

Information, Advice and Advocacy Services (P01)



Torbay Disability Information Service

Torbay Care Trust
Chadwell Annexe
Torquay Road
Paignton
TQ3 2DW

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Document Information

Date of Issue:	29 March 2012	Next Review Date:	May 2012
Version:	9	Last Review Date:	May 2011
Author:	Christine Evenden, Disability Information Service		
Directorate:	Operations		
Approval Route			
Approved By:		Date:	
Management of Information Group			
Links or overlaps with other strategies/policies:			

Amendment History

Issue	Status	Date	Reason for Change	Authorised
2		9.6.11	Update of CAB Financial Literacy Service details.	
3		12.7.11	Change of contact details for Rethink: Torbay Advocacy Service, update of Torbay Age UK contact details and addition of The Money Advice Service.	
4		10.8.11	Addition of new Brixham CAB drop-in sessions and update of Youth Enquiry Service contact details.	
5		8.9.11	Update of Age UK Torbay Information, Advice and Advocacy Services.	
6		26.9.11	Update of IMCA Service website and details about Plough and Share Credit Union.	
7		20.1.12	Change of name from Hooper & Wollen to Wollen Michelmore.	
8		6.2.12	Update of PALS contact details.	
9		29.3.12	Update of Plough and Share Credit Union Local Service Point details.	

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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.

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 Care 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 websites:

Torbay Care Trust:

www.torbaycaretrust.nhs.uk/disinfosheets

Torcom:

<http://tinyurl.com/36oqua5>

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
Chadwell Annexe
Torquay Road
Paignton
TQ3 2DW

Telephone: (01803) 54 64 74

Email: dis.torbay@nhs.net

Introduction

There are a number of agencies providing information, advice and advocacy services in Torbay. Some of these provide information only, whilst others may also offer advice or advocacy services. If a solicitor's help is required, there are several solicitors firms in and around Torbay, most of which specialise in certain areas of law.

This information sheet sets out the kinds of services that advice and advocacy agencies provide. It also gives basic guidance regarding how to decide when to use a solicitor and how to go about finding a local solicitor who can deal with your problems and whose services are also affordable to you. It gives details of several agencies providing advice, information and advocacy services in Torbay.

What is Information?

Information on its own comprises of the facts only about a subject. It does not include any advisory element but can consist of signposting to agencies that may provide advice or support.

What is Advice?

Advice consists of information about an issue (eg. legal rights, etc.) as well as guidance and suggestions of various courses of action that may be taken. Advice given by advice centres must be independent, confidential and impartial. It should also be tailored to the person's situation, emotional state, personality and level of comprehension.

What is Advocacy?

Advocacy can involve taking action to help people say what they want, helping people to make their choices known, representing their interests or obtaining services that they need. Advocacy services are used by people who have difficulty communicating their own needs, such as people who have learning disabilities or mental health problems.

Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes equality and social justice.

Mediation

If you are involved in a dispute you may find mediation helpful. Mediation involves an independent third party, ie. a mediator, helping to resolve a dispute between parties. Mediation and other dispute resolution services are not covered in this information sheet. If you require mediation, there is local and national help available - contact us for further information.

Who can help me with my problem?

Advice Centres

There are local and national advice centres. Most of these are funded by government or charities and provide free advice. Some advice centres offer advice on a wide range of subjects whilst others specialise in a certain area, eg. debt or housing. Some centres offer advice to a particular group of people, such as people with disabilities or young people.

An advice centre will give you information and advice about your rights and choices that will help you to sort out your problem. An adviser won't necessarily sort out your problem for you but may advise you how to sort out your problem or provide extra support in certain cases.

Solicitors

If your problem is complex, you may obtain some initial information and advice from an advice centre but need a solicitor's help to resolve the problem.

Solicitors do more than just provide advice: they can negotiate with the person or organisation causing you the problem, write letters or make phone calls on your behalf, prepare legal documents and court applications or arrange for you to be represented in court.

Further Information

Publications:

- *Do I need a Lawyer? What Advice and Legal Services Can do for You*
- *Seven Steps to Solving a Problem*

Both of the above publications are available from Advicenow (see page 8 for website).

Will I have to pay?

Advice centres generally provide advice free of charge, whilst solicitors charge for their services.

If you are on a low income and have limited savings, you may be able to obtain legal aid (Community Legal Service funding). If you need legal help and are worried about how much it will cost, ask your solicitor about costs and whether you are entitled to Legal Aid at your first appointment. Please be aware also that some solicitors offer the first interview (usually half an hour) free of charge.

Legal Aid

Legal aid is available for many types of legal problems. Whether you will receive it depends on:

- the type of legal problem you have
- your income and capital
- whether there is a reasonable chance of winning your case and whether it is worth the time and money needed to win.

