

USEFUL CONTACTS GUIDE



North Devon and Torrington

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Designed and produced by North Devon Council & Community Projects North Devon.

Adult Social Services

Adult Protection

County Hall, Topsham Road, Exeter EX2 4QR
☎ 01392 383131

Adult Team

☎ Barnstaple 01271 388010
☎ Bideford 01237 475693

Friends, Families and Travellers

Community Base, 113 Queens Road, Brighton BN1 3XG

☎ 01273 234777

✉ fft@gypsy-traveller.org

🌐 www.gypsy-traveller.org

Legal, planning and eviction advice, advocacy and support for Gypsies and Travellers.

Gypsy & Travellers Liaison Officer (DCC)

Alexandra Lodge, 5 Old Road, Tiverton EX16 4HQ

☎ 01392 381105 or 01884 243825

North Devon District Hospital Social Services

North Devon District Hospital Suite, 7/8 Munro House, Raleigh Park, Barnstaple, EX31 4JB

☎ 01271 322474

Learning Disabilities

Abbotsham Road, Bideford EX39 3AF

☎ 01271 388850 or 01271 388814

Mental Health Care Teams

☎ Barnstaple 01271 378781

☎ Ilfracombe 01271 866349

☎ Bideford 01237 472379

Sensory North Devon & Torridge

☎ Telephone and Textphone 01271 377455

Support for those with hearing and visual problems.

Children & Young Peoples Services

Barnstaple Children's Centre

Victoria House, Victoria Road, Barnstaple EX32 8NP

☎ 01271 321411

✉ swvhfc@mail.nch.org.uk

Bluecoat Children's Centre

Borough Road, Torrington EX38 7NU

☎ 01805 625830

✉ beyc@torrington-infants.devon.sch.uk

Care Leavers Teams

Civic Centre, North Walk, Barnstaple, EX31 1EE

01271 388 660

Care Direct

☎ 0845 155 1007

✉ devcd@devon.gov.uk

20 St George's Road, Barnstaple EX32 7AU

✉ ssndev1@devon.gov.uk

Abbotsham Road, Bideford EX39 3AF

✉ sstor@devon.gov.uk

Public calls for older people and adults with physical and sensory disabilities.

Child Protection

Civic Centre, Barnstaple EX31 1EE

☎ 01271 388660

✉ North Devon: ssndev2@devon.gov.uk

✉ Torrington: sstor@devon.gov.uk

Children with Special Needs - Barnstaple

Health Centre, Vicarage Road, Barnstaple EX32 7BH

☎ 01271 371761

✉ ssndev2@devon.gov.uk

Disc Plus

☎ 01271 341544

✉ discplus@devon.gov.uk

🌐 www.devon.gov.uk/discplus.htm

Database of special needs contact information for Devon children and families.

Family Group Conferencing

☎ 01271 321411

For children or young people in families - help and support. Mediation, involving family and friends, professionals are on hand to provide information etc.

Home-Start Torridge and Tav

17b Newport Street, Barnstaple EX32 9BG

☎ **01271 373000**

30 Bridgeland Street, Bideford, EX39 2PS

☎ **01237 422944**

✉ homestart.torridge@btinternet.com

Parenting skills, advice and emotional support to parents with a least one child under five.

Weekdays 10am - 1pm.

Lone Parent Project

☎ **01271 338214** or **01237 424442**

✉ eway@ndevon.ac.uk

Getting lone parents into employment, support with some travel and childcare costs.

Weekdays 9am - 5pm.

SureStart Children's Centre, Bideford

Victoria Park, Bideford EX39 2QS

☎ **01237 425752**

✉ swssbi@mail.nch.org.uk

🌐 www.surestartbideford.org.uk

SureStart Children's Centre, Ilfracombe

Ilfracombe EX34 8JL

☎ **01271 865825**

✉ ssccnd@nch.org.uk

Elderly Residential

Age Concern

2 CREDITON ROAD, OKEHAMPTON EX20 3BD

☎ **0800 00 99 66**

🌐 www.ageconcern.org.uk

🌐 Age Concern Devon: www.ageconcerndevon.co.uk

Supports all people over 50 - information, advice and advocacy.

