

## Learning from our customers – April 2022 to March 2023

Glasgow Life welcomes your comments. Your views about your experience with us is very important. It helps us to understand what we do well and where we may need to improve. It also helps to guide and inform any changes we might make to our services.

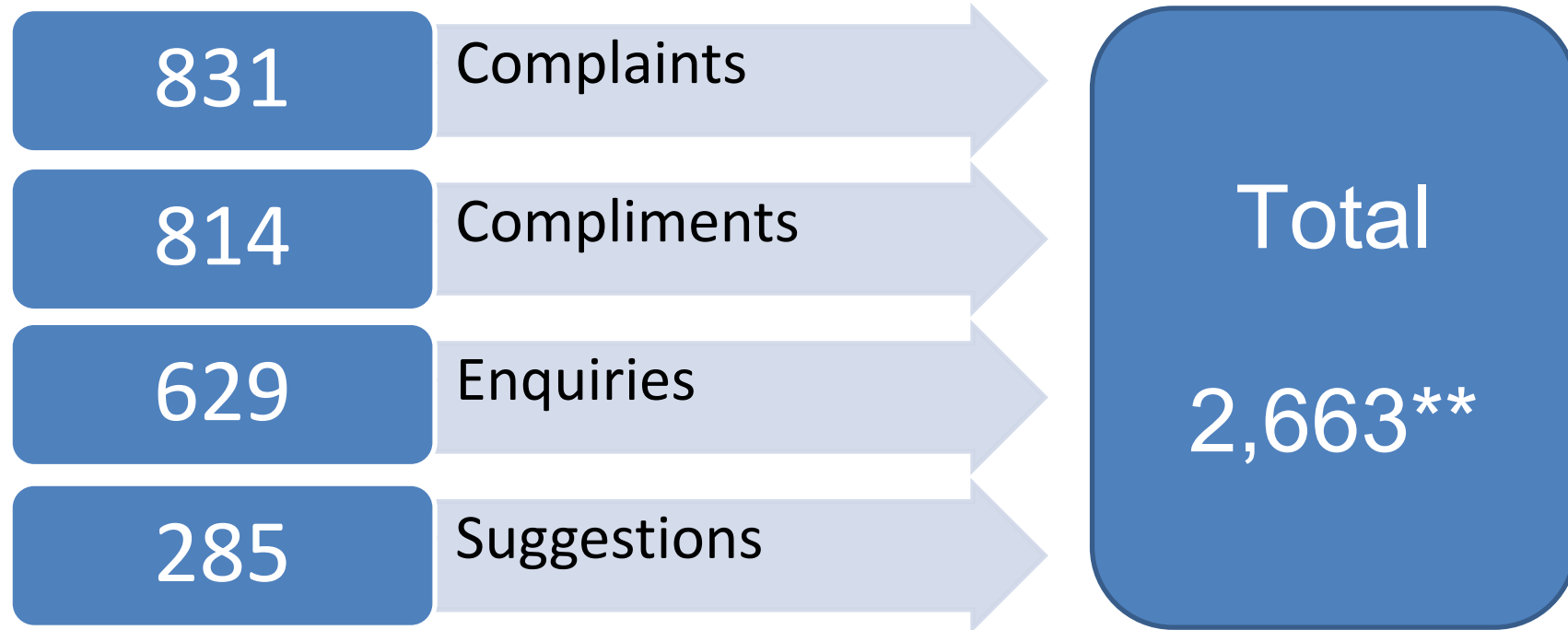
At Glasgow Life we aim to provide excellent customer service at all of our facilities and events.

Last year we received 2,663 comments from our customers. These are some of the issues you raised with us:



## Comments Performance Feedback

The total number of visits to our facilities and events in 2022/23 was almost 11.1 Million\*.



\* this includes attendances at festivals and events

\*\* 104 unspecified.

