

Learning from our customers - 2016 to 2017

Glasgow Life welcomes your views and comments on any aspect of our service. Our customers help us to understand what we do well and where we need to improve. Your views and experiences are important to us.

Glasgow Life aims to provide excellent customer service across all of our venues and services.

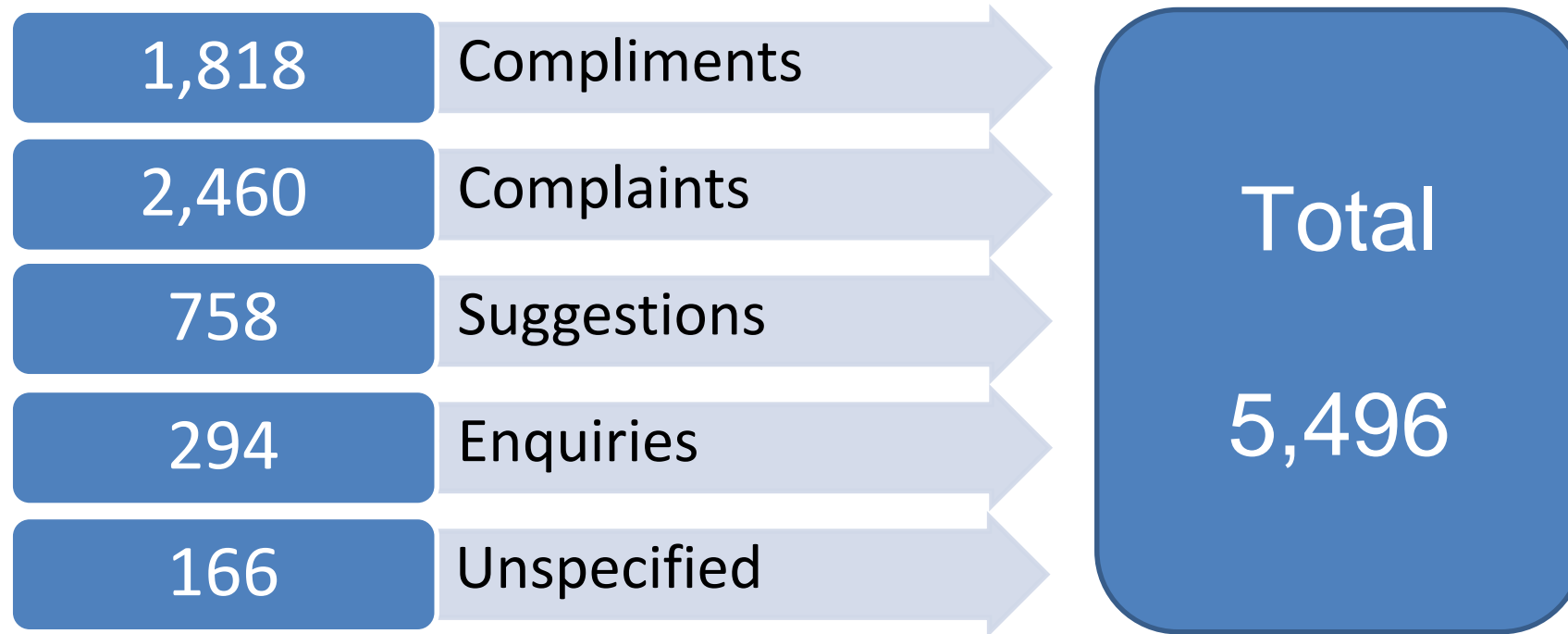
These are some of the issues you highlighted:



The following pages summarise some of your customer feedback.

Comments Performance Feedback

The total number of visits to our facilities in 2016/17 was 18.1 million.



This year's total is lower than 2015/16 by 25%.

Making Improvements

Every year Glasgow Life implement a series of changes as a result of feedback from our customers. Here are some examples of service improvements we made last year:

Glasgow Museums -
St. Mungo

"Lighting is poor in this building and my eyesight is not good"

Lighting has been repaired and we are looking to explore stair nosing to benefit lighting on stairs.

Glasgow Libraries -
Gallery of Modern Art

"Lighting in the Junior area is poor"

Removed canopy, opening up and brightening the junior department space.

