

Customer Satisfaction Action Plan 2023

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 my council tax account, including viewing payments and correspondence. | Customers can create an online account, register or sign in via Fenland District Council online services (angliarevenues.gov.uk), to view direct debit details and correspondence. | A request to receive future council tax bills via e-billing can also be requested once digital access is available. |
| Easier to phone the council rather than visit the Fenland District Council website. | Customers can choose alternative mediums to contact the council. Customers can email info@fenland.gov.uk or use webchat Chat Now (fenland.gov.uk). We ensure all services are available for all customer groups. | We are seeing an increase in Info emails and Webchat interactions, moving customers, who are able to access in this way, wherever possible to digital channels. |
| Looking for information on how to make a payment for a planning application. | Payments can be made via our website under online payments. Navigate to Fenland District Council Online Payments Service (e-paycapita.com). | If a planning application is submitted via the portal, the payment needs to be paid via the planning portal. Click on Planning Portal. The payment is then received by FDC directly from the portal. |
| Looking for information on how to view a planning application online. | Our website has a page dedicated to Planning. Navigate by clicking on Simple Search (fenland.gov.uk) | Customers can search for planning applications by entering a keyword, reference number, postcode, or single line of address. |
| Looking for information on how to arrange a bulky waste collection. | Our website has a page dedicated to Bulky Waste. Navigate by clicking on Bulky Waste (fenland.gov.uk) | The process can be completed via our website including receiving payments, checking collection days and items we collect. |