If you do not qualify for legal aid, you may choose to use one of the following options to help you to pay:

- Legal expenses insurance
- Help from a trade union, if you belong to one
- A 'no-win, no-fee (conditional fee) agreement'

To find out whether you qualify for legal aid, you need to first find a legal adviser who can help with legal aid cases (see 'Getting Legal Advice if you are receiving help with Costs' below). Once you have done this, your legal adviser will tell you whether they can assess your legal aid application for you. Applications are usually dealt with within 2 weeks. You can also use the online legal aid calculator in the 'How to get Legal Aid' section at:

www.direct.gov.uk/en/Governmentcitizensandrights/GettingLegalAdvice/Gettinglegaladviceandlegalaid

Further Information

Publication:

- *A Step-by-Step Guide to Legal Aid*
Legal Services Commission (see page 9 for website and contact details)

Getting Legal Advice if you are receiving help with Costs

If you qualify to receive help with legal costs, there is a range of information and advice that you will find especially helpful (see also p. 8):

- **Helpline: 0845 345 4 345** (Monday to Friday, 9.00 am - 8.00 pm and Saturday, 9.00 am – 12.30 pm)
Provides free, confidential advice about debt, education, family, welfare benefits and tax credits, employment and housing problems. The Helpline is available to anyone who qualifies for legal aid and callers can ask to be called back to save costs.
- **Website:** <http://legaladviserfinder.justice.gov.uk/>
If you require a solicitor's help you can use the above website to search for:
 - which local solicitors specialise in the **area of law** that you need help with (eg. welfare rights or housing)

- which of these solicitors can provide **legally funded** help with your particular problem.

- **Website:**

<http://www.direct.gov.uk/en/Governmentcitizensandrights/GettingLegalAdvice/Gettinglegaladviceandlegalaid/>

This section of the Directgov website gives information and advice about getting legal advice and legal aid, including 'Where to get legal advice' and 'how to get legal aid'.

Legally funded specialist advice for eligible Torbay residents includes the following:

Community care and mental health advice is provided by:

Conroys Solicitors, The Station Master's House, New North Road, Exeter EX4 4HF, telephone (01392) 431514. Website: www.conroys.gb.com

Debt advice is provided by Torquay CAB (Citizens Advice Bureau) Debt Advice Unit. To make an appointment, contact the Unit on (01803) 297803.

Employment advice is provided by:

Wollen Michelmores Solicitors, Carlton House, 30 The Terrace, Torquay TQ1 1BS, telephone (01803) 213251. Website: www.hooperwollen.co.uk

and

WBW Solicitors, 24 Tor Hill Road, Torquay TQ2 5RD, telephone (01803) 202404. Website: www.wbw.co.uk

Housing advice is provided by Shelter at Paignton CAB. For an appointment, contact Paignton CAB on (01803) 521726.

Welfare benefits advice is provided at Paignton CAB. Contact the CAB on (01803) 521726 for further details or to make an appointment.

Finding a solicitor if you are paying

If money is not a problem, and you are paying for advice, refer to the Law Society database at www.lawsociety.org.uk and use the 'find a solicitor' facility to find a solicitor in your location dealing with the area of law that you require help with. You can also call the Law Society helpline on 0870 606 2555

Further Information

Publication:

- *Using a Solicitor*
The Law Society (see page 9)

How do I find an advice centre that will be able to help me?

Not all agencies provide the same level of service as others. For example, only some agencies are able to take on casework. Some agencies hold franchises from the Legal Services Commission and may only be able to help with casework if you meet a financial means test.

The agencies listed in this information sheet provide varying levels of support. Opening times vary and it is advisable to telephone in the first instance. All agencies (apart from the Citizens Advice Bureau) restrict their access to particular groups of people and/or types of work. To find an agency that will cover your issues, please refer initially to the list on page 10.

Please note that some agencies may hold the Community Legal Service quality mark, which shows that certain organisational standards have been met, depending on whether they choose to fund it.

Other Sources of Information, Advice and Advocacy

As well as advice agencies and solicitors, a number of other people and organisations should sometimes take up issues or provide specialist advice.

These include:

- Your local Member of Parliament (for national issues)
- Your local ward councillors (for Council issues)
- An occupational organisation such as a union or welfare service
- A professional body

If your concern is about a large organisation there will almost certainly be a published complaints procedure.

Further Information

The following organisations give advice to members of the public and publish guides to help people to solve legal problems or find legal advice.

Advicenow

 www.advicenow.org.uk

Advicenow is an independent, not-for-profit website run by Advice Services Alliance. It provides information on rights and legal issues, including a range of lively and accessible guides on common legal problems.


The Law Society

 www.lawsociety.org.uk

Leaflets order line: 0191 428 7439 or email: lawsociety@dsline.co.uk

Has a 'Find a Solicitor' section on its website, including a searchable database and a range of guides to common legal problems. You can either download the guides from the website or order printed copies from the Law Society.

Legal Services Commission

 www.legalservices.gov.uk (please note that information about how to get independent legal advice has been transferred to www.direct.gov.uk)

Community Legal Advice (CLA) Helpline: 0845 345 4345

Runs the legal aid scheme in England and Wales and provides the CLA helpline, offering free, confidential and independent advice.

Solicitors Regulation Authority

 www.sra.org.uk

Telephone: 0870 606 2555

Provides online advice about using a solicitor, including advice on choosing a solicitor, what to expect from a solicitor and legal aid.