Age Concern, Barnstaple and District

Barum House, The Square, Barnstaple, Devon, EX32 8LS

☎ **01271 324488**

✉ barnstaple@agecon.fsnet.co.uk

Age Concern, Okehampton and Torridge

2 CREDITON ROAD, OKEHAMPTON, EX20 1LU

☎ **01837 55838**

✉ acot@btinternet.com

🌐 www.acot.ik.com

Development of surgeries for information and advice across Torridge.

Anchor Staying Put - Torridge

8 Cooper Street, Bideford EX39 2DA

☎ 01237 4242402

To assist older people and people with disabilities of all ages with housing repairs / improvements. Office open 10am - 4pm.

Beech House

North Road, South Molton EX36 3AZ

☎ 01769 572124

Residential care (long stay), respite care (short stay), and day care.

Burrow House

Oaktree Gardens, Highfield Road, Ifracombe EX34 9JP

☎ 01271 863685

Residential care, respite care, day care.

Care Direct

☎ 0800 444 000

www.caredirect.gov.uk

Information and advice for over 60's and their carers.

Fairlea

Chope Road, Northam, Bideford EX39 3PP

☎ 01237 474554

Residential care, respite, rehabilitation/reablement.

Help the Aged

☎ SeniorLine : 0808 800 6565

www.helptheaged.org.uk

Promoting independence, advice on welfare issues, benefits, housing.

Lydiate Lodge

Rock Lodge Park, Lynton EX35 6DN

☎ 01598 753256

Residential care, respite, reablement.

Oakwell Community Care Support Centre

Lyddicleave, Bickington, Barnstaple EX31 2JZ

☎ 01271 327252

Residential care, respite, day care.

Woodland Vale

New Street, Torrington EX38 8BH

☎ 01805 622206

Residential care, respite, and day care.

Emergency Services and Support Organisations

ChildLine


 **0800 1111**

Free 24-hour helpline for children and young people.

Devon MALE

PO Box 285 Exeter EX4 3ZT

 **0845 064 6800**

 devonmale@ahimsa.org.uk


 www.ahimsa.org.uk

Confidential advice line for men in abusive relationships, Monday 10am - 9pm, Tuesday to Thursday 10am - 5pm.

Devon Racial Equality Council

15 York Road, Exeter, EX4 6BA

 **01392 422566**

 enquiries@devonrec.org

 www.devonrec.org.uk

Elimination of racial discrimination and promotes equality of opportunity and good relations.

Domestic Violence Helpline

 **0808 200 0247**

 helpline@womensaid.org.uk


Domestic Violence Legal Helpline

 **0800 587 0209**

Electricity


 **SWEB 0345 651 651**

Gas

 **National Grid 0800 111 999 (to report gas leaks)**

The INTERCOM Trust

 **08456 020 818**

 lynx@intercomtrust.org.uk

 www.intercomtrust.org.uk

Support and advice for gay, lesbian, bisexual and transgendered people.

Nacro

 **0800 100 900**

 www.nacro.org.uk

Helpline for ex-offenders, social inclusion. Monday to Friday 9.30am - 5pm.

North Devon Women's Aid

 **01271 321946**


 www.womensaid.org.uk

NDWA is a women only organisation which provides accommodation, advice, advocacy and support to women (and their children) fleeing domestic violence/abuse.

Outreach and drop-in centre, weekdays 9.30am - 4.30pm

Refuge and floating support (for ex-residents only), weekdays 9am - 5.30pm.

Police (non-emergency)

 **0845 2777 444**

Crimestoppers

 **0800 555 111**

Rape Crisis Line

 **01752 223584**

Repair

The Courtyard, 25 Castle Street, Barnstaple EX31 1DR

 **07773 394278**

Helping men stop their domestic abuse.

Samaritans

 **National Helpline: 08457 909090**

North Devon & North Cornwall: 2 Summerland Street, Barnstaple EX32 8JJ

 **01271 374343**

 jo@samaritans.org

 www.samaritans.org/~barnstaple

Sunday to Friday from 10am to 9pm and Saturday 4pm to 9pm.

Sexual Abuse Line

 **0808 800 0188**

Listening service for people who've been sexually abused.

