

LISBURN CITY COUNCIL
ARTS SERVICE CUSTOMER CHARTER



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ISLAND
Arts Centre

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Who we are and what we do

Lisburn City Council's Corporate Strategy (2007-2009) states that it is the Council's Mission:

“to play a leading role in the administration, development, and service provision of Lisburn City so as to bring the best possible benefit to its people and their quality of life”?

In respect of the Arts, it is the Council's Vision to place the arts at the core of the city's social, economic, and cultural growth to ensure that the best creative opportunities and product are made available to all of its citizens and visitors.

To ensure that this Vision is strategically and effectively delivered, the Council has within its Leisure Services Department an Arts Service to provide leadership in the promotion and implementation of sustainable arts development in the City.

This represents the substantial investment that the Council is making to arts development and its efforts in securing a partnership approach to the advancement of the City's cultural sector. It also expresses the Council's ambition to underpin the following:

- the core objective of the Department of Culture Arts & Leisure to increase participation in and improve access to the arts, and to enhance the quality of arts infrastructure and to promote and celebrate creativity
- the core objective of the Arts Council of Northern Ireland to renew and refocus its relationship with local authorities in advancing the arts
- the importance of obtaining complementary funding from sources outside of the Council as well as private sector investment, supported by Arts & Business
- the social importance of the arts in helping to build and reflect community spirit and community enterprise and the quality of life for local people
- the economic importance of the arts in increasing the City's attractiveness to investors and visitors and in employment and training
- the regenerative importance of the arts in improving physical infrastructure

ARTS SERVICE STANDARDS

- Ask for your views and listen to them
- Take account of your needs and respond to them.
- Make sure we are easy to contact, and that we answer calls, e-mails, letters, and other forms of appropriate communication quickly and efficiently, taking account of your different communication needs.
- Respond to requests for information in accordance with the Freedom of Information Act and the Data Protection Act.
- Be professional, honest, and open, and accept responsibility for our actions.
- Provide clear and relevant information, guidance, and feedback.
- Process grants applications effectively and efficiently.
- Provide an effective complaints process.
- Monitor our performance against our service standards and aim to continually improve the service we offer.

Our Pledge

We will undertake regular reviews of our service standards not only against this Service Charter but also through the Council's over-arching Investors in People Award.

We will undertake detailed and independent tri-annual reviews of the service and listen to what you have to say responding appropriately, about what is important to you.

What we anticipate from you

- To be open and direct with your expectations.
- To be compliant with all areas of Arts Service governance requirements in Equality, Health & Safety and in the management of grant-aid, where applicable.

ARTS SERVICE PROGRAMMES OF COMMUNITY ARTS GRANTS

For each grant funding programme, you will be provided with clear and succinct information on how to make Grant Applications on the ISLAND Arts Centre website and in various media to include:

- Publication of the aims for each Grants programme and the assessment criteria together with eligibility and details on the decision-making processes with expected timeframes.
- Publication of expected levels of support available, before applications are made.
- Publication of Terms and Conditions/Exclusions.
- Publication of Monitoring and Evaluation procedures for successful projects.

ARTS SERVICE staff will process grant applications effectively and efficiently and will let you know, in writing or by email, that we have received your application, within 10 working days of the closing deadline.

You can also expect a funding decision within a maximum date of 31 days of the closing deadline. If we find that it will take longer to make our decision, we will also let you know.

If your application is successful, we will send you an offer letter setting out the following:

- How much grant we have awarded.
- How long the grant is available for and how it will be paid.
- The name of your contact in relation to the project.
- What you can and cannot use the grant for.
- The Terms and Conditions you must adhere to and any further information or documents we need before we can release funds.
- Details of monitoring and evaluation arrangements, including the records you must keep.
- Guidance for acknowledging the Council's support and for promoting your project.
- If there are difficulties during the life of the grant process, we are available to help, so please contact us.

ISLAND ARTS CENTRE

ISLAND Arts Centre is based at the Council's civic headquarters at Lagan Valley Island, which is also the Council's largest capital development project to date.

This visually stunning arts base for the City's vibrant cultural and creative scene receives over 350,000 visitors each year, actively encouraging people of all abilities to explore and preserve local arts heritage as they share the experience, expectation and excitement of live theatre performances, visual and verbal arts, community arts, performing arts and a full arts education programme from an array of local, national and international Artists.

A triumph of award-winning design, technical development and construction, this impressive complex is part of the Council's regeneration strategy for the older part of the City and River Lagan and contains two purpose built theatres, exhibition galleries, workshops, multi-media and ceramic suites and six Artist Studios.

The venue is located within walking distance of Lisburn City Centre and strategically located beside public and road transport networks, the venue is easily accessible to guests both within and outside Lisburn and forms part of the Council's Visitor Trail for the City.

TELEPHONE ANSWERING at ISLAND Arts Centre

ISLAND Arts Centre operates a busy telephone system and wishes to have the least possible waiting time for patrons who telephone the facility. Customer enquiries are seen as very important and staff will endeavor to answer your telephone call within ten rings. All staff will state their first name upon answering your call.

