

# **THE SOUTHERN EDUCATION AND LIBRARY BOARD**

## **SERVICE CHARTER**

### **FOREWORD**

In the Southern Education and Library Board, our aims are:

- To promote people's skills and abilities and develop their potential by working in partnership with schools and the wider community in our area.
- To be valued for the high standards we achieve in meeting the needs of people in our area who use our services.

We believe in:

- Valuing our customers and our colleagues and communicating with them openly and honestly.
- Treating everyone fairly and delivering services that take account of the wide range of our users' needs, including special needs.

Our commitment to the delivery of high quality services means that our customers should always know what they are entitled to in respect of the services they use. By following the Charter, we intend to ensure that all our customers benefit from a first-class service, so that we shall be recognised and valued as a leader in the field of education.

Copies of the Service Charter are available at the reception desk in our public offices and on our website at [www.selb.org](http://www.selb.org)

It is also available upon request in larger print and on audio-tape from my office.

**A P Murphy**  
**Chief Executive**

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## **OUR AREA AND POPULATION**

The Southern Education and Library Board was established under the reorganisation of Local Government in 1973.

It serves the council areas of Armagh, Banbridge, Cookstown, Craigavon, Dungannon and Newry and Mourne, spanning some 1,450 square miles.

Approximately 332,000 people including over 75,000 pupils live there.

## **LOCATION OF OUR MAIN HEADQUARTERS BUILDING**

Our main headquarters building is at:

3 Charlemont Place  
The Mall  
Armagh BT61 9AX

Tel: 028 3751 2200  
Fax: 028 3751 2490  
E-Mail: [selb.hq@selb.org](mailto:selb.hq@selb.org)

## **OUR ARRANGEMENTS FOR DISABLED ACCESS**

There are car parking spaces for people with disabilities in the car park at the rear of our headquarters building, with ready access available beside them.

If you feel you may need help with access, please let us know so that we can ensure that these arrangements are working satisfactorily when you visit.

## WHAT WE DO

For all those who live, work or attend school within our area we:

Ensure that there are adequate schools for Nursery, Primary and Secondary education.

Secure adequate pre-school places in the voluntary and independent sectors.

Organise the procedure for the Admission of Pupils to schools.

Offer a Support Service to Teachers in schools  
(e.g. professional training courses).

Give help to children with Special Educational Needs  
(e.g. psychology services).

Provide Education Welfare Services (e.g. working with pupil attendance, offering care and support to pupils, parents and schools).

Deal with applications for Student Loans, Student Awards and Benefits, (e.g. free school meals and clothing grants).

Provide Library Services to schools.

Provide Youth Services.

Provide Music Services.

Provide Transport Services.

Provide Catering Services.

Provide Architectural as well as Building and Grounds Maintenance Services.

Provide a range of Administrative & Financial Services (e.g. Budgetary Control, Payment of Accounts, Procurement Services, Personnel Services).

## **HOW WE ARE STRUCTURED**

We have four departments covering a number of key service areas. These are shown, along with services provided on behalf of all five Education and Library Boards, on page 15.

Each department and the Inter-Board arrangements has a Department Head who reports to the Chief Executive.

Contact details for them and for the Chief Executive are shown on page 16 and 17.

## OUR STANDARDS

When you telephone us you can expect that:

Our switchboard will be open from 8-30 am to 4-30 pm Monday to Friday (excluding holidays).

Our direct lines will be open continuously, with voicemail when a personal answering service is not available (e.g. outside working hours, holidays).

Your call will be answered within 30 seconds.

We will tell you our name.

We will deal with your inquiry in a helpful and professional manner.

If your call is to be transferred to someone else we will tell you his/her name - and pass on your name with details of your inquiry before you speak to them.

If we are not there to take your call and you leave a message with someone else or on voicemail, we will call you back within one working day.

If we are going to be unavailable for longer, we will inform you when we will deal with your inquiry or, if appropriate, your inquiry will be dealt with by someone else.

### When you write, fax or e-mail us you can expect that:

We will include our direct line phone numbers on all correspondence.

We will answer your correspondence within 12 working days.

Where it is not possible to reply in full within this time limit, we will acknowledge your correspondence and tell you in writing when you can expect a detailed response and the reason(s) for any delay. This may be the case at times of peak demand for particular services - e.g. our Awards Section during July to October.

