

FENLAND DISTRICT COUNCIL

PRESS RELEASE

November 9, 2020

Council's Customer Service Centres remain open for emergency appointments

Fenland District Council's Customer Service Centres and Community Hubs will remain open during the second national lockdown for emergency appointments only.

Residents with urgent issues which cannot be resolved online or over the phone can make a pre-booked, in-person appointment to see a customer services representative.

To make an appointment, contact the Council on 01354 654321. Please do not visit without an appointment.

Appointments are being limited to emergencies only to adhere to the latest Government guidance for slowing the spread of coronavirus, and to enable the Council to redeploy customer services staff to its COVID-19 Community Hub helpline.

Cllr Steve Tierney, the Council's Portfolio Holder responsible for Customer Services, said: "We will continue to deliver the key services our communities rely on during these new national restrictions as we have done throughout the whole pandemic.

"This includes access to customer services to assist residents who need help and support. Our customer services team can resolve almost all service requests online or over the phone, but we will keep our Customer Service Centres and Community Hubs open throughout the new restrictions period for pre-booked emergency appointments. These will be strictly for urgent issues which cannot be resolved online or over the phone.

"Customer services staff will also be deployed to support our COVID-19 Community Hub, which will enable us to provide even more support to people in need due to the lockdown."

For more information, visit the Council's coronavirus advice pages at www.fenland.gov.uk/coronavirus or follow the Council's social media channels.

ENDS

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