



Our Service Standards

What are Service Standards?

Service Standards are an important way for us to measure how well we serve the public. They focus on the manner in which we work with people rather than on the detail of the work we do with people who are appearing in court, or who are on court orders. Since we first started to develop our Service Standards, they have gone through several revisions, based on comments received from service users and staff.

The most recent set of Service Standards appears below; we would like you to tell us if these are the things that are important to you. We would also like to hear your views about other items that might be included.

Our Service Standards

We will:

- *Deliver services in a range of settings aimed to meet individual need.*
- *See service users within 15 minutes of pre booked appointment times.*
- *Deliver reports to court on time.*
- *Make initial contact within 24 hours after someone is placed on a court order.*
- *Provide accurate info that is easily understood in a format that suits individual need.*
- *Deal with you fairly and honestly.*
- *Acknowledge complaints within 5 days and complete investigations within 28 days. We will advise if it is not possible to achieve this, and we promise to keep the customer fully updated on the progress of their complaint.*
- *Ask you regularly if our service is meeting your needs and how we can improve.*

Do you think these are the right standards for us to use?

To let us know your views, please use any of the methods of contact described below. Please remember that we find your views helpful, and that we do act on them whenever possible. We aim to reply to all comments within one week.

You can write to us: Criminal Justice Social Work Service, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian EH54 6FF

*You can either post it in the normal fashion, or hand it in (**unstamped**) to any West Lothian Council public office, when it will be sent to us by the internal mail service, or you can fax it to 01506 281243.*

You can e-mail us: CriminalJusticeTeam@westlothian.gov.uk.