### When you visit our headquarters you can expect:

The building to be open to the public between 8.30 am and 4.30 pm Monday to Friday (excluding holidays).

A comfortable reception area displaying helpful information - such as entrance & exit signs, directions to Board and Committee Rooms, details of car parking and arrangements for disabled people.

Private consultation rooms.

Staff to be courteous, helpful and wearing name badges.

To be seen within 5 minutes by the person with whom you have an appointment.

To be seen within 10 minutes by someone who can help you if you do not have an appointment.

When we arrange to visit, you can expect us:

To be on time or to contact you as soon as possible in the event of unavoidable delay or cancellation.

To identify ourselves by name badge or ID card.

To be courteous and helpful.

This Service Charter gives you information about the standards for the Southern Education & Library Board as a whole.

## HOW WE INTEND TO IMPROVE WHAT WE DO

It is by listening to those who use our services and learning from what they have to say to us that we will be able to improve what we do in the future.

## IF YOU FEEL WE CAN IMPROVE OUR SERVICES WE WANT TO HEAR FROM YOU

We therefore welcome your comments and suggestions as well as your complaints.

It is important that:

Anyone wishing to make a complaint, comment or suggestion knows how to do it.

You are satisfied that we take seriously your complaints, comments and suggestions.

## How can I make my views known?

You can complain in any of the following ways:

In person.

By phone.

By fax.

By letter.

By e-mail.

By using our Customer Care Form; copies are available from the reception desk in our public offices and on our website at [www.selb.org](http://www.selb.org)

If you make a complaint, we may ask you for further details so that we can be clear about which parts of our services you are unhappy with.

## To whom can I complain?

Often the person you have been dealing with will be able to handle your complaint quickly. Please try and speak to them first.

If you prefer, or are still not satisfied, you should contact the Service Manager who will reply to you within 12 working days.

Contact details for our Service Managers will be available at the reception desk in all our public offices and on our website at [www.selb.org](http://www.selb.org)

Our Service Managers can also be contacted by:

writing to           The Southern Education and Library Board  
Board Headquarters  
3 Charlemont Place  
The Mall  
Armagh  
BT61 9AX

e-mailing            selb.hq@selb.org

faxing                028 3751 2490

phoning             028 3751 2200

If you are not satisfied with the response from the Service Manager you should write, fax or e-mail the Chief Executive who will reply to you within 12 working days.

Contact details for the Chief Executive are included on page 16.

## What happens when I complain?

In all cases we will:

Acknowledge your complaint within 3 working days.

Investigate it fully, fairly and confidentially.

Reply in full within 12 working days. If there is going to be a delay in doing so, we will let you know in writing the reason for this and when you may expect a detailed reply.

Where we find that we have provided a poor service we will:

Apologise and give you an explanation.

Put right any mistake(s), where possible.

Take action to ensure that the matter does not arise again.

## What if I am still not satisfied?

If you are still not satisfied, you can take your complaint to the Commissioner for Complaints who is independent and can investigate complaints against public bodies like us.

The Commissioner will normally expect you to have used our complaints procedure before considering your complaint.

You can contact the Commissioner for Complaints at:

The Commissioner for Complaints for Northern Ireland  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN

Phone:	028 9023 3821
Freefone:	0800 343 424
Fax:	028 9023 4912
E-mail	<a href="mailto:ombudsman@ni-ombudsman.org.uk">ombudsman@ni-ombudsman.org.uk</a>

Or you can also write to:

The Commissioner for Complaints  
Freepost  
Belfast  
BT1 6BR

The website address for information about the office of the Commissioner for Complaints is:

[www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)

## **HOW WE CONSULT OUR CUSTOMERS**

We recognise that consulting our customers and acting on what they tell us is essential to improve our services. For that reason we particularly appreciate the views of service users and the valuable feedback they provide, for example through:

regular surveys; questionnaires; interviews; working groups; consultation meetings; school & home visits; external correspondence.

The main findings of our consultation exercises will be published in our Annual Report.

The Annual Report and another key document, our Corporate Plan, are available on our website at [www.selb.org](http://www.selb.org)

You can also get them by contacting the Chief Executive's Office - see page 16 for details on how to do so.