## **Making Improvements**

Every year we implement a series of changes as a result of feedback from our customers. Here are some examples of improvements we have made over the last year:

### **Museums & Collections - Riverside Museum**

***" More picnic tables inside"***

More were added

***"Bring back the October Halloween events"***

These are now returning

### **Sport -**

***"Our online application for bookings was  
slow or crashing"***

Investigation of the issue led to an upgrade and the issue is now resolved

***"Cleaning could be better"***

All venues had their cleaning machines replaced and a maintenance contract implimented

### **Glasgow Club Kelvin Hall -**

***"Screen content could be better"***

We renewed 12 information screens and changed all of our content in direct response to customer feedback

**Arts, Music and Cultural Venues-  
Glasgow Royal Concert Hall**

*"Seating complaints"*

We have refitted the seating in main auditorium

**Bookings**

*"VIP Accessible seat booking complaint"*

A new process has been introduced (with external agents) to ensure improved access

**The Old Fruitmarket**

*"Stage lighting needs updated"*

Lighting has been updated

**Libraries -  
Various venues**

*"Heating your home enquirees"*

We facilitated a programme of information sessions across the city on "Heat your home for Less" in partnership with Home Energy Scotland

*"Mitchell Library - furniture needs updated"*

Several areas have been enhanced by new sofas , armchairs, tables, chairs etc. as well as new tables and chairs for children and donut seating for children

## Communities - All venues

### *"Open more Community Centres"*

Since October 2022 we successfully re-opened 7 community centres across the city complementing the centres that are already operational, and are working on opening up 3 more community centres by the summer of 2023.

### *"Give us warm Hubs"*

We have supported the *Welcome Places Initiative* throughout the winter across the majority of our community centres

### *"Venue look tired"*

We invested over £65,000 in upgrading LED lighting across our community centres to make our centres brighter and more welcoming

## Complaints - Performance information on complaints handling.

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

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.

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

The table below outlines our performance from 1 April 2022 to 31 March 2023.

	Stage One within	Stage One outwith	Stage Two within	Stage Two outwith	Total
2022/2023	652	136	38	5	831
Overall % within Policy 2022/2023	83%	17%	88%	12%	83%
Overall % within Policy 2021/2022	83%	-	85%	-	83%

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 2022/23, three complaints regarding Glasgow Life were referred to the SPSO, of which all were closed at the early resolution and advice stages (i.e. none were upheld by the SPSO).

Categories of complaint – From complaints received in 2022/2023 the following graphic represents our top categories



