

Central Access Team
Customer Service Centre
North Wing
County Hall
Martineau Lane
Norwich NR1 2DJ

Tel: 01603 638599

Fax: 01603 762445

Director of Social Services
Lisa Christensen:

10th December 2003

Dear Colleague,

0844 800 8014 - Countywide Social Services - 24 hours a day, 7 days a week

We would like to advise you that the Social Services Customer Service Centre is now operational and taking around 300 calls a day. The Northern, Southern and Norwich Reception & Referral Teams have joined together to form the Central Access Team now located within the Customer Service Centre at County Hall.

The address for the Central Access Team is:

**Central Access Team
Customer Service Centre
North Wing
County Hall
Martineau Lane
Norwich NR1 2DJ**

The fax number for the Customer Service Centre is: **01603 762445**

0844 800 8014 is also the number to use for Eastern and Western Access (Reception & Referral) Teams. The postal addresses and fax numbers for the Eastern and Western Access Teams remain unchanged.

0844 800 8014 is for all new contacts and referrals into our department and for general advice and information.

**0844 800 8014 is the number for the Social Services Emergency Duty Team.
The fax number for the Emergency Duty Team is: 01603 638571**

If you are aware that a person has an active Social Services member of staff involved please contact that person directly.

As this is a new service we are providing we would welcome any feedback you have when using the 0844 telephone number. Please contact the Service Improvement Manager Karen Knight on:

Tel: 01603 638599

Email: karen.knight@norfolk.gov.uk

Yours sincerely,

Karen Knight
County Access Manager