

## Contacting us – your guide to the new council



As Portfolio Holder for Customer Services I am delighted to announce the various ways through which people can contact the new Wiltshire Council. Whether you choose face to face contact, or by phone or the internet you can be assured of excellent customer service.

Mark Baker

### Face to face

There are different types of locations across the county where our customers can get face to face service.

We will have four main offices where you can get information on any council service and should be able to talk face-to-face with an expert in the area of your enquiry :

- **Chippenham:** Monkton Park, Chippenham SN15 1ER
- **Devizes:** Browfort, Bath Road, Devizes SN10 2AT
- **Salisbury:** 27/29 Milford Street, Salisbury SP1 2AP
- **Trowbridge:** Bradley Road, Trowbridge BA14 0RD

In addition, we have local customer service desks in Amesbury, Marlborough Library, Mere and Salisbury Library, where you can get information about any council service, as well as help you contact services and make appointments at main offices.

You can also visit other libraries, tourist information centres, town councils (north Wiltshire) and Salisbury City Council; here, staff will be able to give you information and help you to contact services.

At County Hall in Trowbridge, staff will be able to give you information, contact services on your behalf and make appointments for you.

### Telephone

From 1 April

One main number **0300 456 0100** for general enquiries (you will be able to reach any service via this number but it may be faster via service numbers: see below)

#### Main service numbers:

0300 456 0111	Social Care Help Desk
0300 456 0112	Elections and voting
0300 456 0119	Automated payments
0300 456 0120	Emergency Planning

We also provide local service numbers for specific services at our main offices; these are listed in our A-Z booklet and on our website.

Please note that all existing council telephone numbers will still work after 1 April and will connect you to the new council.

### Website

One new website [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) - launched 1 April. The site will enable customers to tailor pages, find information and carry out transactions in a manner which is useful, usable, accessible and reliable.