

FENLAND DISTRICT COUNCIL

PRESS RELEASE

July 22, 2020

Face-to-face customer services reopening for pre-booked appointments

Fenland District Council's Customer Service Centres and Community Hubs are reopening to the public on an appointment only basis.

Residents who are unable to access services online or over the phone will now be able to get face-to-face advice and support.

It follows the temporary closure of the centres and hubs due to the coronavirus lockdown.

The Wisbech Customer Services Centre at the Boathouse Business Centre, Harbour Square, Wisbech, reopened on Wednesday, July 22, and will be followed by the March Customer Services Centre at Fenland Hall, County Road, March, on Wednesday, July 29.

The Community Hub at Whittlesey Library will then open on Tuesday, August 4, and finally the Community Hub at Chatteris Library on Tuesday, August 11.

A number of COVID-19 safety measures have been implemented in all locations to maintain social distancing and ensure the safety of both visitors and staff, including hand sanitiser points on entry and protective screens at customer service desks.

All customers will be required to wait outside for their appointments as there will be no internal waiting areas, and only one customer per enquiry will be allowed in the building unless the customer is vulnerable or exceptional circumstances apply.

Restrictions also mean that there will only be a limited number of appointments available.

The payment machines will not be in service, but Council services can be paid for online, by phone or at any Post Office or outlet displaying the PayPoint logo. Residents will need an updated Council bill/invoice with a unique barcode in order to pay at PayPoint locations. To request an updated bill, contact the Council on 01354 654321.

Cllr Steve Tierney, the Council's Portfolio Holder responsible for Customer Services, said: "Our Customer Services team has done a fantastic job of assisting residents over the phone and online during lockdown, handling 11,000 calls in the first six weeks alone.

"But as restrictions continue to ease, it is important that we make our services as accessible as possible. Opening our Customer Service Centres and Community Hubs on an appointment only basis will give peace of mind to customers who need to have face-to-face contact with our officers.

"I would encourage customers to continue to access Council services online, over the phone and via email where possible. If you do need to make an appointment, please follow the guidance provided at the time of booking to help keep everyone safe."

Customers are asked to:

- Only make an appointment if you have no other way to access services, to help ensure those that need help most can get it. Remember you can:
 - Do it online at: www.fenland.gov.uk
 - Email: info@fenland.gov.uk
 - Call: 01354 654321
- To make an appointment, call 01354 654321 or email info@fenland.gov.uk. Do not visit without an appointment
- At your appointment, remember to:
 - Phone on arrival and wait outside to be called in
 - Use hand sanitiser on entry and exit
 - Wear a face covering. Face masks will be available for customers without a suitable covering
 - Follow social distancing guidance
- Customers who develop coronavirus symptoms should cancel their appointment

ENDS

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