

Learning from our customers - 2018 to 2019

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.

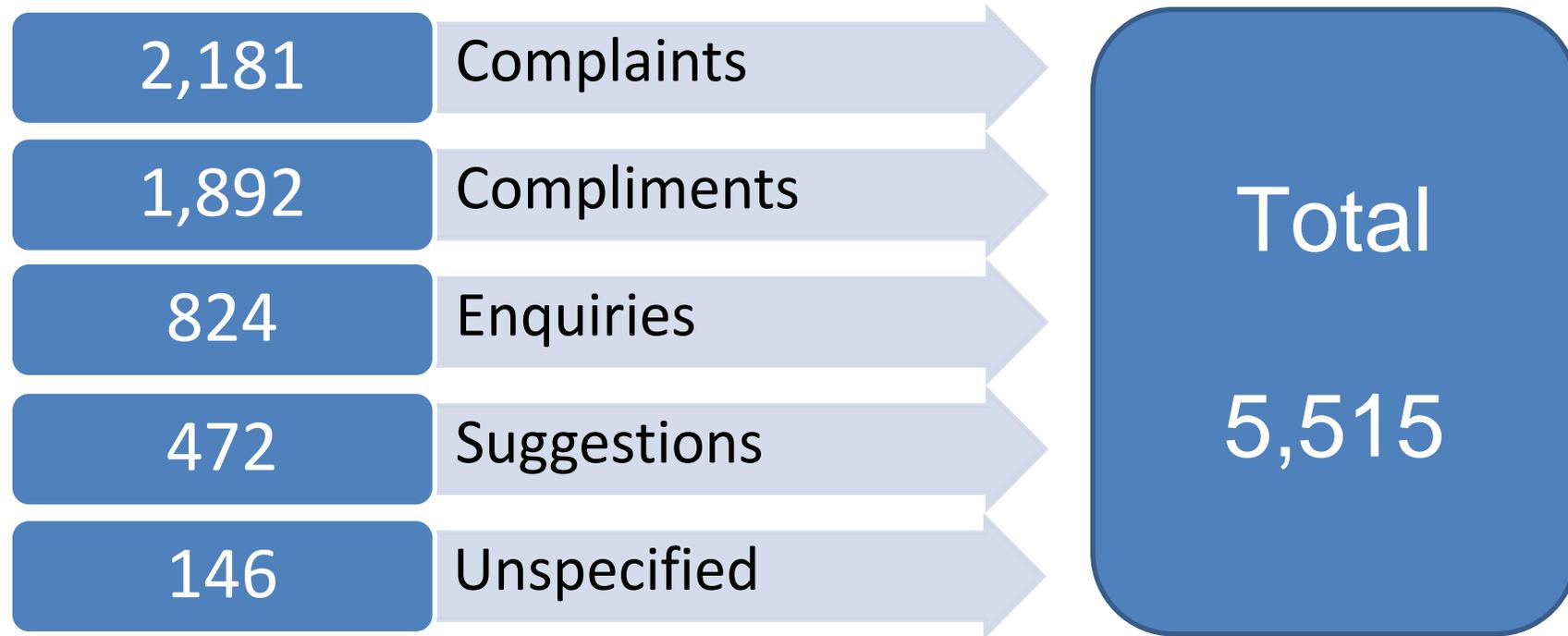
These are some of the issues you highlighted:



The following pages summarise some of your customer feedback.

Comments Performance Feedback

The total number of visits to our facilities in 2018/19 was 18.9 million.



This year's total is lower than 2017/18 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 -

Bellcraig Community Centre

"insufficient heating"

Heating restored and adjusted.

Glasgow Sport -

Various venues

"an increase in demand for extended opening hours was identified"

This led to a survey of 13,497 Glasgow Club members and a full review. Resulting in extended opening hours being introduced in 7 venues during December 2018.

**Glasgow Libraries -
Hillhead
"Poor lighting on the ground floor"**

Ground Floor Re-lamped.

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
2018/19	1,741	298	63	35	2,137*
Overall % within Policy 18/19	85%	-	64%	-	84%
Overall % within Policy 17/18	86%	-	82%	-	86%

*16 complaints were raised in 2017/18 but closed in 2018/19.

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 2018/19 five complaints regarding Glasgow Life were referred to the Scottish Public Services Ombudsman (SPSO) of which one complaint advice was given, one was out of the SPSO's jurisdiction, one was premature and two had an early resolution.

Categories of complaint – From complaints received in 2018/19 the following graphic represents our top categories.



