

# Citizen Led Inspections

## FREQUENTLY ASKED QUESTIONS

*Giving the people of West Lothian a stronger voice*

**An exciting new programme is about to start again in West Lothian that will give people the opportunity to inspect and improve council services on behalf of everyone living and working in the area.**

### WHAT ARE CITIZEN LED INSPECTIONS (CLIs)?

Citizen Led Inspections are a chance to involve people that live in the West Lothian community in **IMPROVING AND RE-DESIGNING VITAL PUBLIC SERVICES**. West Lothian Council wants local people to inspect our services and tell us what we do well and should continue to do and most importantly, what and where we can do better.

### WHY IS THE COUNCIL CARRYING OUT CITIZEN LED INSPECTIONS (CLIs)?

West Lothian Council has some of the best performing services in Scotland but we know that there is **ALWAYS A WAY TO MAKE OUR SERVICES BETTER**. We want to make sure that the people who matter are at the heart of all changes in the Council. We believe Citizen Led Inspections will give citizens a strong voice in the decision-making process and that together, we can build stronger, more responsive services for the people that live and work in our communities.

### WILL CITIZEN INSPECTORS BE PAID?

No, Citizen Led Inspectors are **IMPARTIAL VOLUNTEERS**, but will be reimbursed for any travel expenses incurred as part of the inspection.

### WILL INSPECTORS BE USED MORE THAN ONCE?

This is optional, if Inspectors do not wish to be involved beyond one inspection they can choose to opt out.

### WHICH SERVICES HAVE BEEN INSPECTED?

You can find which services have been inspected to date and read the corresponding inspector reports on our webpage: <https://www.westlothian.gov.uk/cli-reports>

### WHAT ABOUT PEOPLE THAT DON'T GET SELECTED?

If the process is over-subscribed volunteers who are not selected will be placed on the Register of Inspectors and given the opportunity to participate in the next round of inspections.

### WHAT IS INVOLVED IN CITIZEN LED INSPECTIONS (CLIs)?

The Inspection process will take approximately 6 days. This includes an introduction to the service being inspected, inspection planning, interviewing, information analysis, report writing and feeding back the inspection conclusions to the service manager(s). Inspectors will get an in-depth view into the service they are inspecting and have the opportunity to spend time with the staff and interview a wide range of people, including partner organisations and customers.

### WHAT IF I'M UNABLE TO COMMIT TO A FULL INSPECTION?

If you don't have a lot of time to spare but would still like to be involved, we can offer you the option of participating in a 'Look See' inspection which is a lighter touch inspection that still provides us with vital feedback to help influence and shape our services.

### HOW DO I APPLY TO BE A CITIZEN INSPECTOR?

People interested in becoming a Citizen Inspector should complete an **APPLICATION FORM** and return it by email to: [citizenled@westlothian.gov.uk](mailto:citizenled@westlothian.gov.uk) or by post to: Civic Centre, Howden South Road, Livingston, EH54 6FF. Applications can be found on our webpage: <https://www.westlothian.gov.uk/cli> Successful candidates will be informed by letter and/or email.

For more information on CLIs email: [citizenled@westlothian.gov.uk](mailto:citizenled@westlothian.gov.uk)