Information, Advice and Advocacy Services serving Torbay

Speciality	Agency
Armed Forces	Royal British Legion; SSAFA
Carers	Crossroads Care South West Signposts for Carers South Devon Carers Consortium
Ethnic Minorities; Immigration	Rural Racism Project
General Advice	Citizens Advice Bureaux; Connections
Health Advice	Independent Complaints Advocacy Service (ICAS) Patient Advice and Liaison Service (PALS)
Housing	Housing Options Service (Torbay); Shelter
Lesbian, Gay, Bisexual and Trans People	Intercom Trust Help and Advocacy Service
Money and Debt	Business Debtline Citizens Advice Bureau Debt Advice Unit and Financial Literacy Service Consumer Credit Counselling Service Credit Action National Debtline Payplan Plough and Share Credit Union Taxaid Trinity Plus Debt Solutions
Older People (over 55)	Age UK Torbay Pension Service T.O.P. (TaxHelp for Older People)
Men	Give us a Break
Mental Capacity	Devon and Torbay Independent Mental Capacity Advocacy Service (IMCA)
Mental Health	Rethink – Torbay Advocacy Service Torbay Mental Health Information Service
Learning Disability	Appropriate Adult Service Vocal Independent Advocacy
Physical Disability	Coalition of Disabled People, South Devon MS Advocacy Project Torbay Disability Information Service
Sensory Disability	Action for Blind People Deaf Advocacy
Travellers	Friends, Families & Travellers Advice & Information Unit Travellers Advice Team – Telephone Advice Line
Younger People	Check Point Youth Enquiry Service

Advocacy Services

Age UK Torbay – Advocacy Service

(01803) 841832 (Monday to Friday, 9.30 am - 1.00 pm and 2.00 pm - 4.00 pm)

 www.ageuk.org.uk/torbay  reception@ageuktorbay.org.uk

Paignton

Paignton Library and Information Centre, Great Western Road, Paignton

Opening Times:

Monday to Thursday, 9.30 am - 1.30 pm, Friday 9.00 am – 12 noon.

Torquay:

Connections, Town Hall, Castle Circus, Torquay

Opening Times:

Monday, Wednesday and Friday, 9.30 am - 12.30 pm

Supports and helps people aged 55 and over to exercise their rights and choices, acting on clients' behalf on a wide range of issues, from consumer problems to community care. Service mostly provides crisis advocacy. Able to provide home visits to those who have difficulty getting to the office.

Anode

Unit 2, Vectis Business Units,
Coombe Road, Paignton TQ3 2QT

(01803) 556571 or 07732 933450

 www.anodecharity.co.uk  anode@btconnect.com

A charity/community interest company which provides practical and emotional help to families, couples and individuals in need. Anode provides help through a range of projects, including an advocacy service, which gives individuals help to find their voice through the assistance of others. Support may include help with completing forms, writing letters and making appointments. NB. There is a fee for this service, currently (in May 2011) £10.00 to £12.00 per session.

Appropriate Adult Service

Parkview Society, 15 Castle Road, Torquay TQ1 3BB

(01803) 294378

Provides support to people considered to have mental health or learning difficulties who are being detained at Torbay Police Custody Centre. Support includes facilitating communication between the police and the detained person, ensuring police interviews are conducted fairly and properly and making sure that the person understands the interview process. The service can only be accessed by police referral.

Deaf Advocacy

Living Options Devon, Isca House, Haven Road, Exeter EX2 8DS
07508 089340, (01392) 459222 or call 020 8643 1122 via online relay BSL
interpreter

 www.livingoptions.org

 kristy.cooper@livingoptions.org

Deaf Advocacy (funded by the Equality and Human Rights Commission) helps Deaf people with British Sign Language who are over the age of 18 and have problems accessing services like health, employment and education. Services include help to explain your views, help with writing letters or making phone calls, help to find information and make choices, and support at meetings. Services for people in Torbay are limited but Deaf people in Torbay are welcome to contact Deaf Advocacy for advice and support.

Devon and Torbay Independent Mental Capacity Advocacy (IMCA) Service

IMCA Service (Devon and Torbay), Age UK Devon, Unit 1, Manaton Court,
Matford Business Park, Exeter EX2 8PF
0845 231 1900 Fax: (01392) 829594

 www.ageukdevon.co.uk/imca/imca.php  imca.devon@nhs.net

National website: www.scie.org.uk/publications/imca/index.asp

An IMCA is an Independent Mental Capacity Advocate appointed to protect other people's interests when they lack the capacity to make certain important decisions and, at the time such decisions need to be made, have no one else (other than paid staff) to support them or be consulted.

An IMCA must be appointed where the decision involves serious medical treatment or a change of accommodation. An IMCA may also be involved where there is a care review and no one else is available to be consulted, or in adult protection cases, whether or not family or friends are available.

Rethink – Torbay Advocacy Service

35 Hatfield Road, Torquay TQ1 3BW

For referrals, contact Emily Wilcox, Torbay Advocacy Service Lead: (01626) 884563.

(Devon Area Office: 8 Richmond Road, Exeter EX4 4JA, tel. (01392) 218006)

 www.rethink.org

 devonadvocacy@rethink.org

Offers a mental health advocacy service for people between the ages of 18 and 65 to support them with their care and treatment.

Provides regular surgeries on the acute wards in Torbay and will work with people in the community who are on a CPA (Care Programme Approach) and need support with the care that they are receiving for their mental health. Please telephone for more information on the service provided.

Vocal Independent Advocacy

Room DS034, Dartington Space
Dartington Hall, Dartington, Totnes TQ9 6EN
(01803) 868300

 www.vocaladvocacy.org.uk

 vocaladvocacy@btconnect.com

A free and independent advocacy service for people in South and West Devon with a learning disability. Referrals via self, family, friends, public and voluntary organisations.

