Barnstaple, Devon, EX31 1DR

Youth Offending Team 01272 388150
Barbican House, 5 Brabican Close, Barnstaple, EX32 9HE

45 St David's Hill, Exeter, EX4 4DN 01392 384963

YSMART
Barbican House, 5 Brabican Close, Barnstaple, EX32 9HE

Wilder Park : jgater@dya.co.uk 01271 866377
Wilder Park Cottage Group, 4 Wilder Road, Ilfracombe, EX34 8BN

Amber 01769 581000

Poverty Action Groups (PAG)

Crisis solutions and accommodation, anti-poverty and homelessness

Ilfracombe PAG 01271 864700

Barnstaple PAG poverty@ndevonbpag.freemove.co.uk 01271 343111

Church House, 12 Church Walk, Barnstaple, North Devon EX31 1DE
Co-ordinator 01271 371499

Temporary Accommodation and Young Homeless 01271 344236

Torrige PAG 14a Bridgeland Street, Bideford EX39 2QE 01237 472437

Drop in diners, The Baptist Church, Westward Ho! 12:00 – 13:30 Monday
St Mary's Church Bideford 12:00 – 14:00 Friday

Interface Drop-In
Drop-in for the socially excluded, Tea, Coffee, Biscuits
Holy Trinity Church, Barbican Terrace, Barnstaple. 11:00 – 15:00 Fridays

Child Poverty Action Group staff@cpag.org.uk 020 7837 7979

National charity campaigning for the abolition of poverty among children and young people.
94 White Lion Street, London, N1 9PF

Housing Associations

Dartington Housing Association Ltd. Forder Lane House, Dartington Totnes, Devon, TQ9 6HT	01803 863550
Devon & Cornwall Housing Association http://www.dcha.co.uk/ Barnstaple , 9 Taw Vale, Barnstaple, EX32 8NJ Liskard (Sheltered Housing) Plymouth , (Shared Ownership)	01271 340310 01579 340404 01752 229395
DCHA Sheltered Housing Team Unit 5, Heathlands Business Park, Liskard, Cornwall, PL14 4DH Supported Housing for Young People and Single Parents aged 16 - 25 years	01579 347785
Devon Community Housing Society Hillfields House, Matford Court, Sigford Road, Exeter EX2 8NL	01392 686396
English Churches Housing Group 1 Jamaica Street, Bristol BS2 8JR	0117 942 8177
Hastoe Housing Association Fleur de Lis. Middlemarsh Street, Poundbury, Dorchester	01305 250103
Housing 21 South West Regional Office, Longwood House, Love Lane, Cirencester GL7 1YG	01285 652298
Magna Housing Association Hollands House, Poundbury Road, Dorchester, Dorset, DT1 1SW	01305
Methodist Homes Norah Bellot Court, Vicarage Street, Barnstaple, EX32 1XL	01271 379787
North Devon Homes Ltd. Westacott Road, Barnstaple, Devon, EX32 8TA	01271 312500
NDH, Town Centre Office , 116-118 Boutport Street, Barnstaple, EX31 1TD	01271 346865
Hanover Housing Association Unit 1&3 Princess Rupert House, Cavalier Court, Bumpers Farm, Chippenham SN14 6EA	01249 707000
Sanctuary Housing Association Vale House, Pynes Hill, Rydon Lane, Exeter, Devon EX2 5ST	0845 602 1214
Signpost Housing Association Hawthorn House, Emperor Way, Exeter Business Park, Exeter, EX1 3QS Sunrise Business Park, Blandford Forum Dorset, DT11 8SA	01392 361122 01258 484817
Sovereign Housing Association 20 Exwick Road, Exeter, Ex1 2HF Unit 2, Orchard Court, Heron road, Sowton Ind. Est. Exeter, EX2 7LL	01392 888000
Western Challenge Housing Association 5 Cranmere Court, Exeter, EX2 8RD	01202 499300
Westcountry Housing Association Hatfield Road, Torquay, Devon TQ1 3HF	01803 200300

Charities + Support Groups

North Devon Development Agency volunteer-centre@tiscali.co.uk **01271 866300**
Volunteering opportunities, training, support, guidance
149 High Street, Ilfracombe, Devon EX34 9EZ
Mon. Tues. Thur. Fri. 10:00 – 12:00 14:00-16:00

Shelterline **freephone** **0808 800 4444**
24 hour helpline for anyone with housing problems.

