

[Title page:]

[Top:] Männystrìe o Fairms an Kintra Fordèrin

[Main text:] Oor Stannèrts fur Tendin tae Fowk's Wants

[Bottom of page, left:] Männystrìe o Fairms an Kintra Fordèrin
www.dardni.gov.uk

[Bottom of page, right:] Thinkin weel o fowk

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[Marked page 1:]

Oor Stannèrts fur Tendin tae Fowk's Wants

Infit wi tha Stannin Seekitar, Pat Toal

It's gyely bìg wi us in tha Männystrie o Fairms an Kintra Fordèrin at we dae weel fur fowk. We'r fur ettlin tae mak siccar ye hae an ingang tae oor ootcums an aiseiments an tae fordèr jonick gates, mense an honest daeins fur aabodie. Daein tha jonick wi fowk bis at tha hairt o oor hanlin, an we mint at makkin siccar at ye'll can hae tha guid o tha heichmaist stannèrts o service we'r fit tae gie ye aa tha time.

Ah'm richt an gled tae pit forrit this buik at gies ye wittins o tha foremaist stannèrts o service ye'll can luk tae hae frae us, quhut-wye we'r fur guidin yis an quhut we'r lippenin tae frae yersel, as a bodie lukkin oor tendin. Forbye, it insenses ye intae quhut ye may dae gin things gangs agley. Thir stannèrts an sel-guidin is compluthert wi eftèr affcums frae a preein o yins at gets skeel o us, yins at luks tha gate o oor service an oor wark-ban. Quhaniver it's fittin, thar's shaidins o oor hanlin at's fur graithin ither stannèrts o tendin adae wi tha sindèrie ontaks an service the' ootpit.

PAT TOAL CB

Stannin Seekitar

Männystrie o Fairms an Kintra Fordèrin

[Bottom right: Stannèrts fur Tendin Fowk's Wants – 1]

[Marked page 2:]

Quhut wud be tha foremaist stannèrts o service ye'll can luk tae hae frae us?

Athin DARD, we'r mintin at ootpittin oor tendin tae ye in tha gate ablow:

1 Ootset o Stannèrts o Tendin

- We'r fur giein oot rinnins anent oor foremaist stannèrts o service fur tendin fowk's wants an oor sel-guidin in oor apen oaffises an on oor wabsteid.
- We'r fur pruif-castin tha weel we'r daein by thir stannèrts, an giein oot rinnins anent quhut-wye we'r throchin wi an ee tae thaim, sindèrie róads, takkin in on oor wabsteid.
- Forbye, we'r fur haein a scance o oor foremaist stannèrts o service fur tendin fowk's wants an oor sel-guidin eftèr we hae haudin affcums frae yer ainsels, yins at luks tha gate o oor services, an oor wark-ban.

[Bottom left: 2 – Männystrie o Fairms an Kintra Fordèrin]

[Marked page 3:]

2 Giein wittins tae bodies lukkin tendin

- Wittins anent oor ontaks an tendin wull be aisie ingaed, siccar an richtent. It'll be pit tae yer han in oor apen oaffises an on oor wabsteid. This wittins wull haud effeirin rinnins anent awnin wi's, takkin in a phoane nummer, oaffis backin an l-poast backin.
- We'r fur seein tae mak siccar tha wittins we'r aisin is shire an strecht-forrit tha wye it's aisie unnèrstuid. Forbye, we'r fur makkin siccar at yer ain ontaks is clear pit forrits in oor effeirin blauds, buiks, foarms an on oor wabsteid.
- Tha yin róad we'r fur yaisin wittins anent yersel is accoordin til tha laa an daein jonick, tha wye we'r gart dae wi tha Scowth o Wittins Ect, tha Yird-Hainin Wittins Wisins an tha Wittins Fennin Ect.