Advice and Information for Specific Groups of People

Action for Blind People - South West Action Team

Suite One, Chiltern House, Sigford Road, Exeter EX2 8NL
(01392) 458060

 www.actionforblindpeople.org.uk

 exeter@actionforblindpeople.org.uk

Provides advice, support and an informal advocacy service to people with visual impairments living anywhere in Devon. The local (South West) Action for Blind team can give specialist advice and support on employment, training, housing, welfare benefits and assistive technology. The charity is part of the RNIB Group.

Age UK Torbay – Information and Advice

(01803) 841832 (Monday to Friday, 9.30 am - 1.00 pm and 2.00 pm - 4.00 pm)

 www.ageuk.org.uk/torbay

 reception@ageuktorbay.org.uk

Paignton

Paignton Library and Information Centre, Great Western Road, Paignton

Opening Times:

Monday to Thursday, 9.30 am - 1.30 pm, Friday 9.00 am – 12 noon.

Torquay:

Connections, Town Hall, Castle Circus, Torquay

Opening Times:

Monday, Wednesday and Friday, 9.30 am - 12.30 pm

Drop-in advice surgeries, giving advice and information on a range of issues to older people aged 55 and over and their carers. Drop-in, phone, contact for an appointment or write.

Check Point

7 Victoria Road

Ellacombe, Torquay TQ1 1HU

(01803) 200100 (clients' helpline)

 www.childrenssociety.org.uk

 checkpoint@childsoc.org.uk

Project run by the Children's Society, providing free confidential advice, support and information to young people aged 11-21 years. Drop-in service available Monday to Friday, 12.30 pm – 4.30 pm.

Coalition of Disabled People South Devon

1 Lymington Road, Castle Circus, Torquay TQ1 4BW

(01803) 215871

 www.cdpsd.org.uk  ask@cdpsd.org.uk

Contact: Drop in, phone, contact for an appointment or write.

Coalition of people with disabilities, carers, families and interested professionals. Services for members include representation, welfare rights and advocacy.

Crossroads Care South West

The Olive Carers Centre

St Edmunds

Victoria Park Road

Torquay TQ1 3QH

Telephone/Fax: (01803) 323510 Mobile: 07972 410514

 www.crossroads.org.uk  pennie.evans@crossroadscaresw.org.uk

Opening times: Monday to Friday, 9.00 am – 5.00 pm

Crossroads Care South West is part of a national network of charities, providing assistance and advice to unpaid carers. Using supportive self assessment, the service provides a flexible, individual enabling and support service to unpaid carers of any age in Torbay, giving them more choice about the services and support they receive.

There are no criteria to be met for the service, and carers can self refer. Carers can drop in to the Centre, but it is advisable to telephone first.

Disability Information Service (Torbay)

Chadwell Annexe, Torquay Road

Paignton TQ3 2DW

(01803) 54 64 74

 www.torbaycaretrust.nhs.uk  dis.torbay@nhs.net

Contact: Drop-in, phone, contact for an appointment or write. Opening Times: Monday to Thursday 9.00 am to 4.30 pm, Friday 9.00 am – 1.00 pm.

Information and advice for anyone with a disability and for their carers (see also Signposts for Carers, p.18). Advice on physical and sensory disabilities, learning disabilities and mental health conditions. Information and signposting on benefits, education, employment, finance, grants, health, mobility, social services support, holidays and travel. Mental Health outreach information officer (see p.19).

Domestic Abuse Support Service (DASS)

(01803) 217614

 www.westcountryha.org.uk

 DASS@westcountryha.org.uk

Gives support and information to people in Torbay affected by domestic abuse. Support may include help with money management; information and advice on health and well being; support to access other specialist agencies, and practical help and advice on homelessness, setting up a home and applying for grants and loans. DASS accepts both self-referrals and agency referrals.

Friends, Families and Travellers Advice and Information Unit

Community Base, 113 Queens Road

Brighton BN1 3XG

(01273) 234777 (Monday, Tuesday, Thursday, Friday, 10.00 am – 5.00 pm.)

 www.gypsy-traveller.org

 fft@gypsy-traveller.org

The Friends, Families and Travellers Advice and Information Unit is recognised as having expertise in the law relating to Travellers. Its services include providing legal advice and advocacy for individual Gypsies and Travellers, families and communities.

Give us a Break

The Windmill Centre, Pendennis Road, Hele, Torquay TQ2 7XB

(01803) 314876 (contact: Sandra Dillon)

Men's group providing advice and information to unemployed men aged between 18-65 years who live in Torbay. Meets on Tuesday mornings at 9.00 am and provides free breakfast and access to advice from a range of agencies on issues including housing, drugs/alcohol and employment. Computer Suite is available for use during the Breakfast Club.

The Intercom Trust Help and Advocacy Service

PO Box 285, Exeter EX4 3ZT

Advocacy Service: 08456 020 818 Helpline: 0800 612 3010

 www.intercomtrust.org.uk

 helpline@intercomtrust.org.uk

Open to anyone in Devon, Cornwall, Somerset or Dorset who is affected by issues of sexual orientation, homophobia, gender identity or transphobia. Can help with issues such as prejudice, discrimination or harassment. All information and help given by the Intercom Trust is confidential and free of charge.

