



FINANCE DEPARTMENT CHARTER

Our Mission Statement

“To enable the Council to make decisions and deliver its service on the basis of timely management information provided by progressive I.C.T. systems supported by risk management and audit procedures”

We Promise

- a warm and courteous welcome for all
- an equitable value for money service to all our stakeholders
- a transparent and helpful service
- to measure and report on our performance against our service standards
- the provision of fully accessible information, meeting local needs
- to communicate in an easy to understand manner
- to provide information on a regular and timely basis
- to ensure our customers payment expectations dates are met
- to respond quickly and effectively to all requests made.

How can you help us improve?

We welcome your suggestions for improving our services and will regularly engage with you to ensure that we meet your needs. We invite you to make a comment orally or in writing and can also be accepted via the telephone or electronically to any of the Finance Staff or directly to Lorraine Burns on finance@newryandmourne.gov.uk.

Charter News

The cost of our service for 2009/10 is as follows:

Finance Departments net budget as a % of Council's net budget = 4.6%

Cost of Finance Departments net budget per head of population = £10.83

Newry and Mourne District Councils Finance Department has implemented a number of improvements to its services as follows: -

- improvement to Council Website
- help Desk Call log for ICT issues
- drawing up formal minutes/terms of reference for services supplied to other departments
- moving Elected Members to Electronic systems replacing paper systems
- adding additional financial information to Council Website.
- setting up the GIS System.

Planned Improvements for the Future

1. upgrade the finance system to provide internal users "online" access
2. ensure the GIS system is menu driven and user friendly
3. provide a comprehensive Risk Management database Council wide.

Your Right to Complain

A complaint is simply defined as "an expression of dissatisfaction with a service which requires a response".

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

- is easily accessible and promoted
- is easy to understand and use
- operates promptly within a specific timetable established to deal with complaints
- ensures that the complainant is kept informed at all times about what is happening to their complaint
- is fair, with a full and unbiased enquiry
- is confidential, in order to ensure fairness to the complainants and staff
- provides a response that fully addresses the matters raised in the complaint within a reasonable time frame
- is continually reviewed to monitor its effectiveness and feedback into service delivery.

Customers/individuals may submit a complaint to the Finance Director's Personal Assistant orally, by phone, and in writing.

The Finance Department has a specific procedure to deal with customer complaints and as part of that procedure it is noted that the Finance Department will acknowledge the receipt of complaints within 5 working days and respond to the complaint in full within 15 working days. Where it will not be possible to respond in full within this period, due to the need to conduct internal enquiries, the complainant should be informed of that situation within 15 days, and every 5 days thereafter, and the performance will be monitored on a regular basis.

In addition, the Finance Department aims 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 Finance Department at 028 3031 3142 or email Lorraine Burns at: finance@newryandmourne.gov.uk

Our Charter is available in alternative formats upon request