Complaints - Performance information on complaints handling.

The complaints process is governed by the Scottish Public Service Ombudsman. Click here <http://www.spsso.org.uk/>

Glasgow Life has a two stage complaints process. Stage One is called Frontline Resolution. At this stage we aim to resolve your complaint within 5 working days or sooner if possible. If it is not possible or your complaint is complex it will be escalated to Stage Two for investigation.

Stage Two is called the Investigation Stage. When using the Investigation Stage we will acknowledge receipt of your complaint within three working days and provide a full response as soon as possible but no longer than 20 working days. On occasion it may be necessary to extend the timescales after consultation and agreement with you.

The table below outlines our performance against Glasgow Life's two stage complaints process.

	Stage One within	Stage One outwith	Stage Two within	Stage Two outwith	Total
2016/17	2,146	233	64	17	2,460
Overall % within Policy 15/16	89%	-	96%	-	90%
Overall % within Policy 16/17*	90%	-	79%	-	90%

*Subject to audit

After we have fully investigated a Stage Two complaint a third external stage is available if customers are still dissatisfied. A Stage Three investigation is carried out by the Scottish Public Services Ombudsman (SPSO)

In 2016/17 three complaints regarding Glasgow Life were referred to the Scottish Public Services Ombudsman (SPSO) of which none were upheld.

Categories of complaint

From complaints received in 2016/17 the following graphic represents a sample of our top categories.



Glasgow Sport - Total 1,713

- Customer Satisfaction -Equipment/Maintenance - 229
- Cleanliness - 200



Glasgow Events - Total 171

- Events - Ticket Allocation/Environment - 78
- Service Provision - 22



Glasgow Libraries & Communities - Total 655

- Customer Satisfaction - 244
- Facilities - 105



Glasgow Museums & Collections - Total 246

- Facilities - 57
- Service Provision - 52



Glasgow Arts, Glasgow Music & Cultural Venues - Total 557

- Service Provision - 166
- Facilities - 115

Freedom of Information (FOIs)

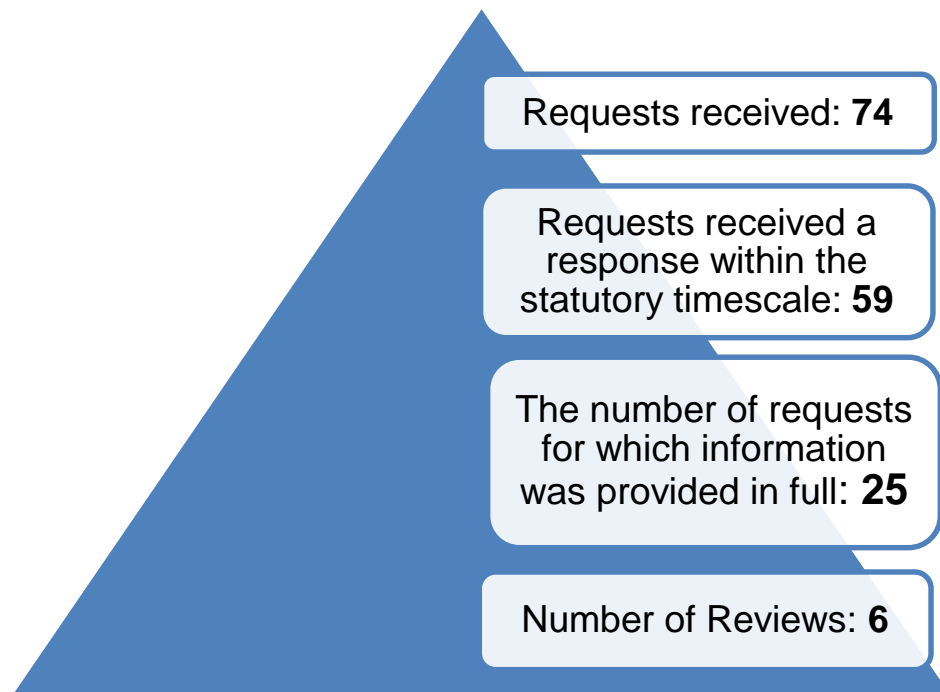
The **Freedom of Information Act** 2000 is an **Act** of Parliament of the United Kingdom that creates a public "right of access" to **information** held by public authorities.