Water

South West Water

 Customer Services: **0800 169 114**

 Customer Accounts: **0800 169 1133**

Victim Support Northern Devon

 **01626 357585 or 01626 357591**

Advice and support for victims of crime

 www.victimsupport.org

Employment

Barnstaple Industrial Services

Riverside Road, Pottington, Barnstaple EX31 11QN

☎ **01271 345109**

Supported employment of people with disabilities.

Branching Out

The Lodge, Silverhill Day Centre, Sowden Lane, Barnstaple EX31 8DJ

☎ **01271 377597**

Community work placement scheme for adults with learning disabilities.

Disability Employment Advisors

☎ Bideford and Okehampton **01237 496900**

☎ Barnstaple and Ilfracombe **01271 392000**

Job Centre Plus

☎ Barnstaple **01271 392000**

☎ Bideford **01237 496900**

☎ Ilfracombe **01271 393100**

Monday, Tuesday, Thursday, Friday 9am - 5pm Wednesday 10am - 5pm

☎ Bude **01288 282261**

Monday to Friday 9am - 12 noon and 1pm - 3pm.

Lone Parent into Employment

☎ **01237 420692**

Help for lone parents, work experience and basic skills.

The Jigsaw Project

The Old Laundry, Mill Road, Barnstaple

☎ **01271 327564**

Provision of low cost furniture items, special needs rehabilitation and work experience.

Westcountry Training & Consultancy Services

4 Eastgate, Joy Street, Barnstaple EX31 1BU

☎ **01271 371111**

🌐 www.wtcsLtd.co.uk

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

Housing - Local Authorities

North Devon District Council

Civic Centre, North Walk, Barnstaple EX31 1EA

☎ 01271 327711

✉ customerservices@northdevon.gov.uk

🌐 www.northdevon.gov.uk

Housing Advice Centre

25 Boutport Street, Barnstaple EX31 1RP

☎ 01271 325757

☎ Out-of-hours 01271 388240

✉ housingadvice@northdevon.gov.uk

🌐 www.northdevon.gov.uk/

Housing Advice Surgeries, Ilfracombe

Community Office, 44 High Street, Ilfracombe

☎ 01271 863601

Wednesdays 10am - 1pm.

Housing Advice Surgeries, South Molton

George Arcade, South Molton

☎ 01769 573302

First Friday of the month 10am - 1pm.

North Devon Housing Benefits

Lynton House, Commercial Road, Barnstaple EX31 1DG

☎ Surnames A - C 01271 388389

☎ Surnames L - P 01271 388395

☎ Surnames D - K 01271 388390

☎ Surnames Q - Z 01271 388396

✉ benefits@northdevon.gov.uk

🌐 www.northdevon.gov.uk

Tax Credits

☎ 0845 300 3900

🌐 <http://taxcredits.direct.gov.uk>

Torridge District Council

Riverbank House, Bideford EX39 2QG

☎ 01237 428700

🌐 www.torridge.gov.uk

Torridge Housing Options Team

☎ 01237 428858 / 59

Torridge Housing Benefits

☎ 01237 428700


Housing Charities & Support Groups

Citizens Advice Bureau (CAB)

 www.citizensadvice.org.uk

CAB Barnstaple

Belle Meadow Court, Albert Lane, Barnstaple EX32 8RJ


 **01271 377077**


Mon, Tues, Thurs 10am - 2.30pm.

CAB Bideford

28a Bridgeland Street, Bideford EX39 2PZ

 **01237 473161**


 cab-bideford@cab-bideford.co.uk

 www.cab-bideford.co.uk

Mon, Tues, Thurs, Fri 10am - 12.30pm & 1.30pm - 4pm.


CAB Bude, Holsworthy & District

Neetside, Bude, Cornwall, EX23 8LB.

 **01288 354531**

CAB Ilfracombe


The Cander, Ilfracombe

 **01271 863549**

Monday and Wednesdays 10am - 1pm.

CAB South Molton


The Library, East Street, South Molton EX36 3BU

 **01769 572342**

Thursdays 10am - 1pm.

CAB Torrington


Castle Hill, South Street, Torrington EX38 8AA

 **01805 626126**

Wednesday 9.30am - 12.30pm.

