



# Administration Department Charter

## Our Mission Statement (our purpose)

“To provide services which are reflective of the needs of our Citizens, Councillors, the Council, the Administration Department and other key stakeholders, whilst constantly seeking continuous improvement and being responsive to change”

## We promise -

- a warm, courteous and professional welcome for all
- a transparent and helpful service
- to meet our statutory obligations in a timely and confidential manner
- to provide fully accessible information to meet local needs and to support our Elected Members in their role as civic leaders
- an equitable value for money service to all our stakeholders
- to provide efficient, effective and modern services and to measure and report on our performance against our service standards
- to communicate in an easy to understand manner
- to provide a prompt, helpful and efficient response to all enquiries and complaints
- to promote safe environments for our local community
- to encourage an innovative and forward looking approach
- introduction of on-line property enquiry service
- further expansion of Councillors' IT project
- implementation of improved accident management and investigation system
- provision of emergency planning table-top exercises
- expansion of Newry Variety Market to include Car Boot Sales

## How can you help us improve?

We welcome your suggestions for improving our services. Please contact Mr Eddy Curtis, Director of Administration at 028-3031-3031 or e-mail [administration@newryandmourne.gov.uk](mailto:administration@newryandmourne.gov.uk)

## Charter News

The cost of our service for 2008/2009 is -

Administration net budget as a % of Council's net budget = 4.53%.

Cost of Administration Department's net budget per head of population is £10.69.

Newry and Mourne District Council's Administration Department has implemented a number of improvements to our services as follows -

- hosting a range of multi-agency forums
- refurbishment of registration offices
- recruitment on line
- improvements to accessibility
- introduction of document management system

## Planned improvements for the future include

- joint working relationship with Down District Council
- on-going Business Continuity Planning
- introduction of the Westfield Healthcare Plan to promote wellbeing of the workforce and improve attendance
- introduction of Retention and Disposal Information Schedule

## Your right to complain -

The complaints procedure is available to all stakeholders or anyone acting on their behalf. The Administration Department has established an effective complaints procedure which -

- is easy to access and readily available
- is easy to understand and use
- operates promptly within a set timetable
- lets the person who is complaining know at all times what is happening to their complaint
- is fair, and confidential
- provides a response within an agreed time
- is regularly reviewed to monitor effectiveness and bring improvements to our services

You can make a complaint to the Administration Department in person, by email, by phone or in writing.

We will acknowledge your complaints within 5 working days and let you have a fully reply within 15 working days. If for any reason we cannot fully answer your complaint within these agreed times, we will let you know why this is, and we will also update you on our progress every 5 days.

We aim to resolve 90% of complaints received within 15 working days.

We welcome your suggestions for improving our services.

If you have any comments or would like further information about our Charter, please contact the Administration Department at 02830313031 or e-mail [complaints@newryandmourne.gov.uk](mailto:complaints@newryandmourne.gov.uk)

Our Charter is available in alternative formats upon request



Corporate member of  
Plain English Campaign  
Committed to clearer communication.

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