Council committed to maintaining effective customer services to residents

Fenland District Council is temporarily changing the way it delivers face-to-face customer services to help protect the health and safety of local residents and staff.

In order to follow Government guidance on social distancing, the Council has introduced a number of measures at its Customer Service Centres and Community Hubs to reduce social interaction while maintaining an essential service for residents.

The following measures have been introduced at the Customer Service Centres at Fenland Hall, March, and Boathouse Business Centre, Wisbech, and Community Hubs at Whittlesey and Chatteris Libraries:

- Staff and customers to maintain a 2-metre distance from others, with the help of safety barriers
- Self-service at payment machines
- A limit of two customers at any one time
- All customers asked to use hand sanitisers and wipes as they enter

Customers are also being encouraged to request Council services through its website at www.fenland.gov.uk where possible or by phone on 01354 654321. Customers can also email the Council on info@fenland.gov.uk or message via Facebook or Twitter.

Councillor Steve Tierney, Fenland District Council’s Cabinet member responsible for Customer Access, said: “As a Council, we are thoroughly committed to keeping essential services operating for customers and supporting people, particularly the elderly and vulnerable, through this unprecedented period.

“We also need to protect the health and safety of local residents and staff so we have introduced temporary measures at our Customer Service Centres and Hubs, in line with the Government’s social distancing advice.

“As people begin the feel the effects of COVID-19, our role within the community becomes even more important. Please be assured that we are working extremely hard to ensure key services continue to function and that we are there to provide support. We are here to help.”

There are currently 21 out of 303 members of staff self-isolating in line with Government advice (as at 9am on Friday, March 20), with many of those working from home.

The Council’s Waste and Recycling services are currently operating as normal. However we may need to change and adapt service delivery as the situation develops over the coming days, weeks and months and would ask residents to please bear with us while we do our very best.
Residents can get daily updates regarding Coronavirus via the Council’s dedicated webpage at www.fenland.gov.uk/coronavirus and through the Council’s Facebook and Twitter accounts (@FenlandCouncil). This includes general updates as well as advice and support to help those undertaking social distancing or self-isolation, and support for local businesses.

ENDS

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