What does FOI mean for Glasgow Life?

The Freedom of Information (Scotland) Act (FOISA) came into force in January 2005 and aims to increase openness and accountability by ensuring people can access information held by Scottish public bodies – including Glasgow Life.

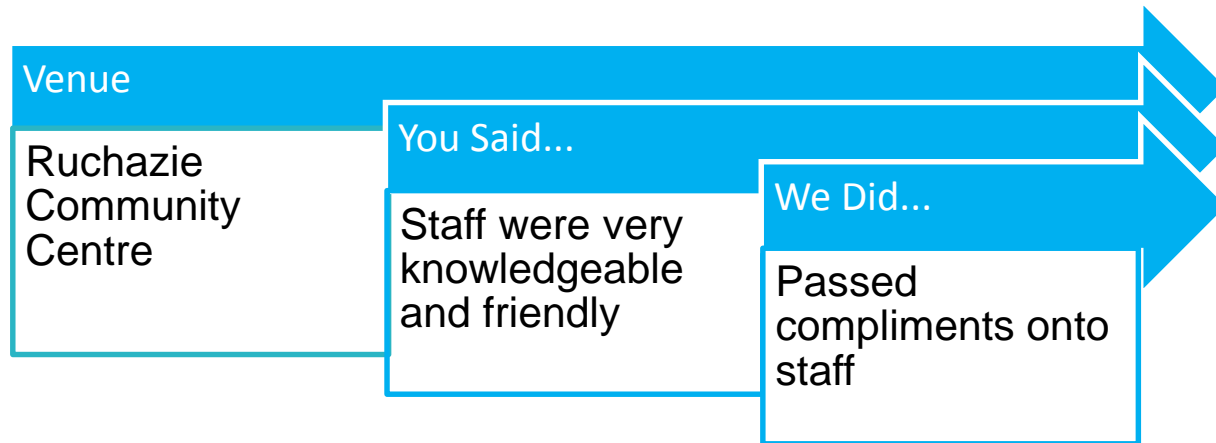
For further information please visit here <https://stats.itspublicknowledge.info/>

