

Folkestone & Hythe District Council

Customer Access Strategy 2026 - 2029

Easy read version



We are the council and we help people in Folkestone, Hythe and the Romney Marsh



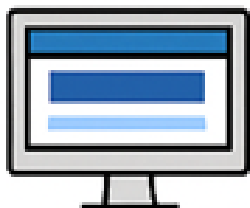
This plan explains how people can contact us from 2026 to 2029



You can choose how you contact us: online, by phone, in person, or social media



We want everyone to get help in the way that works best for them



We want our services to be easy for everyone to use



We will keep improving and listening to you



We will make things simple, keep you updated, keep information safe, and learn from feedback



Our customers are residents, businesses, visitors, partners, staff and more



People told us they want clearer updates, an easier to navigate website, better phone services and more support



So far, we have created 385 online forms, supported customers and improved online access



Next we will make online services easier, help with digital skills and improve our Customer Access Point

Our Plan for the Next 3 Years:



Year 1: Better updates, digital signatures, improve our Customer Access Point

Year 2: Website review, digital skills workshops, improve forms, further promote social media

Year 3: Review how we work with other frontline services to better support the community, explore voicebots and chatbots to free up resources to provide more help to those who need it



Our commitment to you is to be polite, helpful, safe, responsible, and listen to feedback



Your commitment to us is to treat staff with respect and share feedback