MS Advocacy Project

Teignbridge CAB, Bank House Centre, 5b Bank St., Newton Abbot TQ12 2JL
(01626) 362777

 msadvocacy@teignbridgecab.org.uk

Provides free, confidential and independent advice, information and advocacy to people affected by Multiple Sclerosis. Offers support on a wide range of issues, including benefits, employment, health/care services, housing, debt, family/personal, consumer and discrimination issues.

The service can be accessed directly by people with MS, their families or carers, or a referral can be made via health and social care professionals or other organisations. The project runs for 12 hours a week, but messages are responded to as soon as possible. Appointments may take place at any of the Teignbridge CAB offices, or a home visit can be arranged if needed. Serves Torbay, Teignbridge and South Hams.

Pension Service

0845 60 60 265

 www.direct.gov.uk

Provides information about state pension entitlements, services and benefits, including Attendance Allowance. Service can refer customers over 60 for a home visit, if necessary.

Royal British Legion

Devon County Office, Alden's Business Court, 7A Chudleigh Road, Alphington, Exeter EX2 8TS

Welfare Line: (01392) 273111  devon@britishlegion.org.uk

Legionline: 08457 725 725 (Monday to Friday, 9.00 am – 4.00 pm)

 www.britishlegion.org.uk

The Royal British Legion offers a welfare service, including advice and support, for the serving and ex-Service community. Advice is provided on war pensions, compensation claims, benefits, money matters and careers. Anyone who has served in the Forces for at least seven days or is a dependant of someone who has served, is eligible for this help.

The Rural Racism Project

PO Box 507, Torquay TQ1 9FP

07779 908930

 input@ruralracismproject.org

Local community-based anti-racist collective providing solidarity and practical support to people experiencing racism in Devon.

SSAFA (Soldiers, Sailors, Airmen and Families Association) Forces Help

Devon Branch Office, Alden's Business Court, 7A Chudleigh Road, Alphington, Exeter EX2 8TS

(01392) 254611 (office hours vary, but there is an answerphone)

 devon@ssafa.org.uk

Head Office: 0845 1300 975

 www.ssafa.org.uk

Provides welfare assistance, including financial and housing advice, to the serving and ex-Service community. Anyone who has served one paid day or more in any of SSAFA's three armed forces, including the Reserve Forces, and anyone who did National Service, together with their families and dependants, is entitled to this assistance.

Signposts for Carers

(01803) 666620

 signposts@nhs.net

A dedicated telephone service providing specialist information and advice to support carers in Torbay. Operates as part of the Torbay Disability Information Service - people needing face to face advice can still use this service (see page 15).

South Devon Carers Consortium

11 Castle Road, Torquay TQ1 3BB



(01803) 294275

Provides information and support to carers in South Devon.

T.O.P. (TaxHelp for Older People)

Pineapple Business Park, Salway Ash, Bridport, Dorset DT6 5DB

0845 601 3321 or (01308 488066

 www.taxvol.org.uk  taxvol@taxvol.org.uk

An independent free tax advice service for older people on low incomes who cannot afford to pay for professional advice. The service is provided by Tax Volunteers, an independent organisation, to older people anywhere in the UK who are on low household incomes (less than £17,000 in May 2011). Advice may be given face to face (depending on where the client lives), by telephone or by post.

Torbay Mental Health Information and Advice Service

Torbay Disability Information Service, Chadwell Annexe, Torquay Road,
Paignton TQ3 2DW

(01803) 54 64 74 Textphone: (01803) 54 64 97

 www.torbaycaretrust.nhs.uk

 dis.torbay@nhs.net

Free outreach service, mostly on an appointment basis but with some drop-in surgeries. The service is for people with long-term mental health conditions and those who care for them. It offers information and advice on all topics related to mental health. Telephone enquiries can be relayed to the service. The service is not appropriate for emergencies. Requests for appointments must be made via Torbay Disability Information Service.

Travellers Advice Team – Telephone Advice Line

0845 120 2980

(lines open 10.00 am – 1.00 pm and 2.00 pm – 5.00 pm Monday to Friday, but not Bank Holidays.)

Community Law Partnership, 4th Floor, Ruskin Chambers, 191 Corporation St.,
Birmingham B4 6RP

 www.gypsy-traveller.org

 office@communitylawpartnership.co.uk

The Travellers Advice Team is made up of a group of solicitors and legal workers, who provide specialist legal advice and representation to the Traveller community throughout England and Wales. The Team's dedicated telephone advice line was funded as part of a pilot scheme by the Legal Services Commission and provides advice on a range of issues, including evictions and planning matters.

Youth Enquiry Service

The Edge, Bolton Street

Brixham TQ5 9DH

(01803) 851414 or (01803) 411154

 www.bxyes.co.uk

 bxyes@byxes.org, info@byxes.org or chrissie@byxes.org

Drop-in Centre providing information, advice and support services to young people aged 11-25 who live in Brixham, Kingswear and Galmpton areas. Issues that the Service can help with include housing, employment, health, sexual health, drugs, alcohol, and benefits. Centre is open Monday to Friday, 9.30 am – 4.30 pm and Saturdays, 12 noon – 3.00 pm.

