

FENLAND DISTRICT COUNCIL

PRESS RELEASE

04 October 2021

Council retains customer services gold standard following independent inspection

Fenland District Council has once again been reaccredited with the Cabinet Office's prestigious Customer Service Excellence (CSE) Standard following an annual inspection.

An independent CSE assessor said the Council has once again continued to meet the gold standard for customer service delivery. He also awarded the Council CSE 'Compliance Plus' accreditation in six areas for showing best practice.

In his report, the independent assessor said: "Fenland has managed the Covid-19 pandemic situation exceptionally well. There was the potential for a significant dip in performance, but Fenland has prevented this through its actions. Since the last review, the Council has increased its efforts to manage the impact of the pandemic."

The assessment report also noted the following strengths:

- Fenland continues to work with local residents to influence policy and strategy
- The Council's ongoing transformation programme, which is all about the improving customer journey, has delivered significant benefits to customers, with new and improved connections including a new website with more online self-serve forms; an improved customer services team and the introduction of PayPoint
- An innovative staff training programme
- Fenland continues to add new ways to communicate with residents as the transformation programme evolves
- The Council has increased its interaction with wider communities, including working with travellers and the migrant communities. Support has also been given to the Rosmini Centre in Wisbech, enabling it to remain open and continue as an essential service for migrants

Councillor Chris Boden, Leader of Fenland District Council and Cabinet member responsible for financial and performance management, said: "I am delighted that the Council has retained its Customer Service Excellence Standard. Fenland is one of the few councils that has consistently achieved this rigorous standard for all of its services, both customer-facing and internal, not just individual ones.

"The CSE assessor was highly complementary of the Council's emphasis on and commitment to continuing to deliver excellent customer focused services, particularly through the Covid-19 pandemic. This is testament to the hard work and commitment from Council staff and Members in putting the people we serve at the heart of everything we do."

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Press Office

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