Community Projects North Devon

The Studio, 1, Mill Lane, Barnstaple, Devon EX31 1JQ

 **01271 322013**

 info@cpnd.org

 www.cpnd.org

Support & advice for families & young adults who are homeless or in danger of becoming homeless.

Freedom Trust Drop-in Centre

1 Howard Avenue, Barnstaple EX32 8QA

☎ **01271 321171**

✉ admin@freedomtrust.org.uk

🌐 www.freedomtrust.org.uk

Information, advice and support with drug or alcohol problems and supporting homeless people. Drop-in centre providing a free daily hot meal - Mon, Tues, Thurs, Fri 1pm - 3pm.

Homeless UK

🌐 www.homelessuk.org

🌐 Emergency information at: www.homelessuk.org/details.asp?id=LP13

National website containing information on over 8,000 services to help homeless people and those at risk of homelessness. It includes hostels, day centres and other advice and support services. It is provided by Resource Information Service (RIS), a national charity and publisher of information about services for homeless people and others in need.

Interface Drop-in

Holy Trinity Church, Barbican Terrace, Barnstaple

Drop-in for the socially excluded, Fridays 11am - 3pm.

Poverty Action Group, Barnstaple

Church House, Church Walk, Barnstaple EX31 1DE

☎ **01271 343111**

✉ poverty@ndevonbpag.freeseve.co.uk

☎ Co-ordinator **01271 371499**

☎ Temporary accommodation **01271 344236**

Poverty Action Group, Ilfracombe

☎ **01271 864700**

Poverty Action Group, Torrington

7 Queen Street, Bideford EX39 2JG

☎ **01237 472437**

Drop-in diners, Baptist Church, Westward Ho!, Mondays 12 noon - 1.30pm,
St. Mary's Church, Bideford, Fridays 12 noon - 2pm.

Shelter

☎ **0808 800 4444 - free housing advice helpline**

✉ info@shelter.org.uk

🌐 www.shelter.org.uk

Advice & advocacy to anyone with a housing or homelessness problems.

Shelter Devon Housing Aid Centre

Cobourg House, Mayflower Street, Plymouth, PL1 1QX

☎ **0844 893 5599**

Advice & advocacy to anyone with a housing or homelessness problems. Monday & Wednesday: 9.30 am – 1.00pm 2.00 – 4.00pm phone & appts. Friday: 9.30 am – 1.00pm phone & appts. Closed Tuesday & Thursday.

Learning Disabilities

CLASS

☎ **01271 379987**

Outreach support for independent living.

Greenfields

Derby Road Barnstaple, EX32 7EZ

☎ **01271 343709**

Respite care (short stay), rehabilitation, day services.

Highbridge House

Limers Hill, Torrington EX38 8AX

☎ **01805 622755**

Day services.

Northdown Lodge

North View Avenue, Bideford, Devon, EX39 3LJ.

☎ **01237 424318**

Six bedded residential home.

Old Rectory Centre

Abbotsham Road, Bideford EX39 3AB

☎ **01237 471001**

Day services.

Silver Hill Lodge

Sowden Lane, Barnstaple EX32 6AJ

☎ **01271 343623**

Day services.

Springfield Resource Centre


Chanters Road, Bideford EX39 2QN

☎ **01237 475240**

Day care for older people, people with learning disabilities and people with physical and sensory disabilities.

Two Lanes Community Resource Centre


Belvedere Road, Ilfracombe, EX34 9JH

 **01271 866176**

Day services.

Torrington Group Home


5 Palmer Court, Torrington EX38 7NA

 **01805 623860**

Residential care.

Wellpark Community Resource Centre

1 Well Park, Western Road, Holsworthy EX22 6DH


 **01409 254531**

Day services.

Mental Health

Alexandra Road Link Resource Centre


19c Alexandra Road, Barnstaple EX32 8BA

 **01271 322943**

Support for people with mental health problems.

Fernwood Bideford


14 Clovelly Road, Bideford EX39 3BU

 **01237 472379**

Community Mental Health team, working with clients suffering mental illness and its associated risk issues.

Holsworthy Link Resource Centre


3 Well Park, Western Road, Holsworthy EX22 6DH

 **01409 254729**

Support for people with mental health problems

Ilfracombe Link Centre

Northfield Road, Ilfracombe EX34 8AL

 **01271 864700**

Mencap

 **020 7454 0454**

 www.mencap.org.uk

Learning disability charity working with people with learning disabilities, their families and carers.