## **OUR ARRANGEMENTS FOR REVIEWING WHAT WE DO AND PUBLISHING OUR PERFORMANCE**

We have developed an approach to help us plan better what we do. It provides for the annual review of services.

The information we obtain will be used to improve our delivery of services. Actual performance against our standards will be published in future years on a loose leaf in this document.

# DEPARTMENTAL STRUCTURE

CHIEF EXECUTIVE

- Board Member Services
- Communications
- Human Resources
  - Equality and Equal Opportunities
  - Headquarters' HR Services
  - Schools' HR Services
  - Teaching & Non-Teaching
  - Welfare Support
  - Training and Development
- Internal Audit
- Strategic Planning

**Financial Support Services**  
*Chief Finance Officer*

- Awards and Benefits
- Corporate Development Unit
- Financial Accounting
- Management Accounting

**Children & Young People's Services**  
**(Collaborative Arrangements with WELB)**  
*Head of Children & Young People's Services*

- Behaviour Support Team & Education Other Than at School
- Educational Psychology
- Education Welfare
- Equality, Rights & Social Inclusion
- Pupil Personal Development Services
- Special Education

**Development, Planning & Support Services**  
*Head of Development, Planning & Support Services*

- Architecture & Support Services
- Catering
- Contracts, Property, Health & Safety, Maintenance
- Corporate Information Systems
- Energy and Environment
- Maintenance
- Procurement
- Project Management
- Reshaping the Schools' Estate
- Transport

**Teaching, Learning, Curriculum & Youth**  
**(Collaborative Arrangements with WELB)**  
*Head of Teaching, Learning, Curriculum & Youth*

- Learning Advisory Support Services
- Music Service
- Services to Pupils & Parents
- Youth Service

**Inter-Board Services**  
*Inter-board Services Manager*  
(Responsibilities on behalf of the five boards)

- Central Management Support Unit
- Job Evaluation
- Joint Negotiating Committee
- Management Side Secretary & Spokesman
- Best Value

## **CONTACT DETAILS**

### **for our CHIEF EXECUTIVE and HEADS OF DEPARTMENT**

Chief Executive  
The Southern Education and Library Board  
Board Headquarters  
3 Charlemont Place  
The Mall  
Armagh BT61 9AX

Phone: 028 3751 2227 / 028 3751 2324  
Fax: 028 3751 2535  
E-mail: [tony.murphy@selb.org](mailto:tony.murphy@selb.org) / [joy.clarke@selb.org](mailto:joy.clarke@selb.org)

Chief Finance Officer  
The Southern Education and Library Board  
Board Headquarters  
3 Charlemont Place  
The Mall  
Armagh BT61 9AX

Phone: 028 3751 2370  
Fax: 028 3751 2322  
E-mail: [dawn.reid@selb.org](mailto:dawn.reid@selb.org)

Head of Children & Young People's Services (*Collaborative Arrangements with WELB*)  
The Southern Education and Library Board  
Board Headquarters  
3 Charlemont Place  
The Mall  
Armagh BT61 9AX

Phone: 028 3751 2309  
Fax: 028 3751 2236  
E-mail: [anne.maginnis@selb.org](mailto:anne.maginnis@selb.org)

Head of Development, Planning & Support Services  
The Southern Education and Library Board  
Board Headquarters  
3 Charlemont Place  
The Mall  
Armagh BT61 9AX

Phone: 028 3741 5412  
Fax: 028 3751 2555  
E-mail: [linda.davidson@selb.org](mailto:linda.davidson@selb.org)

Head of Teaching, Learning, Curriculum & Youth (*Collaborative Arrangements with WELB*)  
The Southern Education and Library Board  
Board Headquarters  
3 Charlemont Place  
The Mall  
Armagh BT61 9AX

Phone: 028 3751 2309  
Fax: 028 3751 2236  
E-mail: [anne.maginnis@selb.org](mailto:anne.maginnis@selb.org)

Inter-Board Services Manager  
The Southern Education and Library Board  
Board Headquarters  
3 Charlemont Place  
The Mall  
Armagh BT61 9AX

Phone: 028 3751 2381  
Fax: 028 3751 2322  
Email: [lorraine.mccann@selb.org](mailto:lorraine.mccann@selb.org)

## MAP OF SELB AREA