[Bottom right: Stannèrts fur Tendin Fowk's Wants – 3]

[Marked page 4:]

3 Ingang tae Tendin

- We'r fur seein tae mak siccar, gin it's no owre ocht, at oor tendin an aiseiments is aisie ingaed wi aabodie, takkin in fowk wi unco wants and yins at disnae hae tha English fur thair mither tongue. Ye'll can spier prentit gear we hae pit oot in ither layoots, tha like o big prent an/or in ither leids.
- Gin ye can dae't ava, ye may lut us ken aforehan at ye wud be lukkin a cast, thawye we can fettle up tha effeirin inpit. Forbye, we'r fur makkin siccar at oor wabsteid compluthers wi tha wisins anent ingang fur bodies at haes a pall wi thair sicht an that.
- We'll can pit hiddlins aiseiments tae yer han in a feck o oor oaffises gin ye spier. We'd be obligatit gin ye'd gie us wurd aforehan gin ye hae a uise fur hiddlins aiseiments tha wye we'r fit tae fettle up tha effeirin inpit.
- Ye'll can gie oor oaffises a blaa atween tha oors o 9.00 in tha moarn an 5.00 in tha eftèrnin, Monday tae Friday. Tha oors o apenin o oor apen oaffises kythes ootbye ilka oaffis. Oor oaffises bis steekit maist baunk aff-lets an genèral aff-lets.
- Ootwi tha ordnar warkin oors, wittins anent oor ontaks an tents is pit tae yer han on tha wabsteid, 24 hours a day, 7 days tha aidays ben www.dardni.gov.uk. Forbye, ye'll can ingae a feck o oor ontaks throch tha Lanwart Inlat ben www.ruralni.gov.uk

[Bottom left: 4 – Männystrie o Fairms an Kintra Fordèrin]

[Marked page 5:]

4 Apen Discoorse wi Bodies Lukkin oor Tendin

- We'r lukkin yer thochts anent quhutwye we'r fur ootpittin oor tendin, tha eident oor tendin wad be, an tha stannèrts o tendin ye'll can lippen tae frae oorsels. We'r richt an gled o yer obsarves or mintins anent quhutwye we'll can fordèr tha guid oor tendin is. Forbye, we'll gie ye wittins o onie redes we micht hae fur fordèrin tha tendin.
- Gin ye wud mak an obsarve or gin ye hae a mintin anent quhutwye we'll can fordèr tha soort o tha tendin ye hae, we'd be obligatit gin ye'd let on tae yin o oor wark-ban or less yaise yin o oor **Obsarve or Mintin Cairds fur Fowk Lukkin Oor Tendin**. Thir cairds is pit tae yer han in tha apen oaffises an forbye the'r tae tha fore fur ye tae tak a pu-doon in tha **Awn Wi Us** shaidin o oor wabsteid.

[Bottom right: Stannèrts fur Tendin Fowk's Wants – 5]

[Marked page 6:]

5 Mennerlie an Helplie Wark-ban

- We'r fur bein mennerlie an helplie, ectin leal-hairtit an mensefu an guidin ye wi respect aa tha time. Oor wark-ban wull get tha effeirin lairnin mintit at tha tendin o fowk furtae gie thaim a han tae guide yis in an eident an skeelie gate.
- Tha wark-ban ben oor apen oaffises wull hae ensenzies on thaim furtae kythe quhut the' caa thaim. Oor wark-ban ootbye aye kerries cairds fur tae kythe quhar the'r frae, an the'll let ye see thaim gin ye spier.

[Bottom left: 6 – Männystrie o Fairms an Kintra Fordèrin]

[Marked page 7:]

6 Discoorsin Yins Lannin In

- Gin ye hae trystit wi yin o oor wark-ban forehannit, we mint at discoorsin yis athin 10 minits o tha time o tha tryst. Gin we maun rue a tryst, we'r fur lettin ye ken furquhy, giein ye tha maist timeous wittins we'r fit tae, an fettlin up a newe time furtae ainswer yer wants.
- Gin ye hinnae trystit wi us, we mint at discoorsin yis athin 15 minits o lannin. Gin ye'r hingin on mair, we'r fur lettin ye ken furquhy an haudin tae giein ye wittins. The' micht bring forrit a gate o queuin ben oor apen oaffises at thrang tides.
- Oor wark-ban ootbye be tae yok til laas at micht hae tha ootcum whiles at the'r gart lan in on ye, anoanst aforehan. Quhaniver thon's tha wye o't, oor ootbye guiders wull gie ye pruif o quha the' ir, insense ye intil quhut maun be daen quhan the' wun tae yer steidin an ect mensefu-like quhaniver the'r lukkin inpit frae ye.

