



Community Work Order Beneficiaries – Questionnaire Results 2009 - 10

The Community Work Order Team provides help in the community which has clear social benefit, either for an individual, a community group or a not-for-profit organisation.

Criminal Justice wanted to gain feedback from all of our Community Work Order Beneficiaries to assess not just how well we carried out the specific task, but how we relate to them as our customers.

While the total number of completed questionnaires has not been large, during the year we have put in place systems for ensuring that almost all beneficiaries of work complete questionnaires, and we feel these provide an accurate summary of views.

We now have a year's worth of data which is detailed below:

Delivery

- 91% of our beneficiaries said that the work we carried out was what was required.
- 86% thought that we dealt well with problems that arose.
- 72% thought it was easy to contact us initially. We hope this figure will improve through further development of our website and by informing potential beneficiaries of the referral process.

Timeliness

- 91% rated us as good or excellent at responding promptly to requests for service.
- 91% rated us as good or excellent at returning telephone calls and replying to letters and e-mails.
- 87% thought we were good or excellent at doing the job in the timescale we planned.

Information

- 95% of respondents rated us as good or excellent at telling them everything they needed to know about how we could help them, and of any limitations on what we could offer them.
- 82% rated us as good or excellent at telling them of other possible sources of help, if we could not assist them.
- 82% rated us as good or excellent at producing clear and understandable written information.

Professionalism

- 95% of beneficiaries rated us as good or excellent for the knowledge and skills shown by staff who first dealt with their request.
- 95% rated us as good or excellent for the knowledge and skills of the supervisor(s) who managed the work on their project.

- 91% rated us as good or excellent for the skills and abilities demonstrated by the offenders carrying out the work.

Staff Attitude

- 100% of beneficiaries rated the staff attitude as good or excellent.
- 79% rated the attitude of the people on court orders who carried out your work as good or excellent.

100% of respondents rated the overall level of service provided by the Community Work Order Team as good or excellent.

100% of respondents thought that the Community Work Orders Team was good or excellent at resolving any concerns they had about work being carried out by offenders.

100% of respondents' thought that offenders being punished in the community since having work carried out by them was a very good or good idea.

78% of respondents thought that members of the community should have a say in what projects offenders should carry out in the community. 9% thought that members of the community should not have a say in what projects offenders should carry out in the community. 13% did not know.

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/ and also in the council's Performance Management web-pages at 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

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