

# FENLAND DISTRICT COUNCIL

## PRESS RELEASE

August 17, 2020

### Fenland District Council launches new-look website

Fenland District Council has launched a new website today (Monday, August 17) making it easier than ever for residents and businesses to access information and services online.

The new website is still accessible via the same web address – [www.fenland.gov.uk](http://www.fenland.gov.uk) – but it has been transformed in order to offer residents a more modern, user-friendly browsing experience. It also brings added benefits including:

- New and easier to read content
- Easier to navigate menus, with 'quick links' to the Council's most-used services
- Fully optimised for use on smartphones, tablets and desktop computers
- Improved ways to pay for, report or request Council services
- Improved search tool

Cllr Steve Tierney, the Council's Portfolio Holder for Transformation and Communication, said: "This is a really exciting time for the Council as our new website will provide a significantly improved modern, user-friendly platform for residents to find Council information, our latest news and access local services.

"Our old website served us well for a number of years, and increasingly became the first port of call for anyone wanting to access a council service.

"But with over 685,000 visits per year to the website and nearly 10,000 forms submitted, it was time to have a website which better reflects our future goals and provides a strong foundation for further improvements and transformation projects.

"A lot of work has gone on behind the scenes with staff from across the Council to develop the new website, and we hope residents agree that it is now much easier to use and much more customer-focused.

"Given the monumental task of updating such a vast website we anticipate that there may be one or two initial teething issues. We will work quickly to address any issues as they are found and will be adjusting and tweaking the website throughout the year to constantly improve its usability. We would welcome members of the public to help us with this by letting us know any hiccups they may find or any ideas they have for making things easier."

The new website has been launched as part of the Council's My Fenland project to modernise customer service arrangements, and identify and deliver projects that support its 'Council For the Future' (CFF) transformation plans.

**ENDS**

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