If the person you need is not available, where practical, another Council Officer will assist you with your enquiry.

Where facilities exist for voicemail, patrons will be afforded the opportunity to leave a voice message or return to Arts Reception. In the rare event of your telephone call not being answered, your call will be re-directed to the ISLAND Arts Centre answering machine following which your call will be answered as quickly as possible.

At certain times, the Arts Reception telephone system is exceptionally busy. On these occasions, the caller will be put through to an answering machine. All return calls will be responded to in order of the message received. All Island Arts Centre voicemail messages will be responded to within 24 hours.

During Island Arts Centre Member Booking days, priority will be given to those customers who make their bookings in person. On these occasions telephone enquiries will be forwarded to a voicemail to ensure that enquiries are dealt with in the order that they are received. All Island Arts Centre voicemail messages will be responded to within 24 hours.

WRITTEN CORRESPONDENCE from ISLAND Arts Centre

All written correspondence, including e-mails, will be aim to be acknowledged within 5 working days from the date of receipt at ISLAND Arts Centre and a comprehensive reply will be provided no later than 20 working days from the time the information request is received by ISLAND Arts Centre. Should further work be required in order to address any outstanding areas from your query, staff will inform you of subsequent progress.

Staff will endeavor to provide correspondence that is easily understood, which is free as far as possible from technical details or jargon. You will also be provided with contact details and the telephone number of the Officer dealing with your enquiry.

VISITING ISLAND Arts Centre

ISLAND Arts Centre's Arts Reception staff will endeavour to deal with your query as efficiently as possible. On occasions staff may not be able to directly deal with your query and this may be referred to another member of staff for which your patience and co-operation is appreciated.

ISLAND Arts Centre's Arts Reception staff will endeavor to provide patrons with a disability or other needs, with the maximum assistance and help. If you visit ISLAND Arts Centre, we will endeavor to:

- Greet you when you arrive in reception. If Arts Reception staff are busy with another customer on the telephone or in person, we kindly ask for your patience, and you will be greeted as soon as possible.
- Listen to your query. Should your query be required to be dealt with by another staff member, you will be informed of this and how to make the appropriate arrangements.
- Provide you with accurate information as simply as possible, avoiding the use of jargon.
- Respect your privacy at all times.

WEBSITE and ON-LINE BOOKING for ISLAND Arts Centre

In the development of the ISLAND Arts Centre website, we have worked towards adding a significant number of accessibility features. These features complement the use of assistive technologies and to help make the site usable to the broadest possible audience, everyone from those who use assistive technologies to those with a low-end browser or computer. We hope that our website is both informative and easy to use - however, if you do experience any difficulty using the website, we would appreciate your assistance in improving our service.

MONITORING AND REVIEW OF SERVICES at ISLAND Arts Centre

The Arts Service regularly undertakes reviews of its products and services at ISLAND Arts Centre through formal Questionnaires and Focus Groups in addition to the benchmarking of such information with other similar venues. The results of this information are published in the Arts Service's free, monthly public newsletter ISLAND Scene, available to patrons at ISLAND Arts Centre.

WHAT YOU CAN DO IF YOU ARE NOT HAPPY WITH THE ARTS SERVICE

If, on any occasion, the service you expect from the Arts Service is not to your satisfaction, please let us know through our Comments/Complaints system. We will accept any comment or complaint you have in writing (including email), by telephone or on-line, via the Council website www.lisburncity.gov.uk or in person.

A form is available for any complaint you may have and these are available at ISLAND Arts Centre, on-line, or if you telephone, Arts Information staff one can be sent to you.

What happens to your complaint?

On receipt, your complaint will be directed to the Head of the Arts Service. Your complaint will be treated in confidence and you will be advised within five working days of receipt of the complaint and its progress. Should you be unhappy with the outcome of your complaint the Council's Chief Executive may be contacted in writing to review the matter:

Mr Norman Davidson
Chief Executive
Lisburn City Council
The Island, Lisburn, BT27 4RL

If you are still unhappy, you are entitled to pursue the matter by contacting:

The Local Government Ombudsman
N.I. Commissioner for Complaints
33 Wellington Place, Belfast, BT1 6HN

ADDITIONAL INFORMATION:

- Lisburn City Council's Corporate Plan 2007-2009 www.lisburn.gov.uk - Strategies & Policies/Corporate Plan/pdf
- Lisburn City Council's Leisure Services Strategy www.lisburn.gov.uk - Strategies & Policies/Leisure Services
- Lisburn City Council's Arts Development Strategy 2008-2010 www.islandartscentre.com
- Lisburn Arts Advisory Committee Funding Policy Documents www.islandartscentre.com/LAAC Grants
- Lisburn City Council's Community Festivals Fund www.islandartscentre.com / Community Arts/CCF
- Lisburn City Council's Arts Service Organisational Structure: [www.islandartscentre.com/Info On Us/Organisation Arts Service Structure](http://www.islandartscentre.com/Info%20On%20Us/Organisation%20Arts%20Service%20Structure)