Advice and Information Services for Anyone

→ General Advice

Citizens Advice Bureaux (CABx) – Torbay

 www.torbaycab.org.uk

Torquay – Debt Advice Unit 11 Castle Road Torquay TQ1 3BB (01803) 297803	Paignton 29 Palace Avenue (entrance: Tower Rd.) Paignton TQ3 3EQ (01803) 521726	Brixham Connections, Town Hall New Road, Brixham TQ5 8LZ Visit to make an appointment or call (01803) 297803.
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Torquay CAB Debt Advice Unit offers a drop-in service for debt advice every morning from Monday to Friday, 9.00 am - 12.00 noon as well as pre-arranged appointments during the afternoons. NB. The Debt Advice Unit is not licensed to provide business related debt advice – for this advice, contact the Business Debtline (see page 24).

Paignton CAB offers advice and information on a range of issues, including benefits and welfare rights, consumer issues, employment, housing rights and legal issues. Telephone advice service: Monday to Thursday, 9.30 am - 3.30 pm. Open for drop-ins Monday to Thursday, 9.30 am - 12.30 pm and for appointments from 1.30 pm. For an appointment, call Paignton CAB. Shelter offers appointments to provide housing help and advice to clients on low incomes at Paignton CAB every Thursday afternoon. For an appointment, call Paignton CAB (see also page 23).

Brixham CAB offers appointments for general advice on Mondays and Wednesdays, 9.30 am - 12.30 pm. From 26 August there will also be a drop-in advice surgery at The Edge, Bolton Street, Brixham every Friday morning, 10.00 am – 12.30 pm, providing advice on housing, employment, welfare benefits, debt and insolvency, consumer issues and family and relationship breakdown. For further details, contact Sarah Ready, (01803) 297803 or email sarah.ready@torbaycab.org.uk

Outreach services are provided at GP surgeries Old Farm (Foxhole) (Tuesday and Wednesdays), Old Mill (alternate Tuesdays), Chelston Hall (alternate Tuesdays), Abbey Road (alternate Mondays), Croft Hall (Wednesdays), Barton (Tuesdays), Brunel Medical Practices (Fridays), Parkhill (alternate Thursdays) and Southover (alternate Mondays). To make an appointment, call the surgery or Torquay CAB on (01803) 297803. CAB advice services at GP surgeries, apart from Brunel, are open to anyone.

Home Visiting Service

A home visiting service is available to anyone who is unable to leave their home, whether due to age, ill health, disability or caring responsibilities. Home visits are made by an experienced adviser, who can give generalist advice on a wide range of issues, including benefits, debts, budgeting, housing and consumer matters. To request a home visit, call (01803) 554500 or the Torquay CAB office on (01803) 297803.

Financial Literacy Service

To help people make the most of their money and develop the necessary skills and confidence to manage their finances better, Torbay CAB has a wide range of free help and advice available and provides free training/advice sessions around Torbay. The support is tailored to the needs of the individual and covers issues like budgeting, maximising income, money saving tips, how to avoid the dangers of credit, the options available if you need to borrow money and opening and using bank accounts etc. To get the help that is right for you call Sarah Ready or Kim Cox on (01803) 297803 or email financial.literacy@torbaycab.org.uk

Connections

Brixham Town Hall, New Rd., Brixham TQ5 8TA

Library and Information Centre, Great Western Road, Paignton TQ3 5AG

Electric House, Castle Circus, Torquay TQ1 3DR

(01803) 207201

 <http://www.torbay.gov.uk/index/advice-benefits/connections.htm>

 connections@torbay.gov.uk

Provides one to one appointments to provide help with completing housing benefit and council tax forms and can also help to place bids for Devon Home Choice (but does not provide help with completing forms for this).

→ Health Advice

Independent Complaints Advocacy Service (ICAS) – Regional Contact

SEAP, 17 Dean Street, Liskeard, Cornwall PL14 4AB
(01579) 345193 or 0845 120 3782

 www.seap.org.uk/icas  liskeard.icas@seap.org.uk

ICAS provides independent and confidential support, help and advice to those wishing to complain about the NHS. The service is free of charge and available to all NHS patients or their representatives.

Patient Advice and Liaison Service (PALS)

PALS offers free confidential advice and support to patients, families and carers. They can help you to sort out any concerns you may have about the care provided in the different NHS services, such as hospitals, GP surgeries, clinics, community healthcare, dental practices and NHS services delivered in the home. NHS PALS can also provide information if, as part of your treatment, you need to travel to a hospital or centre elsewhere in the country. Services covering Torbay are shown below. Leaflets can also be requested.

For Torbay Care Trust provided services (eg. care homes, domiciliary care services, social care, community hospitals, district nursing, etc.):

Torbay Care Trust PALS and Complaints Team
(01803) 217397

 palsandcomplaints.tct@nhs.net

For Torbay Care Trust commissioned services (eg. GPs, dentists, pharmacists, opticians, etc.):


NHS Devon PALS and Complaints Team

0845 111 0080  palsdevonpct@nhs.net

Complaints: (01392) 207819  complaints.devonpct@nhs.net


For NHS services EXCEPT mental health and learning disability services:

PALS, Hengrave House, Torbay Hospital, Newton Road, Torquay TQ2 7AA
Freephone: 0800 028 2037 or (01803) 655838, textphone: (01803) 654742

 pals.sdhc@nhs.net or via website, www.sdhct.nhs.uk


For mental health services:

PALS, Wonford House Hospital, Dryden Road, Exeter EX2 5AF

Freephone: 0800 073 0741  dpn-tr.pals@nhs.net

For South Western Ambulance Service NHS Trust:

PALS, Abbey Court, Eagle Way, Sowton Industrial Estate, Exeter EX2 7HY

Telephone: (01392) 261585  pals@swast.nhs.uk

→ **Housing Advice**

Housing Options Service

Torbay Council, Connections, Town Hall, Castle Circus, Torquay TQ1 3DS
(01803) 208723 (Monday, Tuesday, Thursday and Friday 8.30 am - 5.30 pm;
Wednesday 10.00 am - 5.30 pm)

 www.torbay.gov.uk/housingadvice

 housing.advice@torbay.gov.uk

If your home is at risk of repossession, contact the Housing Options Service as soon as possible for specialist advice. The Housing Options Team offers advice and information on a wide range of housing issues. Face-to-face advice is offered on a pre-booked **appointment** basis only, by contacting the office.

