

FREQUENTLY ASKED QUESTIONS

We are pleased to announce the relaunch of the award-winning Citizen Led Inspection (CLI) program, a council-designed initiative, as part of our ongoing commitment to strengthening customer engagement, in line with our new Customer Strategy 2023/28. This program aims to actively re-engage the community in the vital work of reviewing council services.

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.

CAN ANYONE BECOME A CITIZEN LED INSPECTOR (CLI)?

We would like to invite only citizens of West Lothian who are over 16 years old and are not employed by the West Lothian Council.

WILL CITIZEN LED INSPECTORS (CLIs) 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 3 - 5 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 DO YOU MEAN BY "LOOK AND SEE" INSPECTIONS?

The 'Look See' inspection format is a lighter touch inspection in comparison to the previously facilitated full inspections. The "Look See" format is as important and will provide with a 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 online application form.

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