7 Liftin tha Phoane Quhaniver it Soons

- We'r fur liftin tha phoane tha quick we'r fit tae. We'r mintin at makkin repone oor ainsels an we'll gie ye quhut the' caa us an oor airt o warkin. Gin we'r no tae tha fore, oor phoanes wull be róadit tae anither yin o tha wark-ban or we'll yaise a recoardin.
- Gin tha furst bodie ye awn wi cannae gie ye a han, the'll pit ye ower tae a bodie at'll be fit tae dae't tha quick the' can. Gin we hae tae caa ye bek, we mint at daein thon athin 24 oors o yer furst caa tae us on tha phoane.

[Bottom right: Stannèrts fur Tendin Fowk's Wants – 7]

[Marked page 8:]

8 Makkin repone till Lettèrs, Fexes an L-poast

- We’r fur awnin wi yer lettèrs, fexes an l-poast at be tae hae a repone athin 3 warkin days o haein thaim.
- We’r fur makkin a fu repone tae yer lettèrs, fexes an l-poast athin 15 warkin days o haein thaim*. Gin thon cannae be daen, we’r fur lettin ye ken furquhy a repone nicht tak mair time an quhan ye’ll can lippen tae haein a richt repone.
- Quhaniver we mak ye answer, we’r fur aisin tha rinnins anent quhutwye tae awn wi tha bodie at’s takkin tae dae wi yer spier, takkin in quhut the’ caa thaim, tha backin o thair oaffis an tha nummer o thair phoane.

[Bottom left: 8 – Männystrie o Fairms an Kintra Fordèrin]

* This mint daesnae haud fur quhut follaes:

Laas	Ye’ll hae wittins athin
Scowth o Wittins Ect	20 Warkin days
Yird-hainin Wittins Wisins	20 Warkin days
Scriveit Wittins Fennin Ect	40 Calendèr days

[Marked page: 9]

9 Haein a Patent fur Pleens

- Gin ye'r no suitit wi tha weel ye'r saired, we'd be obligatit gin ye'd let us ken furquhy ye'r no suitit tha quïck ye can. Ye'll can mak a pleen:
 - yer ainsel at onie o oor oaffises;
 - wi a lettèr, fex, l-poast, throch tha wab; or
 - wi tha phoane or taxt-phoane.
- We'r fur haein a richt guid an jonick spier intae yer pleen, haudin til giein ye newins o oor oncum, giein ye leal wittins o quhut cum aff an takkin at tha effeirin daeins.
- We'r fur scribein an pruif-castin yer pleens anent tha weel ye'r saired an daein oor devoir furtae yokk til yer fash. We'r lukkin tae lairn frae yer pleens thawye we'll can fordèr quhut-like oor tendin o ye wad be. Forbye, we'r fur ootsettin rinnins anent tha nummer an sóart o pleens at's inpit tae us sindèrie róads, fur patrèn, on oor wabsteid.
- Ye'll can hae mair wittins anent quhutwye tae mak yer pleen gin ye'r no suitit wi tha weel ye'r saired frae **Oor Patent fur Pleens** blaud. Ye'll can hae this blaud frae onie o oor oaffises or tak a pu-doon o't frae tha **Awn wi Us** shaidin o oor wabsteid.

[Bottom right: Stannèrts fur Tendin Fowk's Wants – 9]

[Marked page 10:]

Oor sel-guidin – quhutwye ur we fur guidin ye?

