

Customer Satisfaction Action Plan 2021

The Council takes the views of customers seriously and is committed to respond to any issues that emerge from customer feedback; these comments are a sample taken from our recent survey.

Service Standard	Action	Updates as Appropriate
Looking for information on bin collection days	Download the Fenland Bin app giving 24 hr access. Bin collection information can also be found on our website under Council Services. Alternatively, our call centre is open Monday – Friday 9-4pm, Saturday 9-12 noon, if you do not have a device to access our services online.	Web chat is due to be introduced later in the year this will provide customers with a new alternative access channel.
Looking for information on housing benefit and council tax support.	Information on either benefit can be located on our website, where you will be directed to “the Anglia Revenues Partnership” website. Alternatively, our call centre is open Monday – Friday 9-4pm, Saturday 9-12 noon, if you do not have a personal device to access our services online.	Web chat is due to be introduced later in the year this will provide customers with a new alternative access channel.
Looking for information on bulky collection	Information and web form can be found on our website, to request this service. Alternatively, our call centre is open Monday – Friday 9-4pm, Saturday 9-12 noon, if you do not have a device to access our services online.	Web chat is due to be introduced later in the year this will provide customers with a new alternative access channel.
Looking for information on face to face service provision.	Our customer service centres, and community hubs are currently open for prior appointments only. Appointment requests are triaged and resolved remotely at 1stpc, wherever possible by either signposting the customer to our website or resolving the query over the telephone. If unable to resolve remotely the customer will be offered an appointment.	Due to the Covid restrictions enforced, the Council has changed their face to face operating model and now offers pre-booked appointments. Web chat is due to be introduced later in the year this will provide customers with a new alternative access channel.