



Press Release

1 October 2024

Customer Service Excellence quality mark maintained by Fenland District Council

Fenland District Council has successfully achieved the prestigious Customer Service Excellence Standard (CSE) for another year.

The achievement underscores the Council's commitment to continuous improvement and providing the highest quality service to customers.

Receiving the CSE certificate at yesterday's Full Council meeting, Cllr Steve Tierney, the Council's Portfolio Holder for Customer Services, said retaining the award for another year is a true testament to the dedication and hard work of the entire council team.

The CSE is a national government benchmark for excellence in customer service, awarded to public service organisations that demonstrate excellent customer service standards and a truly customer-focused culture.

The standard is awarded after a rigorous assessment process which involves organisations being evaluated against 57 criteria areas. The assessment places focus on using and developing customer insight, the culture of the organisation, customer information and access, delivery, timeliness, and quality of service.

Following an assessment in June, independent assessor Neil Potentier found that the Council "continues to demonstrate how they put residents at the heart of service delivery", with examples of reduced Council Tax, introduction of new services, such as the Early Help Hub, and extending digital access while maintaining traditional channels for the elderly, vulnerable or people who do not have a digital access.

Additionally, six elements which were awarded CSE 'Compliance Plus' in 2023 were reviewed and maintained, recognising the Council's continued adherence to best practices.

Key strengths highlighted in the assessment report include:

- High levels of staff insight increased further, empowering staff to implement their own ideas to improve service delivery.

- New customer access channels created through Council's ongoing Transformation Project, and new services.
- Number and range of partner organisations is constantly increasing to meet the needs of a diverse community, including areas of deprivation.
- Strategies, policies and procedures "strongly influenced" by resident insight.

Cllr Tierney received the CSE certificate from Fenland District Council Chairman, Cllr Nick Meekins, at a meeting of Full Council on Monday 30 September.

"This achievement is a source of great pride for Fenland District Council, and we are committed to upholding these high standards of excellence in the years to come," said Cllr Tierney.

"We are continuously striving to improve the customer experience and ensure they feel valued and supported. This recognition reflects not only the positive impact we have on our customers' lives but also our positive contributions to the community by providing reliable and well-maintained services."

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Notes to Editors

For media enquiries, please contact the Fenland District Council press office on 01354 622226 or email: communications@fenland.gov.uk