Athin DARD we'r fur:

- guidin ye wi jonick, wi respeck an wi mense;
- forebearin and tholin wi ye;
- hainin yer hidlins an guidin hiddlie maittèrs anent yersel in an effeirin gate;
- complutherin wi oor laa-airtit ontaks furtae mak siccar ye hae jonick tendin;
- follaein tha Norlin Airlann Ceevil Sarvice Rede o Honestie;
- cawin quhut we'r gart dae bae tha laa wi jonick;
- shoodèrin tha ontak an makkinn answer fur tha siccarness an sóartin o oor wark;
- bein apen an aefauld in aa oor trockin wi yis; an
- ectin leal-hairtit aa tha time.

[Bottom left: 10 – Männystrie o Fairms an Kintra Fordèrin]

[Marked page 11:]

Quhut dae we lippen frae yersels?

We lippen on ye tae:

- guide oor wark-ban an ither bodies lukkin oor tendin wicelike, wi mense an wi honestie;
- be timeous fur trysts fettled aforehan;
- gie us effeirin, leal, timeous an richtit wittins furtae gie us a han tae redd yer spierins tha quïck we can;
- scribe yer seekins siccar an richt, steekin onie fennin blauds at micht be wantit, an pit in timeous;
- gie us wurd belyve about onie cheynges at micht hae a dint on yer aisement or awnin yer hansel an/or yer laa-airtit ontaks adae wi registràtin o bastes, flittin an baste, fish an braird poust an weelfarity;
- rane yer effeirin keppin nummer an yaise tha rinnins anent awnin ye wur gien in onie scribevins tae oorsels;
- mak repone tae oor lettèrs, fexes an l-poast tha quïck ye can;
- mak siccar yer shuin or buits an claes isnae kittle fur tha siccarness o leevin gear; an
- quhaniver it's necessar, gie wut o seekness o bastes, fish or braird cumin on thaim, an daeins at micht cud be unchancie fur tha siccarness o fother or mate.

We'r obligatit gin ye'd tak wittins at hanlin yersel thawye ye'd miscaa oor wark-ban or ither bodies lukkin oor tent or be sair on oor haudin is taen gye an ìll.

[Bottom right: Stannèrts fur Tendin Fowk's Wants – 11]

[Marked page 12:]

Rinnins anent awnin wi oor oaffises is pit tae yer han in **Tha Phoane Buik** or **Yella Blauds** unner Governinn Oaffises, Männystrie o Fairms an Kintra Fordèrin. Mair wittins anent oor hale clattèr o tendin, an rinnins anent awnin wi oor oaffises is pit tae yer han forbye in oor Lanwart Flaucht Awnin Leet **Boun tae Heeze** an on oor wabsteid ben **www.dardni.gov.uk**

Ye'll can awn wi tha DARD Foretowe or tha DARD taxt-phoane forbye fur mair wittins anent oor tendin or tha awnin rinnins fur oor oaffises.

[Bottom left: 2 – Männystrie o Fairms an Kintra Fordèrin]

[Penultimate page of pdf file:]

Awnin rinnins:

Männystrie o Fairms an Kintra Fordèrin (DARD)
Heid Oaffis
Dundonal Haa
Benwuth Newtoonairds Gate
Bilfawst
BT4 3SB

Langbl'r: 028 9052 0100 (Swutchboord)

DARD Foretowe: 028 9052 4999

Taxt-langbl'r: 028 9052 4420

(Fur bodies at's deaf or haes a mar in thair heerin. This taxt-langbl'r cannae be dialt frae onie ither langbl'r oottaken anither taxt-langbl'r.)

Faix: 028 9052 5546

L-poast: dardhelpline@dardni.gov.uk

Or ingae oor wabsteid ben www.dardni.gov.uk

We'll can pit this buik tae yer han in ither layoots an leids, gin ye spier. Obligatit gin ye'd yaise onie o tha awnin rinnins kythed abain.

[Back page – no translation necessary.]