Appointments can be offered at Connections offices in Paignton, Torquay or Brixham. If you are unable to attend the office due to ill health or disability it may be possible to arrange a home visit.

Shelter

For housing help and advice, contact Shelterline, freephone 0808 800 4444
(Monday to Friday, 8.00 am - 8.00 pm and weekends, 8.00 am - 5.00 pm)

Local Office

Shelter – Devon Housing Aid Centre (covering Devon), Cobourg House,
Mayflower Street, Plymouth PL1 1QX
0344 515 2399

 www.shelter.org.uk

Helps with a wide range of housing issues, including homelessness, housing costs, disrepair and landlord problems. Help at a court desk may be available.

Shelter appointments in Torbay

Paignton CAB, 29 Palace Avenue (entrance: Tower Road), Paignton TQ3 3EQ
Tel. (01803) 521726

Shelter offers appointments for clients on low incomes at Paignton CAB every Thursday afternoon. It provides advice and help with housing related enquiries, including repossession, disrepair, deposits, homelessness and landlord/tenant issues. For an appointment, call Paignton CAB (see above).

→ Money and Debt Advice

Business Debtline (for self-employed people and small businesses)

0800 197 6026 (freephone)

 www.bdl.org.uk

An independent free helpline open Mondays to Fridays, 9.00 am - 5.00 pm. Gives practical advice to callers, backed up by free self-help packs and fact sheets, designed to help people manage their way through financial difficulties. Advisers can provide telephone support along the way. Business Debtline is part of the Money Advice Trust, a registered charity.

Citizens Advice Bureau Debt Advice

Debt Advice Unit, Torquay

11 Castle Road, Torquay TQ1 3BB
(01803) 297803

Offers free help to assist you to work out a repayment plan. May negotiate with your creditors and help with major debt issues, including bankruptcy. Offers a drop-in service for debt advice every morning from Monday to Friday, 9.00 am - 12.00 noon, as well as pre-arranged appointments during the afternoons. NB. The Debt Advice Unit is not licensed to provide business related debt advice – for this advice, contact the Business Debtline (see above).

Citizens Advice Bureau Financial Literacy Service

Sarah Ready or Kim Cox, (01803) 297803

 financial.literacy@torbaycab.org.uk

To help people make the most of their money and develop the necessary skills and confidence to manage their finances better, Torbay CAB has a wide range of help and advice available and provides free training/advice sessions around Torbay. The support is tailored to the needs of the individual and covers issues like budgeting, maximising income, money saving tips, how to avoid the dangers of credit, the options available if you need to borrow money and opening and using bank accounts, etc.

Consumer Credit Counselling Service (CCCS)

0800 138 1111 (lines open 8.00 am – 8.00 pm, Monday to Friday)

Wade House, Merrion Centre, Leeds LS2 8NG

 www.cccs.co.uk  via website

National charity funded by financial services industry. Gives free, independent and impartial advice and can set up a debt management plan with you.

Provides a freephone helpline, an online debt remedy service and online advice and information.

Credit Action

6th Floor, Lynton House, 7-12 Tavistock Square, London WC1H 9LT
0207 380 3390

 www.creditaction.org.uk  office@creditaction.org.uk



National money education charity, which works in partnership with CCCS (see page 24) to help people manage their money better through a range of resources, tools and training. Publications and online debt advice include a range of Money Manuals, including a step by step guide to dealing with debt.

Fuel and Utilities Debt Advice

See information sheet P13, 'Keeping Safe and Warm at Home'. For information about grants to help with fuel debts, see P12, 'Finding Funding for extra Needs'.

The Money Advice Service

Money Advice Line, 0300 500 5000 (for typetalk, prefix number with 18001)
(Monday to Friday, 8.00 am – 8.00 pm, excluding bank holidays)
25 The North Colonnade, Canary Wharf, London E14 5HS

 www.moneyadviceservice.org.uk
 enquiries@moneyadviceservice.org.uk

A free, independent service set up by the government to help people to manage their money better. Advice and information is available online, over the phone and face to face. Online resources include advice about financial products, such as mortgages and pensions; life stage guides and interactive money planners.

National Debtline

0808 808 4000 (Mon to Fri 9.00 am - 9.00 pm, Sat 9.30 am -1.00 pm)
Tricorn House, 51-53, Hagley Road, Edgbaston, Birmingham B16 8TP

 www.nationaldebtline.co.uk  via website

A free and confidential telephone advice service offering advice over the phone and a free self-help pack. Log onto the website for fact sheets, self-help pack, sample letters, personal budget sheets and options for paying back debts.

