

Folkestone & Hythe District Council

Customer Access Strategy 2026 - 2029

Summary version

Our Promise

- We want all customers to be able to contact us in the way that suits them best.
- We will make our services simple, clear, and easy to use.
- We will support people who need extra help.
- We will listen to feedback and keep improving.

What Is Customer Access?

- Customer access means how people contact the Council - online, by phone, in person, or through social media.
- We want everyone to have a choice in how they use our services.
- We aim to give consistent, helpful service no matter which method people choose.

What Have We Done So Far?

- More than 81% of households now have a MyAccount.
- We created hundreds of online forms to make things quicker and easier. Most customers now contact us online.
- We improved our website and increased digital payments and submissions.
- Our Customer Access Point helps people who need support to use online services.

What Will We Do Next?

- We will improve digital services while also keeping phone and face-to-face options.
- We will explore real-time updates so customers know what is happening with their enquiry.
- We will review our Customer Access Point to make sure it meets customer needs.
- We will continue to improve how people contact us online.
- We will make sure our services are accessible for everyone.

Our Main Goals

1. Digital Services

- We will improve online journeys, so they take fewer steps.
- We will offer progress updates and digital signatures where appropriate.

2. Inclusivity & Accessibility

- We will support people who need help using digital services.
- We will run digital skills workshops and work with partner organisations.
- We will ensure our systems work well with screen readers and hearing loops.

3. Supporting Customers

- We will train staff so they can give the best support.
- We will use feedback, data, and mystery shopping to keep improving.
- We will make sure customers can get help when phone lines are busy.

How Will We Know We Are Doing Well?

- We will review our website with each service area.
- We will assess our highest-volume processes to make them simpler.
- We will check feedback every month and publish improvements.
- We will monitor demand to reduce waiting times.
- We will review the operating model of our Customer Access Point.

What Can You Do?

- Tell us what works well and what needs improving.
- Join our user groups to help test new ideas.

Working Together

- We will work with community groups, partners, and other organisations to support residents.
- We will explore new technologies like chatbots, voicebots, and AI search, to improve services.
- We will keep learning and adapting so our services stay helpful and accessible for everyone.