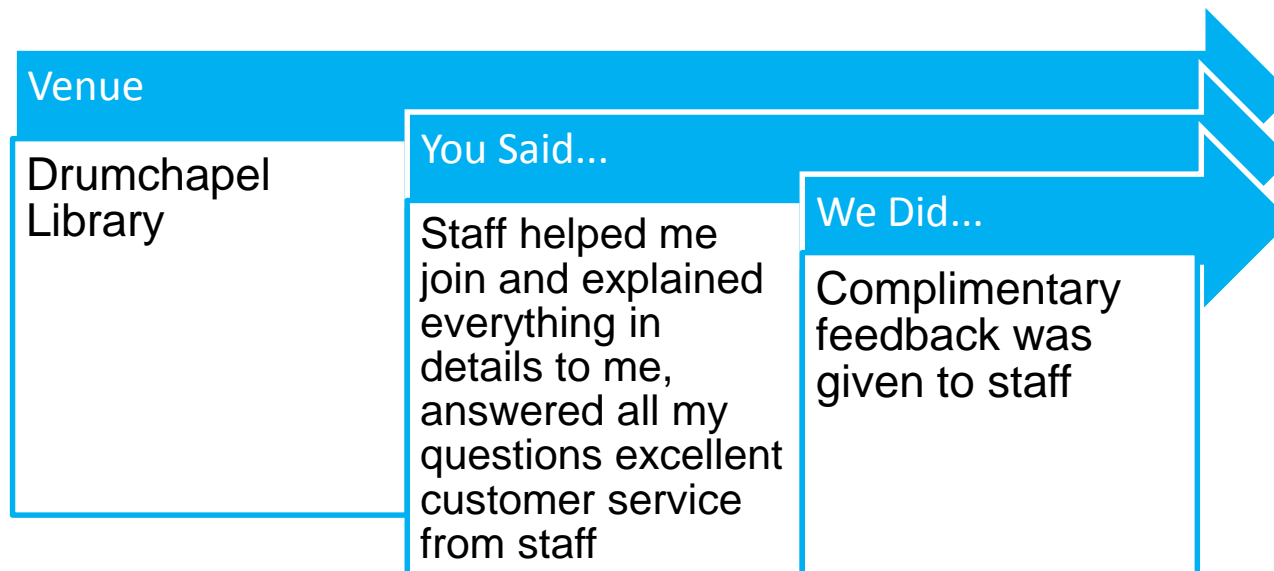
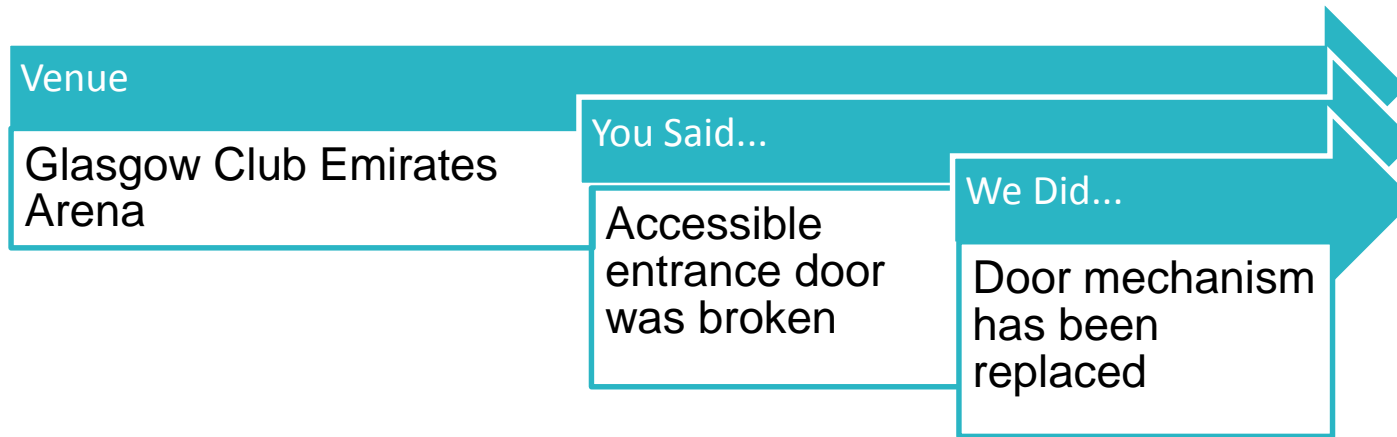
FOI Performance April 2016 to March 2017



Mystery Visits

The Mystery Visitor Programme provides evidence on how well we deliver services to our customers. Mystery Visitors are volunteers who live in or visit the city and carry out spot checks in Glasgow Life Venues on our behalf. They are provided with pre-determined checklists to complete following their visit. The checklist focuses on customer service issues and provides an overall score for the venue. This evidence is used to continually improve the quality of service we deliver. Here are some improvement actions implemented as a result of the Mystery Visitor Programme.





The average mystery visit score for all Glasgow Life venues 87%

Glasgow Life Service Standards – Performance

We regularly review our performance to ensure we are delivering the very best service. We measure our performance against our *service standards*: <http://www.glasgowlife.org.uk/about-us/customer-promise/Documents/003%20-%20Corporate%20service%20standards.pdf>

The table below represents our performance against each of our **key** service standards for 2016/17

Service Standard	Glasgow Sport %		Glasgow Museums %		Glasgow Libraries %		Glasgow Communities %		Glasgow Art, Music, Cultural Venues %	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17***
Offer a welcoming safe, clean and accessible environment	85	85	87	85	85	99	77	98	89	98
Be recognisable by our badge or uniform	77	82	92	85	77	96	73	99	63	97
Be professional and courteous	90	91	94	92	90	99	87	100	81	97
Telephone calls:										
- answered within 15 seconds*	76	89	95	82	82	99	79	99	89	86
- Staff Greeting Appropriate****	89	-	86	-	92	-	90	-	78	-
- Staff Tone Professional & Courteous****	91	-	95	-	98	-	89	-	89	-

*Our telephone answering target is 95% **Telephone Survey Results 2016/17 - To help measure our service standards our mystery visit programme also includes a quarterly telephone survey. *** July 2016 - August 2017 ****Not available at time of print