**Sport - Total 398**

Staff Attitude - 45

Booking - 42



**Events - Total 17**

Events - Environment - 6

Marketing and Information - 4



**Libraries & Communities - Total 223**

Venue Appearance and Maintenance - 17

Customer Behaviour - 16



**Museums & Collections - Total 219**

Catering and Vending - 52

Exhibitions - 27



**Arts, Music & Cultural Venues - Total 173**

Performances - 24

Ticket Selling - 17

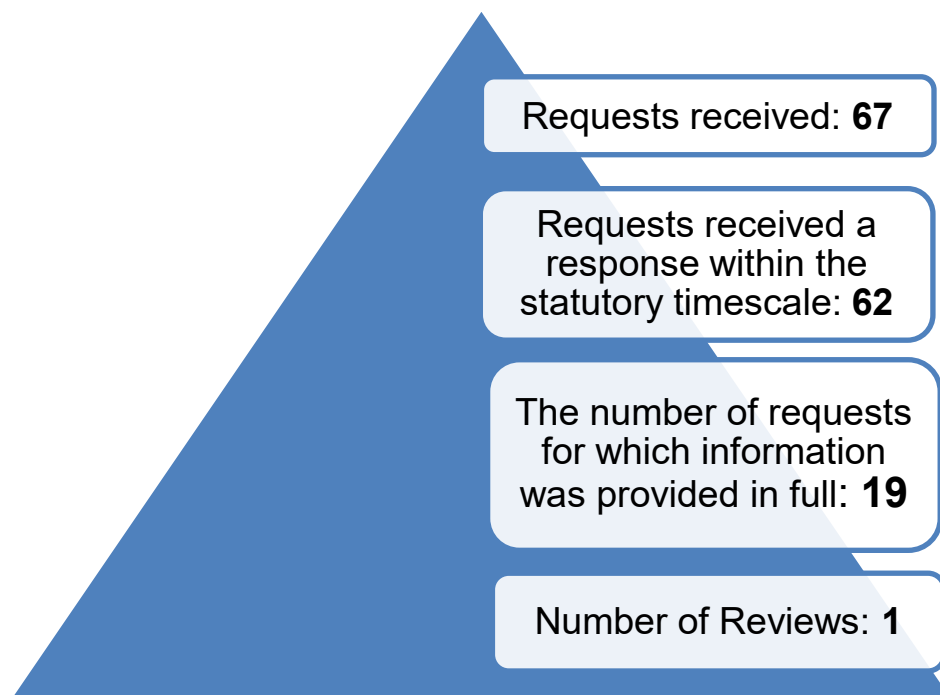
## Freedom of Information

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

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 from 1 April 2022 to 31 March 2023





## Mystery Visits and Key Service Standards – Performance

Glasgow Life's Mystery Visitor Programme assesses 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 all aspects of customer service which results in an overall score for the venue or event. This information is used to continually improve the quality of our customer service.

<b>1 April 2022 to 31 March 2023</b>	<b>Sport %</b>	<b>Museums %</b>	<b>Libraries %</b>	<b>Communities %</b>	<b>Arts, Music, Cultural Venues %</b>
Average Score	<b>85</b>	<b>89</b>	<b>86</b>	<b>97</b>	<b>86</b>

The average Mystery Visit score during 2022-23 was 86%

## Glasgow Life Key Service Standards – Performance

We regularly review our performance to ensure we are delivering the very best customer service. We measure our performance against our service standards.

The table below represents our performance against each of our **key** service standards from 1 April 2022 to 31 March 2023.

Service Standard	Sport %	Museums %	Libraries %	Communities %	Arts, Music, Cultural Venues %
Offer a welcoming safe, clean and accessible environment	Achieved	Achieved	Achieved	Achieved	Achieved
Be recognisable by our badge or uniform	Achieved	Achieved	Achieved	Achieved	Achieved
Be professional and courteous	Achieved	Achieved	Achieved	Achieved	Achieved
Provide clearly worded, accessible and accurate information.	Achieved	Achieved	Achieved	Achieved	Achieved
Provide information about our services on request in a range of formats including large print, audio and community languages	Achieved	Achieved	Achieved	Achieved	Achieved
Respect our customers' confidentiality	Achieved*	Achieved	Achieved	Achieved	Achieved
Aim to meet customers and visitors with an appointment within 5 minutes of the agreed appointment time	Achieved*	Achieved	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	Achieved*	Achieved	Achieved	Achieved
Take and pass on your contact details if we can't reach the person you are looking for.	No data available	No data available	No data available	No data available	No data available

<b>Service Standard</b>	<b>Sport %</b>	<b>Museums %</b>	<b>Libraries %</b>	<b>Communities %</b>	<b>Arts, Music, Cultural Venues %</b>
Respond to 95% of voicemails, phone messages and social media enquiries within one working day.	Achieved	Achieved*	Achieved	Achieved	Achieved
Respond to 95% of emails within 3 working days	Achieved	Achieved*	Achieved	Achieved	Achieved*
Respond to 95% of letters and faxes within 5 working days	Achieved*	Achieved*	Achieved	Fail*	Fail*
Respond to 95% of Social Media direct messaging within 24 hours	Achieved	Achieved*	Achieved	Achieved	Achieved
We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.	No data available	No data available	No data available	No data available	No data available

Notes:

Data based on Mystery Visits, Self Assessments and Satisfaction Survey.

\*As above but with limited data set.

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