

## Service Standards for Economic Development and Tourism

### What you can expect from Economic Development and Tourism

Detailed below are the services and standards you can expect from Newtownabbey Borough Council's Economic Development and Tourism Section. The Council also has 'A Charter for Customers', detailing all our services, corporate standards and the complaints procedure, which is available on request.

You should expect the following **service standards** from **Economic Development**:

### Economic Development

The Council's role is to act as a "First Stop Shop" by providing local assistance and advice to businesses and the community in general. The Economic Development Section aims to assist an average of 100 businesses each year through the provision of a number of services.

You should expect the following **services** from Economic Development:

- online business directory at [www.newtownabbey.gov.uk](http://www.newtownabbey.gov.uk)
- comprehensive support, training and development programmes for local businesses.
- grants for rural businesses and farmers through "GROW South Antrim" - the body responsible for administering the Rural Development Programme.
- the services of a Town Centre Manager to support the regeneration of Ballyclare and Glengormley town centres.
- development of new local infrastructure and community based enterprise projects.
- promotion of the Borough as an attractive inward investment location.
- collaboration with other local councils to improve economic conditions in Northern Ireland
- development of civic and economic links with international partners
- aim to resolve complaints within 10 working days.
- be friendly, helpful, approachable and professional.

### Tourism

Newtownabbey is the Tourist Gateway to Belfast City and the beautiful Glens of Antrim. It offers a range of attractions including the Loughshore Park at Jordanstown, fishing at Tildarg and Straid Fisheries, cycling along the Newtownabbey Way and golfing at a range of locations.

You should expect the following **service standards** from Tourism:

- comprehensive and up-to-date tourist information service at Mossley Mill and at [www.newtownabbey.gov.uk](http://www.newtownabbey.gov.uk)
- tourism information points at various locations across the Borough
- restaurant and stop off point for visitors at Mossley Mill.
- short stay one star caravan park at Jordanstown Loughshore Park.
- range of events including the Ballyclare May Fair Festival and the Shoreline Festival.
- tourism forum to identify and address issues affecting local tourism businesses.
- local, national and international marketing of local attractions and facilities.
- aim to resolve complaints within 10 working days.
- be friendly, helpful, approachable and professional.