Shelter - Devon **01752 221187 or 229400**
Free specialist advice, information, and advocacy to anyone with a housing or homelessness problem. Franchised by the LSC as a supplier of specialist help in housing matters.
Virginia House, 40 Looe Street, Plymouth.PL4 0EB

The Jigsaw Project **01271 327564**
Provision of low cost furniture items, special needs rehabilitation and work experience.
The Old Laundry, Mill Road, Barnstaple

Community Projects North Devon info@cpnd.org **01271 322013**
Barnstaple - First Floor, 109 High Street, Barnstaple, Devon, EX39 1HP
Monday to Friday 10:30 – 2:30 **Drop-in**
Ilfracombe - CAB, The Link Centre, Ilfracombe
Monday to Wednesday. 10:30 – 11:30 **Appointments only contact Barnstaple Office**
Bideford - 14a Bridgeland Street, Bideford
Monday to Thursday 10:30 – 11:30 **Appointments only contact Barnstaple Office**

Mediation & Counselling Services **01271 321888**
A professional, not for profit, value for money service which provides MEDIATION enabling clients to make decisions in a range of conflict situations involving the family (child care, finances and property), the community, housing and counselling, helping to mend, build and strengthen individual and family relationships.
Monday-Friday 9.00am-5.00pm. An **out of hours** answerphone service is also available.

Northern Devon Community Mediation **0845 201 2556**
NDCM mediation service is a voluntary organisation and focuses on community disputes over issues such as noise, children, boundaries, parking and anti-social behaviour.

Family Group Conferencing **01271 321411**
Developed for when a child or young person in a family really needs help and support. A very specific model of mediation, the extended family and invited friends develop an action plan, professionals are on hand to provide information rather than influence or make decisions.

Soldiers, Sailors, Airmen and Families Association (SSAFA) **0800 731 4880**
Variety of help for ex-service men and women

National Farmers Union South.West@nfuonline.com **01392 440 700**
Advice and support for members, legal, landlord, tied houses, agricultural tenancy
Agriculture House, Pynes Hill, Rydon Lane, Exeter, Devon EX2 5ST

Farm Crisis Network **01363 84555**
"Trevethen", Copplestone, Crediton EX17 5NY

Care Direct	www.caredirect.gov.uk	0800 444 000
Help the Aged	SeniorLine	0808 800 6565
Promoting independence, advice on welfare issues, benefits, housing.		
Age Concern		0800 009 966
Supports all people over 50's, information, advice and advocacy.		
Okehampton and Torrridge	barrie.duke@btinternet.com	01837 53409
Development of surgeries for information and advice across Torrridge. 2 Crediton Road, Okehampton, EX20 3BD		
Anchor Staying Put - Torrridge	Simonjones@anchor.org.uk	01237 424240
To assist older people and people with disabilities of all ages housing repairs / improvements. 8 Cooper Street, Bideford, EX39 2DA Office in Cooper Street - open 10am - 4pm		
Friends, families and Travellers	fft@gypsy-traveller.org	01273 234777
Legal, planning and eviction, advice advocacy and support for Gypsies and Travellers Community Base, 113 Queens Road, Brighton BN1 3XG		
Torrridge Volunteer Services	www.caringabouttorrridge@lineone.net	01237 425554
Volunteering opportunities in the Torrridge Area 14a Bridgeland Street, Bideford, EX39 2QE		
North Devon Volunteer Development Agency	iilfracombevb@care4free.net	01271 866300
Volunteer bureau dealing with volunteering opportunities. 148-149 High Street Ilfracombe, EX34 9EZ		
Community Legal Service	www.clsdirect.org.uk	0845 345 4345
SWAN Tuesday and Wednesday		07973 655168
SWAN (Tues ,Wed, Thurs 10:00 to 14:00, Tues 19:00 to 21:00)		HELPLINE 0845 601 2459
We provide a service for birth parents and for families with adopted children in Devon PO Box 44, Dawlish, Devon, EX7 0XN		

Citizens Advice Bureaux

Advice and information on a range of issues, including housing rights, welfare rights and benefits, money and debt and housing.

Ilfracombe CAB		01271 863549
The Cander, Ilfracombe.		
Barnstaple CAB		01271-377077
Belle Meadow Court, Albert Lane, Barnstaple, EX32 8RJ South Molton CAB The Library, East Street, South Molton		
Bideford CAB	cab-bideford@cab-bideford.co.uk	01237 473161
28a Bridgeland Street, Bideford, Devon, EX39 2PZ		
Torrington CAB	Wed 12:30 – 21:30	
Castle Hill, South Street, Torrington, EX38 8AA		
Holsworthy CAB		01409 253372
First Floor, Manor Offices, North Road, Holsworthy, EX22 6DJ		
Bude CAB		01228 254531
Neetside, The Crescent, Bude, Cornwall, EX23 8LB		

Youth + Education + Employment

Connexions (National)

Youth Support Service 13 – 19 year olds, advice for careers, education, housing, benefits.

