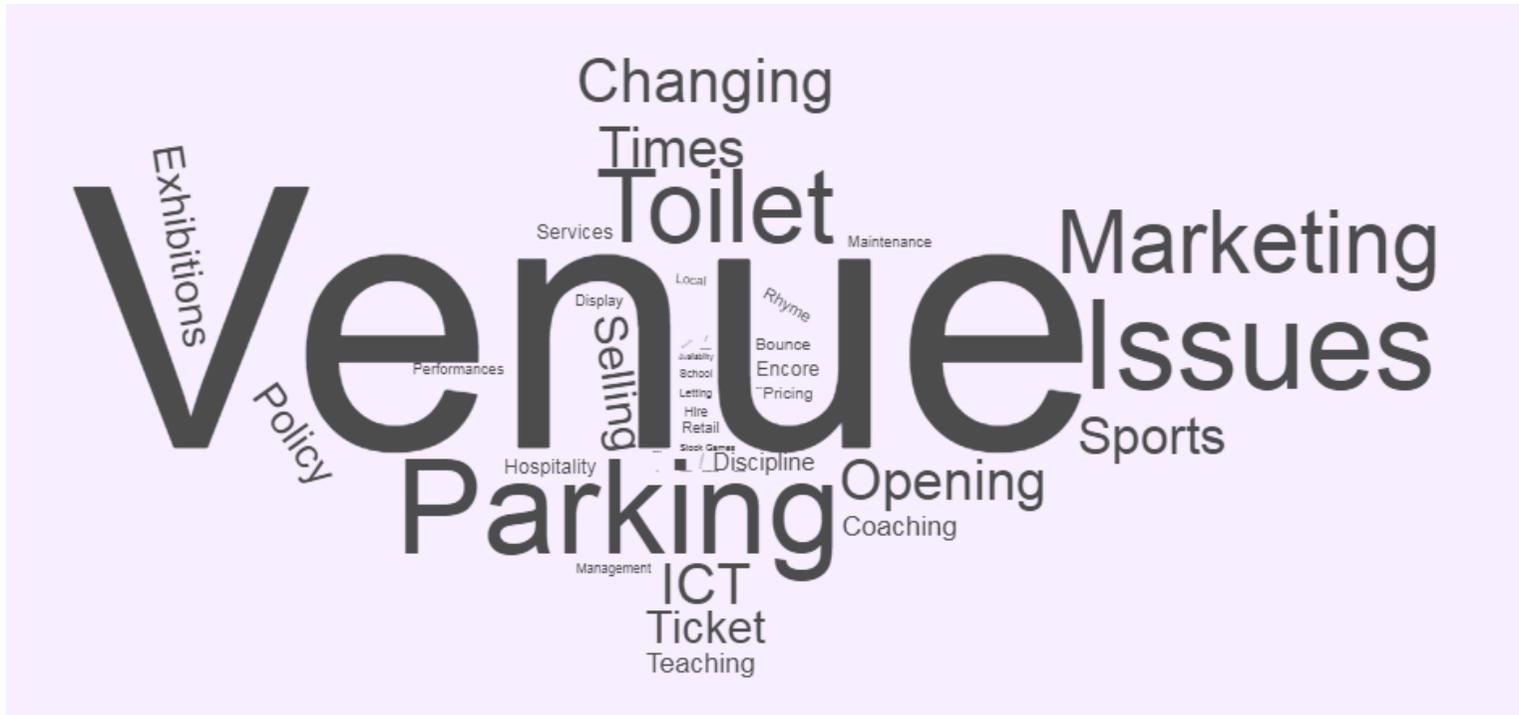


Learning from our customers - 2017 to 2018

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.