Glasgow Sport - Total 1,216

- Programming - 153
- Equipment - 114



Glasgow Events - Total 75

- Events - Environment - 61
- Bookings - 2



Glasgow Libraries & Communities - Total 370

- Customer Satisfaction - 61
- IT Technology - 39



Glasgow Museums & Collections - Total 180

- Marketing and Information - 31
- Exhibitions - 26



Glasgow Arts, Glasgow Music & Cultural Venues - Total 317

- Booking - 38
- Seating - 37

Freedom of Information (FOIs)

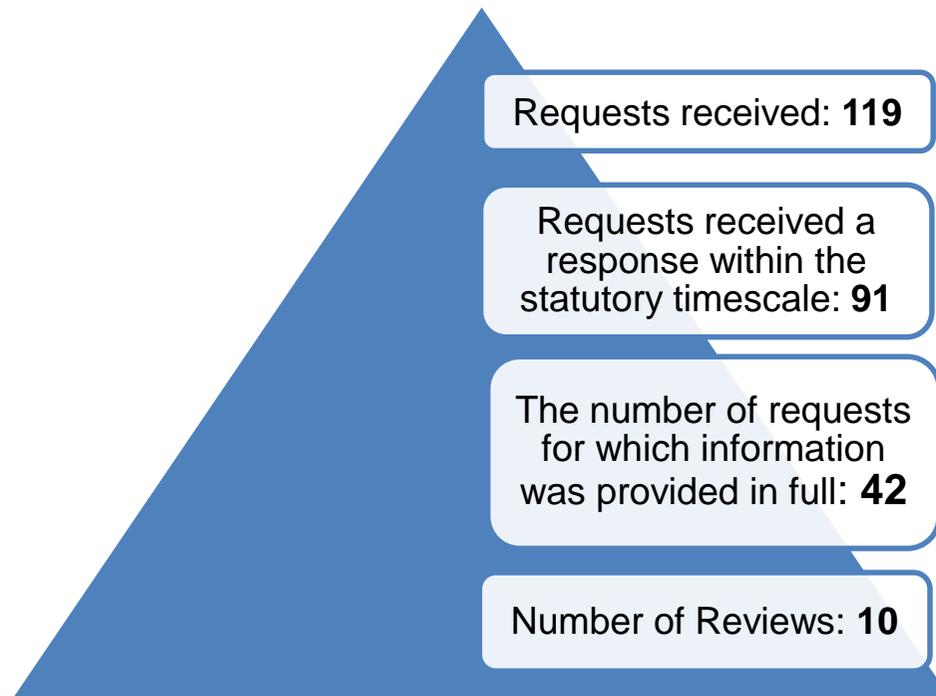
The Freedom of Information Act 2000 is an Act of Parliament of the United Kingdom that creates a public "right of access" to information held by public authorities.

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 2018 to March 2019



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. Our average service scores are listed below.

Year 2018 to 2019	Glasgow Sport %	Glasgow Museums %	Glasgow Libraries %	Glasgow Communities %	Glasgow Arts, Music, Cultural Venues %
Average Score	82	85	86	75	85

The average mystery visit score for all Glasgow Life venues 82%

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 2018 to March 2019.

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	Achieved	Achieved
Be recognisable by our badge or uniform	Achieved (1)	Achieved(1)	Achieved	Achieved	Achieved
Be professional and courteous	Achieved (1)	Achieved(1)	Achieved	Achieved	Achieved
Provide clearly worded, accessible and accurate information.	Achieved (1)	Achieved(1)	Achieved	Achieved	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	Achieved	Achieved
Respect our customers' confidentiality	Achieved (2)	Achieved(4)	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	Achieved
Take and pass on your contact details if we can't reach the person you are looking for.	Achieved (3)	Achieved(1)	Achieved	Achieved	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(7)	Achieved	Achieved	Not Achieved 94%
Respond to 95% of email and textphone enquiries within 3 working days	Achieved (3)	Achieved(5)	Achieved	Achieved	Not Achieved 93%
Respond to 95% of letters and faxes within 5 working days	Achieved (3)	Achieved(6)	Achieved	Achieved	Achieved
Respond to 95% of Social Media direct messaging within 24 hours	Achieved (3)	Not achieved 80%	Achieved	Achieved	Achieved
We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.	Achieved (2)	Achieved(5)	-	-	-
Notes	<p>1. Mystery Visits. 2. Customer Comments review Survey January 2018 3. Net Promoter Score Mystery visit scores 52</p> <p>One Venue scored 100% in our Pro Insight Mystery visit system.</p>	<p>Calendar Year Results 1 Mystery Visits. 2 Mystery Visit Summary Report Q1 2018/19 3 School workshop evaluations Question 12 4 In 2018 there were no complaints regarding privacy or confidentiality 5 Based on a sample of 10 email enquiries received in 2019 6 Based on 54 customer complaints from Jan-Mar 2018 7 Glasgow Museums Engagement Report 28 Jan-03 Feb 2018</p>	All indicators (except social media) were measured from a customer survey in each of our venues (Aug to Sept 2018).	All indicators (except social media) were measured from a customer survey in each of our venues (Aug to Sept 2018).	

Notes:

*Our telephone answering target is 95%