Personal Advisors Monday to Friday 09:00 – 17:00 0800 975 5111
Direct Helpline Monday to Friday 09:00 – 17:00 0808 001 3219

Connexions - Barnstaple

01271 378585

90 / 91 Boutport Street, Barnstaple, Devon, EX31 1SX

Monday, Wednesday, Thursday 09:30 – 16:30, Tuesday 09:30 – 18:00, Friday 12:00 – 16:30

Bideford Wednesday 09:30- 16:30

Use Barnstaple Number

Ilfracombe Thursday 09:30 – 12:30 and 15:30 – 15:30

Use Barnstaple Number

Youth Enquiry Service

Confidential advice and information on youth issues, (under 21).

Barnstaple

01271 321880

25 Castle Street, Barnstaple.

Monday – Tuesday 13:00 – 16:00 Wednesday 13:00 – 19:00

Thursday 12:30 – 18:30 Friday 14:00 – 17:00

Bideford

01237 429210

The Bideford Centre, The Pill, Bideford, EX39 1HG

Devon Youth Association

Wilder Park Cottage Group jgatter@dya.org.uk or ann@dya.org.uk

01271 866377

Supported housing for young people 16-25yrs. Drop-in, information and advice

Boutport Street

01271 326232

Supported housing for people aged 16-25yrs

North Devon College - Switchboard

www.ndevon.ac.uk

01271 345291

Stepping Stones

01271 338192

Support for students at North Devon College, employment, accommodation, life issues.

Barnstaple Monday to Friday 09:00 – 17:00

01271 338145

Bideford

Contact Barnstaple Office

RAD Project, Helping students experiencing alcohol problems

01271 388145

Lone Parent Project

eway@ndevon.ac.uk

01271 338214

Lone parents into employment, support with some travel and childcare costs

01237 424442

Monday to Friday 09:00 – 17:00

Job Centre Plus

Barnstaple

01271 392000

Bideford

01237 496900

Ilfracombe

01271 393100

Monday, Tuesday, Thursday, Friday 09:00 – 17:00

Wednesday 10:00 – 17:00

Bude

01288 282261

Monday to Friday 09:00 – 12:00 and 13:00 – 15:00

Lone Parent into Employment

01237 420692

Help for lone parents, 16yrs +, work experience and basic skills.

Westcountry Training & Consultancy Services

www.wtcsLtd.co.uk

01271 371111

Work preparation, advice, and training, helping the most disadvantaged groups back into work

4 Eastgate, Joy Street, Barnstaple, EX31 1BU

Disability Employment Advisors

Bideford and Okehampton

01237 496900

Barnstaple and Ilfracombe

01271 392000

Emergency Services

Gas		0800 111 999
Electricity		0345 651 651
Water		0345 776 677
Samaritans 24 hr Helpline North Devon, Summerland Street, Barnstaple, Devon.		08457 909090 01271 374343
Police (non-emergency)		08452 777 444
Devon Probation Service		01271 321681
Nacro Advice and information, helpline for ex-offenders, social inclusion. Monday – Friday 09:30 – 17:00		0800 100 900
Victim Support Provide advice and support if you have been the victim of a crime.		01271 324005
Police Domestic Violence Units Torridge District North Devon District		01237 428025 01271 335252
Domestic Violence Legal Helpline,	<u>Out of Hours</u>	0800-5870209
Victim Support Provide advice and support if you have been the victim of a crime.		01271 324005
North Devon Women's Aid amparkin@ndwa.entadsl.com (NDWA) is a women only organisation which provides accommodation, advice, advocacy and support to women (and their children) fleeing domestic violence/abuse.		01271 321946
Devon MALE devonmale@ahimsa.org.uk Confidential advice line for men in abusive relationships Monday 10:00 – 21:00 Tuesday to Thursday 10:00 to 17:00 PO Box 285 Exeter EX4 3ZT www.ahimsa.org.uk		0845 064 6800
Sexual Abuse Line Listening service for people who have been sexually abused S.A.L. PO Box 325 Exeter Ex1 1WQ		0808 800 0188
The INTERCOM Trust lynx@intercomtrust.org.uk Support and advice for gay, lesbian, bisexual and transgendered people		01392 201018
Devon and Exeter Racial Equality Council enquiries@devonrec.org Elimination of racial discrimination and promotes equality of opportunity and good relations. 15 York Road, Exeter, EX4 6BA		01392 422566