



## **How we find out what people think of us**

### **The Criminal Justice Social Work Service's approach to consultation**

Unlike most services supplied to West Lothian residents by the council, the majority of people working with the Criminal Justice Social Work Service are doing so because ordered to do so by the court or the Parole Board. This of course does not mean that we should not pay attention to their views about how we treat them, because people who feel they are being accorded appropriate respect are more likely to engage with services than those who feel devalued.

### **Service Users**

Our approach to individuals is guided in several ways: by the [Code of Practice for Social Service Workers](#) publicised by the SSSC; by the training that many staff have received; and by core human values of respect for others. We acknowledge that while we may not always see the best of the people with whom we work, everyone is entitled to their views about how we behave towards them and how we carry out our professional responsibilities.

We consider it important to seek the views of service users, and we will do this on a regular basis, both in the context of our ongoing work with them, and by questionnaires and surveys allowing them anonymity in their responses. We will conduct these surveys at stages in our contact with them that allow them to make comments that may benefit the continuing work we are doing with them. At the end of our contact with them, we will encourage them to comment with no concern about consequences of frankness.

We will also seek the views of service users during formal Case Reviews (part of many court orders), and will use Focus Groups as a means of interactively finding out what matters to the people with whom we work. We will continue to make a Suggestion Box facility available.

## **Partners and Stakeholders**

People and organisations that share our concerns and responsibilities may also have a view about how we do our business, both with themselves and with our service users. We will seek their views by means of an annual survey, available in paper and on-line formats.

## **Beneficiaries of work**

The many people and organisations who receive practical assistance in the form of unpaid work each year are asked to complete a survey considering not just how well we carried out the specific task, but how we relate to them as our customers.

## **How we report on our performance**

Results from our surveys are reported in a number of different ways:

- In the council's Criminal Justice Social Work Newsletter 'Community Justice' – available through local council libraries, community centres and offices in paper format; widely distributed electronically; and available as a download from the council website (see below)
- On the council website at [http://www.westlothian.gov.uk/social\\_health/CriminalJusticeSocialWork/](http://www.westlothian.gov.uk/social_health/CriminalJusticeSocialWork/) and also in the council's Performance Management web-pages at [http://www.westlothian.gov.uk/Council\\_and\\_government/695/691](http://www.westlothian.gov.uk/Council_and_government/695/691)
- Posters relating to various aspects of our performance include comments and resulting actions.
- We will also respond individually to particular points if this is requested by the respondent.

West Lothian Council Criminal Justice Social Work Service  
West Lothian Civic Centre  
Howden South Road  
Livingston EH54 6FF  
01506 280999

March 2010