

# FENLAND DISTRICT COUNCIL

## PRESS RELEASE

March 24, 2020

### **Council temporarily closes customer service centres and hubs – but help still available**

Fenland District Council has adapted the way it delivers customer services to ensure the essential service is maintained during the coronavirus outbreak.

In line with the latest Government guidance, the Council has removed all face-to-face customer services to help protect the health and safety of local residents and staff. This means the Customer Service Centres in March and Wisbech and Community Hubs in Whittlesey and Chatteris have closed with immediate effect.

However, customer service resources have now been repurposed, with staff supporting the Council's dedicated call centre on 01354 654321.

Council services can be requested via the call centre and also through the Council's website at [www.fenland.gov.uk](http://www.fenland.gov.uk). Residents can also contact the Council via email on [info@fenland.gov.uk](mailto:info@fenland.gov.uk) or message via Facebook or Twitter.

Councillor Steve Tierney, Fenland District Council's Cabinet member responsible for Customer Access, said: "Residents can be assured that the Council remains full committed to maintaining essential services during this difficult period, including customer services.

"In response to yesterday's Government guidance, we have temporarily closed our Customer Services Centres and Community Hubs to encourage people to stay at home and keep safe. But I want to make it clear that we are still very much here to help, and customers who need to contact us can still do so in a number of ways.

"We will continue to monitor the latest Government guidance and as soon as we're able to safely re-open our centres and hubs we will do so."

There are currently 24 out of 303 members of staff self-isolating in line with Government advice (as at 9am on Tuesday, March 24), with many of those working from home.

Residents can get daily updates regarding coronavirus via the Council's dedicated webpage at [www.fenland.gov.uk/coronavirus](http://www.fenland.gov.uk/coronavirus) and through the Council's Facebook and Twitter accounts (@FenlandCouncil). This includes general updates as well as advice and support for residents and local businesses.

**ENDS**

**For more information contact Fenland District Council press office on 01354 622226**