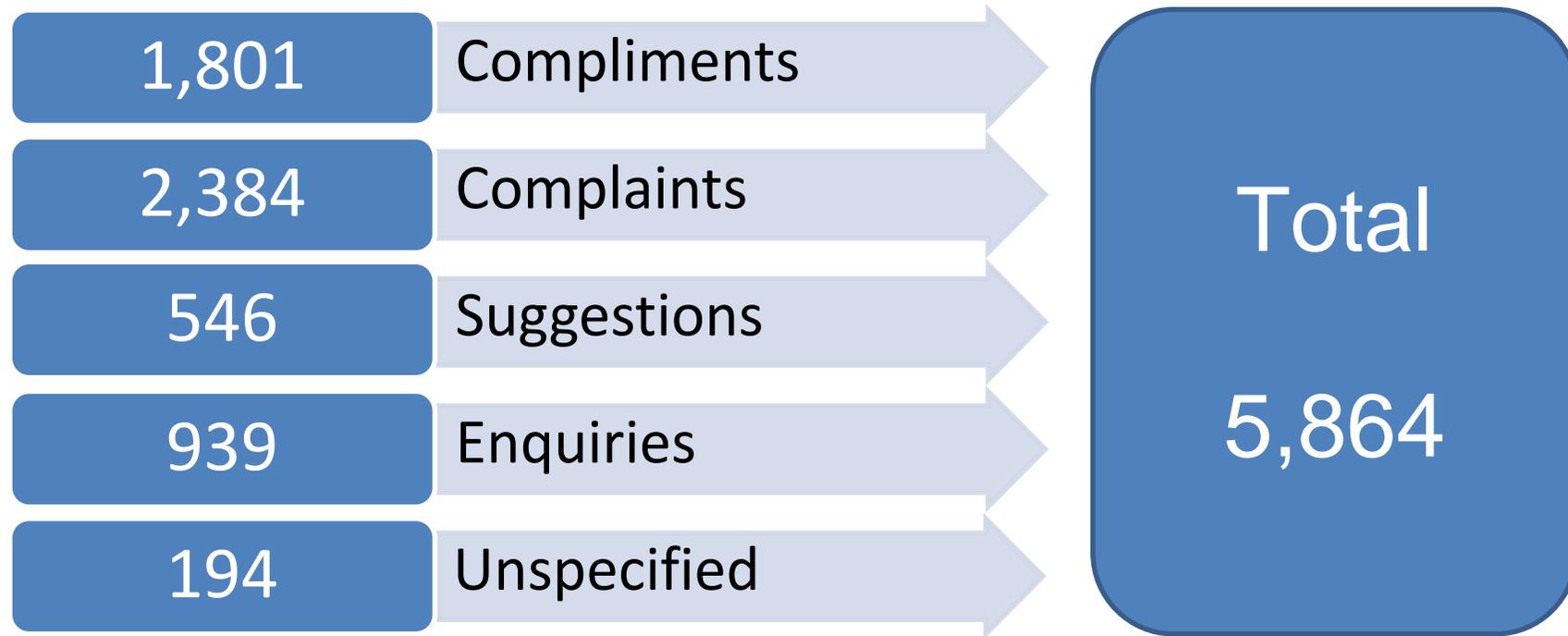
These are some of the issues you highlighted:



The following pages summarise some of your customer feedback.

Comments Performance Feedback

The total number of visits to our facilities in 2017/18 was 18.3 million.



This year's total is higher than 2016/17 by 6%.

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 Communities -

Pennilee Comunity Centre

"Re-decorate the gym"

Re-decoration completed

St. Francis Centre

"please upgade kitchen"

New cooker and worktops installed

Glasgow Libraries -

Maryhill, Pollokshaws and Ibrox Libraries

"Baby changing facilities required"

Facilities now installed.

Complaints - Performance information on complaints handling.

The complaints process is governed by the Scottish Public Service Ombudsman. Click here <http://www.sps0.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
2017/18	1,981	326	63	14	2,384
Overall % within Policy 17/18	86%	-	82%	-	86%
Overall % within Policy 16/17	90%	-	79%	-	90%

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 2017/18 four complaints regarding Glasgow Life were referred to the Scottish Public Services Ombudsman (SPSO) of which one complaint was out of the SPSO's jurisdiction the other three were closed (SPSO decided that it would not be proportionate for investigation).

Categories of complaint – From complaints received in 2017/18 the following graphic represents our top categories.



Glasgow Sport - Total 1,406

- Equipment - 251
- Cleanliness - 142



Glasgow Events - Total 49

- Events - Environment - 36
- Satisfaction - 6



Glasgow Libraries & Communities - Total 378

- Customer Satisfaction - 88
- Venue Appearance - 73



Glasgow Museums & Collections - Total 246

- Catering and Vending - 64
- Exhibitions - 20



Glasgow Arts, Glasgow Music & Cultural Venues - Total 295

- Seating - 62
- Events - 30

(Excludes 10 complaints from *Corporate Services* and *service not known*).

Freedom of Information (FOIs)

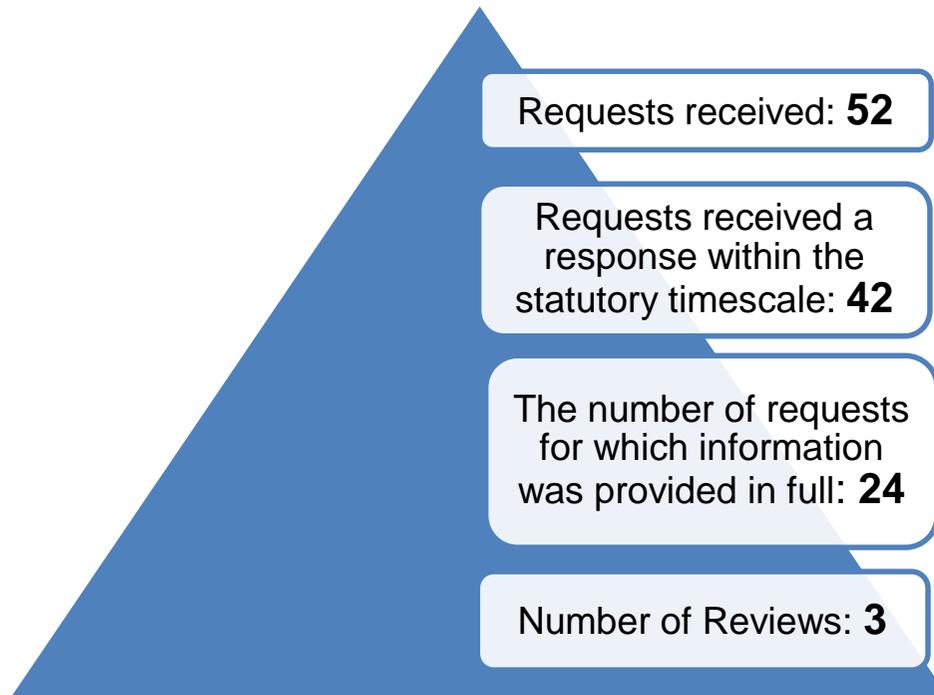
The **Freedom of Information Act** 2000 is an **Act** of Parliament of the United Kingdom that creates a public "right of access" to **information** held by public authorities.