Mind

 **0845 766 0163 - MindinfoLine**

 www.mind.org.uk

Mental health charity providing information & support, and, in partnership with independent local Mind associations, developing local services.

North Devon Mental Health Service Users Forum

112 Boutport Street, Barnstaple EX31 1TD

☎ 01271 378125

User led, campaigning and fund raising group.

Rethink (Accommodation Plus)

Church House, Church Walk, Barnstaple EX31 1DE

☎ 01271 323214

✉ acp.northdevon@rethink.org

Provides supported accommodation through private sector landlords for people suffering from enduring mental health. Requires referral.

Cherry Trees, Barnstaple

☎ 01271 376812

✉ cherrytrees@rethink.org

Safe supported accommodation for people who suffer from enduring mental health problems.

Riverside, Barnstaple

Litchdon Street, Barnstaple EX32 8ND

☎ 01271 378781

Offers generic and specialist mental health services, care packages, monitoring and a range of treatment and social interventions.

Social Services - Health

☎ Barnstaple 01271 378781

☎ Bideford 01237 472379

STEP, Devon Partnership NHS

☎ 01271 325432

A community outreach service for young people (14-35) suffering from early psychosis.

Torridgeside Link Resource Centre

Old School House, Higher Gunstone, Bideford EX39 2DG

☎ 01237 421590

Support for people with mental health problems.

The Gables, Ilfracombe

1 Belmont Road, Ilfracombe EX34 9DR

☎ 01271 866349

WAND

25 Castle Street Barnstaple, EX31 1DR

☎ **0808 800 0312 Free helpline (inc. most mobile networks)**

☎ **01271 372830 (offices)**

✉ wand@wandmentalhealth.co.uk

🌐 www.wandmentalhealth.co.uk

Confidential free evening mental health helpline service. The service is aimed at people with mental health issues, their carers, family & friends and professionals. Lines are open Friday to Monday 8pm to midnight.

Miscellaneous Organisations

Community Legal Service

☎ **0845 345 4345**

🌐 www.clsdirect.org.uk

Community Information Centre, South Molton

1 East Street, South Molton EX36 3BU

☎ **01769 572378**

Information, advice and counselling services.

Devon & Cornwall Probation Area

Kingsley House, Castle Street, Barnstaple EX31 1DR

☎ **01271 321681**

Exeter head office: Queen's House, Little Queen Street, Exeter, EX4 3LJ

🌐 www.dcpa.co.uk

North Devon Family Mediation

Castle Centre, 25 Castle Street, Barnstaple EX31 1DR

☎ **01271 321888**

Mediation service, enabling clients to make decisions in a range of conflict situations, helping to mend, build and strengthen individual and family relationships. Monday to Friday 9am - 5pm.

Northern Devon Community Mediation

☎ **0845 201 2556**

✉ info@ndcmediation.org

🌐 www.ndcmediation.org

Mediation service for community disputes over issues such as noise, children, boundaries, parking and antisocial behaviour. Not family mediation.

National Farmers Union

Agriculture House, Pynes Hill, Rydon Lane, Exeter EX2 5ST

☎ **01392 440 700**

✉ south.west@nfuonline.com

🌐 www.nfuonline.com

Advice and support for members - legal, landlord, tied houses, agricultural tenancy.

North Devon Volunteer Development Agency

148-149 High Street, Ilfracombe EX34 9EZ

☎ **01271 866300**

Volunteering opportunities, training, support, guidance.

Mon, Tues, Thurs, Fri 10am - 12 noon, 2pm - 4pm.

Royal British Legion

☎ **08457 725 725**

🌐 www.britishlegion.org.uk

Help and support for ex-servicemen and women and their families.

Safer North Devon

Youings Drive, Barnstaple EX31 1QL

☎ **01271 341200**

✉ info@safernorthdevon.co.uk

🌐 www.safernorthdevon.co.uk

Delivering solutions to reduce crime and improve the quality of life for all those who live, work and visit North Devon.

