

THE SERVICE

We provide:

- A contact point for all Area Committee Administration matters
- A contact point for any of the nine alliances
- A contact point for Neighbourhood Renewal Schemes
- A contact point for community grant and funding advice
- A contact point for major project and community project work, instigated by the Authority
- Responsible for control of CCTV surveillance within Barnstaple and Ilfracombe

CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate
- treat you with courtesy and politeness
- listen and understand customer needs
- treat all customers equally

You can contact us in any of the following ways:



By **telephone** on 01271 388426 or directly by phoning the Co-ordinator for that area:

- Barnstaple and Fremington Martyn Isaac 01271 388863
- Barnstaple Town Centre Management

Craig Bulley 01271 321049

- Ilfracombe Hannah Streatfield 01271 388862
- Ilfracombe Alliance (MCTI)
- Hannah Streatfield 01271 388862
- Northern Rural Martyn Isaac 01271 388863
- South Molton Jan Kennedy 01271 388864
- South Molton Alliance (MCTI)

Jan Kennedy 01271 388864

- We aim to answer 95% of all telephone calls within 6 rings (20 seconds)
- When we speak to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how we can help you.
- If we cannot help you immediately we will let you know who you

have been speaking to and when we will contact you

- If your call needs to be transferred to another section, the details of your enquiry will be passed on
- We aim to answer all messages left on answer machines within 24 hours (Monday to Friday)
- If you leave a message on an answer machine and it is likely to take more than 24 hours, the message will tell you when we will contact you.



In **person** 8.30am to 5.00pm throughout the district.

- Appointments are not always necessary, however you may wish to telephone to check availability if you wish to see a particular Officer.
- We aim to see 80% of callers within 15 minutes of visiting one of our reception areas
- All staff will wear name badges
- You will be seen in a private place if you want to



In **writing** Community Development Unit, North Devon District Council, Civic Centre, Barnstaple, EX31 1EA

- We aim to reply to 98% of letters within 10 working days
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter
- Responses will be typed and easy to understand



By **computer** by sending us an e-mail

Community_development@northdevon.gov.uk

- Contact through e-mail will be subject to the same standards as contacting us in writing.

STANDARDS OF SERVICE

We will tell you when we are reaching our standards through the local press, on the Council's website at www.northdevon.gov.uk and in the Council newspaper.

In addition to the above standards, the following are specific to this service:

- Provide monitoring service of all District Council CCTV cameras 365 days per year
- Record number of requests for access to CCTV footage
- Continue recording CCTV incidents by Operator, Camera, Time, Incident, Type
- Provide administrative backup to the 4 Area Committees and 9 Community Alliances
- Oversee community projects across the North Devon District Council area
- Source possible funding streams for community projects

- Write funding bids for District Council community projects

LEGISLATION

We must operate within legislation relating to Equal Opportunities such as Disability Discrimination and Race Relations (Amendment) Act in providing services to ensure we do not discriminate against any individuals.

If you feel we have discriminated against you on the grounds of race or disability, the Citizens Advice Bureau (CAB), Commission for Racial Equality (CRE) or the Disability Rights Commission may be able to advise you on the appropriate course of action you should take.

NEW IDEAS AND IMPROVEMENTS

We will undertake consultation with communities and surveys through the community planning process. We would appreciate your help and welcome any comments you wish to make.

We will take into account your views and give feedback through the local press, Council's newspaper and website.

PUTTING THINGS RIGHT

We intend to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.

You can make a complaint by contacting the service direct by any of the methods previously listed. You can ring the Complaints Line on 01271 388260.

We will acknowledge all complaints received within 3 working days and send a full response within 10 working days.

Should the response be longer than 10 working days we will contact you and let you know when we will be able to reply.

If you are unhappy with the response, you can ask for your complaint to be reviewed. This will normally be undertaken by Customer Services.

SPECIAL NEEDS

If you would like this information or any information we produce to be provided in alternative languages, in braille or on audio tape, please contact Customer Services on 388240 or e-mail us customer_services@northdevon.gov.uk.

We aim to provide this information within 15 working days of any request. We will let you know if it is likely to take longer.

REVIEW

We intend to review this Charter every 2 years and welcome any comment you have on how we can improve this document.

FURTHER INFORMATION

If you would like further information on any of the services we provide or have any comments on how this Charter could be improved, please contact us on 01271 388426.

This Charter was produced on 23 January 2003