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 2017 to March 2018



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.

Year 2017 to 2018	Glasgow Sport %	Glasgow Museums %	Glasgow Libraries %	Glasgow Communities %	Glasgow Arts, Music, Cultural Venues %
Average Score	80	82	81	81	81

The average mystery visit score for all Glasgow Life venues 81%

Glasgow Life Key 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*.

The table below represents our performance against each of our **key** service standards for April 2017 to March 2018.

Service Standard	Glasgow Sport %	Glasgow Museums %	Glasgow Libraries %	Glasgow Communities %	Glasgow Arts, Music, Cultural Venues %
Offer a welcoming safe, clean and accessible environment	Achieved (1)	Achieved (1)	Achieved (1)	Achieved (1)	Achieved
Be recognisable by our badge or uniform	Achieved (1)	Achieved(1)	Achieved (1)	Achieved (1)	Achieved
Be professional and courteous	Achieved (1)	Achieved(1)	Achieved (1)	Achieved (1)	Achieved
Provide clearly worded, accessible and accurate information.	Achieved (1)	Achieved(4)	Achieved (1)	Achieved (1)	Achieved
Provide information about our services on request in a range of formats including large print, audio and community languages	Achieved (1)	Achieved(1)	Achieved (1)	Achieved (1)	Achieved
Respect our customers' confidentiality	Achieved (2)	Achieved(5)	Achieved	Achieved	Achieved
Aim to meet customers and visitors with an appointment within 5 minutes of the agreed appointment time	Achieved (2)	Achieved(3)	Achieved	Achieved	Achieved
95% of phone calls answered within 15 seconds during opening hours. If you phone us out of hours you will be able to leave a voicemail message	Achieved (3)	Achieved(2)	Achieved	Achieved	86%
Take and pass on your contact details if we can't reach the person you are looking for.	Achieved (3)	Achieved(1)	-	-	Achieved

Service Standard	Glasgow Sport %	Glasgow Museums %	Glasgow Libraries %	Glasgow Communities %	Glasgow Arts, Music, Cultural Venues %
Respond to 95% of voicemails, phone messages and social media enquiries within one working day.	Achieved (3)	Achieved(9)	Achieved	Achieved	Achieved
Respond to 95% of email and textphone enquiries within 3 working days	Achieved (3)	Achieved(6)	Achieved	Achieved	Achieved
Respond to 95% of letters and faxes within 5 working days	Achieved (3)	Achieved(7)	Achieved	Achieved	94%
Respond to 95% of Social Media direct messaging within 24 hours	Achieved (3)		Achieved	Achieved	Achieved(1)
We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.	Achieved (2)	Achieved(8)	-	-	-
Notes	<ul style="list-style-type: none"> 1. Mystery Visits. 2. Customer Comments review Survey January 2018 3. NPS Mystery visit scores 	<ul style="list-style-type: none"> 1. Mystery Visits. 2. Mystery Visit Summary Report Q2 2017/18 3. School workshop evaluations. 4. In a sample of customer complaints for Q2 17/18 2 out of 97 complaints were regarding information provided by us. 5. In a sample of customer complaints for Q2 17/18 there were no complaints regarding privacy or confidentiality. 6. Based on a sample of 20 emails replied to via Glasgow Museums central mailbox from Jan-Mar 2018. 7. Based on 10 letters received by Customer Service and Support Hub between March 			<ul style="list-style-type: none"> 1. Measured by using the average social media response time

		2017 and February 2018. 8.Of a sample of 21 emails replied to via Glasgow Museums central mailbox 12 received a full reply to their enquiry within 24 hours and 9 received an acknowledgement and their enquiry was forwarded to the relevant member of staff Glasgow Museums Engagement Report 28 Jan-03 Feb 2018		
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Notes:

*Our telephone answering target is 95%

Glasgow Arts, Music and Cultural Venues - This survey was conducted by a sample of 512 customers of Glasgow Arts, Glasgow Music and Cultural Venues July 2016 - August 2017.

Glasgow Museums - This is a result of comparing Mystery Visits, Self Assessments Customer Comments and social media input from our customers from October to December 2017.