

# Emergency Duty Service

The out of hours service for people experiencing difficulties at night, weekends and bank holidays.

Telephone:  
0845 60 70 888

Type Talk:  
18001 01380 732349

Fax:  
01380 724008

## **What do we do?**

The Emergency Duty Service (EDS) provides a Social Work Crisis Service for the County of Wiltshire outside of normal office hours, at night, weekends and bank holidays.

The EDS will make every effort to help people in need and their families, irrespective of race, gender, ethnic origin, religion, culture, disability or sexual orientation.

We are here to help you with personal or family problems that reach crisis at these times.

## **What sort of problems?**

- Children or Young People seeking advice.
- Difficulties with your children.
- Worries about a child outside your family.
- Older people at risk or in need.
- Worries about someone with a disability, vision or hearing loss.
- Domestic violence.
- Homelessness in West Wiltshire.
- Mental Health Act Assessments.
- Problems with your Home Care.

## **Who can phone us?**

Anyone.

## **What happens next?**

It's hard to think straight when there is a crisis, especially if it's the middle of the night. We can give you information and advice over the phone to help you. If we think that you need to contact another organisation we will help you get in touch with them. You may already be in touch with someone from the day time service. If this is the case, the Social Worker will help you until you can make new plans.

We try to sort things out over the phone. However we will come out to see you if we think you need more help than we can give you over the phone. We will then write a report which gives details of the problem and what we did to help you. This will be sent to the relevant day-time team and kept for our records.

## **How and when can you contact us?**

Tel: 0845 60 70 888

Fax: 01380 724008

Type Talk: 18001 01380 732349

Text to 01380 732349

Email: [eds@wiltshire.gov.uk](mailto:eds@wiltshire.gov.uk)

When your local day time services office is closed.

Weekdays: 5pm to 9am

Weekends: 4pm Friday to 9am Monday

Bank Holidays: 24 hours.

## Tell us what you think

If you were happy with the service you received or have suggestions about how we can improve our service, please let us know.

Emergency Duty Service  
EDS Centre  
PO Box 1424  
Devizes SN10 3TF

The Department of Community Services and Department of Children and Education Compliments, Comments and Complaints leaflets are available from us and all our offices or contact the designated Complaints Officer at:

Adult Social Care Services  
Department of Community Services  
Wiltshire County Council  
County Hall  
TROWBRIDGE BA14 8LE

Tel: 01225 713953  
Fax: 01225 713983  
Text: 01225 713936

Children & Education Department  
Wiltshire County Council  
County Hall  
TROWBRIDGE BA14 8JB

Tel: 01225 713679  
Fax: 01225 713982

Ref 05/DCS/May07

This publication can be produced, on request, in other formats (i.e. Large print, tape etc) and languages. Please contact the Publicity and Information Officer (details below).

This Document was published by Wiltshire County Council

For further copies of this publication contact:

Publicity & Information Officer  
Department of Adult and Community Services  
County Hall  
Trowbridge  
Wiltshire BA14 8LE

By telephone  
01225 713923

By fax  
01225 713983

By email  
[socialservices@wiltshire.gov.uk](mailto:socialservices@wiltshire.gov.uk)

**improving life in Wiltshire**