Payplan

0800 280 2816 (freephone – lines open Monday to Friday, 8.00 am - 9.00 pm and Saturday, 9.00 am - 3.00 pm)

Kempton House, Dysart Road, Grantham, Lincs NG31 7LE

 www.payplan.com  via website

Gives free debt solutions and advice, including a debt management service. Once a repayment plan has been agreed, regular payments can be sent to Payplan, which forwards them on to creditors. Payplan can also offer advice on mortgage arrears and repossession.

Plough and Share Credit Union – Local Service Point

Hele's Angels, 67 Hele Road, Torquay TQ1 7PR

(01803) 312808 or Plough and Share Head Office, (01837) 658123

 info@helesangels.org.uk or  info@ploughandshare.co.uk

 www.ploughandshare.co.uk or www.helesangels.org.uk

Plough and Share Credit Union gives help mainly to people who are on low incomes by providing access to low cost loans and a savings service. This Service Point is available Monday to Thursday, 9.30 am – 5.00 pm and Friday, 9.30 am - 4.00 pm.

TaxAid

0345 120 3779 (lines open Monday to Thursday, 10.00 am to 12.00 noon)

Room 304, Linton House, 164-180 Union Street, Southwark, London SE1 0LH

 www.taxaid.org.uk  info@taxaid.org.uk or via website

TaxAid is a charity that is independent of government and helps those on low incomes (maximum of £300 per week for a single person as at May 2011) who get into difficulties with HM Revenue and Customs and cannot afford representation. It has a national helpline and is able to offer face-to-face appointments in various cities around the UK, including Plymouth. It also represents low-paid people in consultations with government and HM Revenue and Customs. Their position when considering tax policy is that the poor should not be disadvantaged by the tax system. All advice is given by qualified tax professionals.

The people who need help from Taxaid may be employed, self-employed, out of work or retired.

Trinity Plus Debt Solutions

C/o Anode, Unit 2, Vectis Business Units, Coombe Road, Paignton TQ3 2QT
(01803) 556571 or 07732 933450

 www.anodecharity.co.uk  anode@btconnect.com

Anode is a charity/community interest company which provides practical and emotional help to families, couples and individuals in need. One of its range of projects is its not-for-profit Trinity Plus Debt Solutions Programme, which is provided in partnership with Trinity Solutions Financial Services.

For people with debts of £3,000 upwards, a debt solutions programme can be set up, which provides help to manage and pay back loans, including taking telephone calls and writing letters. Face to face assistance is provided and the service can be accessed via referral or self referral. NB. There is a management fee for this service, which is paid as part of the client's newly set up monthly expenditure. Currently (in May 2011) this fee is approximately £30.00 per month.

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. 3).

Disability Support Series	
Bathing and Showering	P02
Computers	P27
Continence Management	P24
Domiciliary Care Agencies	P05
Emergency Care For Pets	P06
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Finding Funding for Extra Needs	P12
Gentle Exercise	P22
Holiday Services (national contacts)	P09
Home Maintenance Services and Building Adaptations	P10
Home Visiting Services	P23
Housework, Domestic Help and Laundry Services	P11
Housing Options for Older People	P25
Information, Advice and Advocacy Services	P01
Keeping Safe and Warm at Home	P13
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Meal Delivery Services	P14
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Shop Delivery Services	P16
Sitting Services	P18
Sport and Outdoor Activities	P34
Stairlifts and Vertical Lifts	P19
Support for Adults with High Functioning Autism and Asperger's Syndrome	P33
Support Groups	P21
Telecare (includes community alarm systems)	P04
Transport Services	P20
Caring Series	
Caring for an Adult with a Mental Health Condition	P29
Caring for an Adult with an Alcohol or Drug Problem	P31
Caring for Someone Coming out of Hospital	P32
Caring for Someone with a Life Limiting Condition	P30
Care Home Series	
Care Homes - Day Care, Torbay	C09
Care Homes: Dementia (residential and nursing), Torbay	C06
Care Homes: Dual Registered to include Nursing	C04
Care Homes: Learning Disabilities, Torbay	C05
Care Homes: Mental Health, Torbay	C08
Care Homes: Nursing, Torbay	C03
Care Homes: Paignton and Brixham	C01
Care Homes: Torquay	C02

Further Information and Advice

Torbay Disability Information Service

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 20 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.

Our centre is located in purpose-built premises with level access, accessible WC facilities and adjacent parking. We are close to the 12/12A and X46 bus routes.

No referral is necessary. Simply visit our office, call us on **(01803) 546474** or email us at **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.
- Office based support with Disability Living Allowance applications and Attendance Allowance for unpaid family carers.
- Torbay Mental Health Information and Advice Service. Contact Disability Information Service for further information or to make an appointment.


Opening hours: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

Signposts for Carers

Signposts for Carers is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers 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.

Opening hours: Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

 **(01803) 666620**

 signposts@nhs.net

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 one minute to complete the simple and anonymous questionnaire below and send it back to us **post-free**.

Our address is:

Torbay Disability Information Service
FREEPOST SWB31050
Chadwell Annexe
Torquay Road
Paignton TQ3 2ZZ

Q: Where did you get this information sheet from?

Q: How old are you?

Q: How long have you lived in Torbay?

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?

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Note: Please contact us on (01803) 546474 if you need help or have questions about the contents of this information sheet.



Partners in Care

Ref: DIS, P01 – May 2011

This document can be available in other languages and formats. For more information telephone 01803 546474