

Citizen Led Inspections

INSPECTOR SPECIFICATION

AIM

Citizen Inspectors will work as part of a small team of volunteers that carry out inspections on West Lothian Council services on behalf of customers. In accordance with a challenging inspection framework and process, the team will evaluate service practices and performance and report their findings to senior management.

OBJECTIVES

- To develop inspectors with the capabilities to carry out detailed and robust assessments of service delivery
- To support inspectors to carry out independent inspections that provide structured and achievable recommendations
- To improve partnership working and understanding between customers and West Lothian Council
- To develop inspectors that will become an integral part of the Council's strategy for improving the efficiency and effectiveness of service delivery

MEMBERSHIP

- Customers who live in West Lothian or receive services from West Lothian Council
- Customers (*including members of staff*) who have an interest in specific services
- Any relevant member of staff, when and where required
- There will be no barriers to effective participation arising from; ethnicity, geographic location, special needs, language difficulties, age, religious belief, disability, sexual orientation, gender or levels of previous experience)

QUALITIES AND ABILITIES

- Although training will be provided, it would be advantageous for inspectors to have some or all of the following qualities and abilities:
- Good communication and inter-personal skills
 - Good concentration
 - Ability to handle and respect confidential information
 - Ability to prioritise information and decide what is important
 - Tact and Diplomacy
 - Open minded
 - Ability to work as part of a team
 - Ability to work to deadlines
 - Presentation and report writing skills

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FOR MORE INFORMATION:
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