Soldiers, Sailors, Airmen and Families Association

SSAFA Forces Help Office, Room F12, Block 7, Wyvern Barracks, Exeter EX2 6AR

☎ **01392 254611**

✉ Devon@ssafa.org.uk

☎ National General enquiries: **0845 1300 975**

🌐 www.ssafa.org.uk

Torrige Volunteer Services

14a Bridgeland Street, Bideford EX39 2QE

☎ **01237 425554**

Volunteering opportunities in the Torrige area.

Service Personnel and Veterans Agency

☎ **0800 169 22 77 - Free Veterans Helpline**

✉ veterans.help@spva.gsi.gov.uk

🌐 www.veteransagency.org.uk

Substance Misuse / Rehabilitation

Addaction - Alcohol Intervention Service

Bridge Chambers, The Strand, Barnstaple, EX31 1HF

☎ **01271 325232**

✉ barnstaple@addaction.org.uk

🌐 www.addaction.org.uk

Addiction and dependency problems.


Amber

 **01769 581000**

Residential setting to help young long term unemployed who may also be homeless, have misused drugs or alcohol, lack self-esteem or been involved in crime.

Assisi Community Care

Francis House, Dennington, Swimbridge EX32 0QG

 **01271 830030**

 info@francishouse.com

 www.francishouse.com

Fully accredited and registered as a residential care home for men with alcohol-related problems.

Bridge Project

 **01271 323712**

Shared house and supported flats, substance abuse rehabilitation, mental health outreach.

Bethany Project

Lissets House, Bear Street, Barnstaple EX32 7DX

 **01271 372468**

 www.bethanyproject.net

Supported accommodation for men who have had problems with drugs & alcohol.

Charis House

Butt Garden Street, Bideford

 **01237 425571**

Supported accommodation for men who have had problems with drugs and alcohol.

EDP North Devon Drug Services


Unit 6 Riverside Court, Castle Street, Barnstaple

 **01271 859044**

 www.edpservices.org.uk

Short-term support. Drug users (+18yrs) who want to cut down or stop.

EDP Drugs Helpline

 **08451 203738**

 www.edpservices.org.uk

Homemaker Southwest


 **01392 686752**

 www.homemakersw.co.uk

Tenancy support services to ex-offenders, young people and substance misusers.

Quay Centre

22 Litchdon Street, Barnstaple EX32 8ND

 **01271 344454**

Community unit providing specialist support for people experiencing drug or alcohol problems. Monday to Friday 1pm - 4pm.

Wilder Park Cottage Group

4 Wilder Road, Ilfracombe EX34 8BN

☎ 01271 866377

Youth Offending Team

Barbican House, 5 Barbican Close, Barnstaple EX32 9HE

☎ 01271 388150

YSMART

Barbican House, 5 Barbican Close, Barnstaple EX32 9HE

☎ 01271 325500

Advice, information and support for under 19 yr. olds who have problems with drug or alcohol use.

Youth Education & Employment

Connexions, Barnstaple

90-91 Boutport Street, Barnstaple EX31 1SX

☎ 01271 378585

Barnstaple - Mon, Wed, Thurs 9.30am - 4.30pm, Tues 9.30 - 6pm,

Fri 12 noon - 4.30pm; Bideford - Wed 9.30am - 4.30pm;

Ilfracombe - Thurs 9.30am - 12.30pm.

Connexions (National)

☎ 0800 975 5111

Personal Advisors, Monday to Friday 9am - 5pm.

☎ 0808 001 3219

Direct Helpline, Monday to Friday 9am - 5pm.

🌐 www.connexions-direct.com

Devon Youth Association, Ilfracombe

14 Wilder Road, Ilfracombe EX34 8BN

☎ 01271 866377

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

Devon Youth Association, Barnstaple

24 Boutport Street, Barnstaple EX31 1TD

☎ 01271 326232

North Devon College

☎ 01271 345291

✉ postbox@ndevon.ac.uk


🌐 www.ndevon.ac.uk

Stepping Stones

 **01271 338192**


Support for students at North Devon College - employment, accommodation, life issues.
Monday to Friday 9am - 5pm.

RAD Project


 **01271 388145**

Youth Enquiry Service

25 Castle Street, Barnstaple

 **01271 321880**

The Bideford Centre, The Pill, Bideford

 **01237 429210**

Confidential advice and information on youth issues.