

Learning from our customers - 2019 to 2020

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.

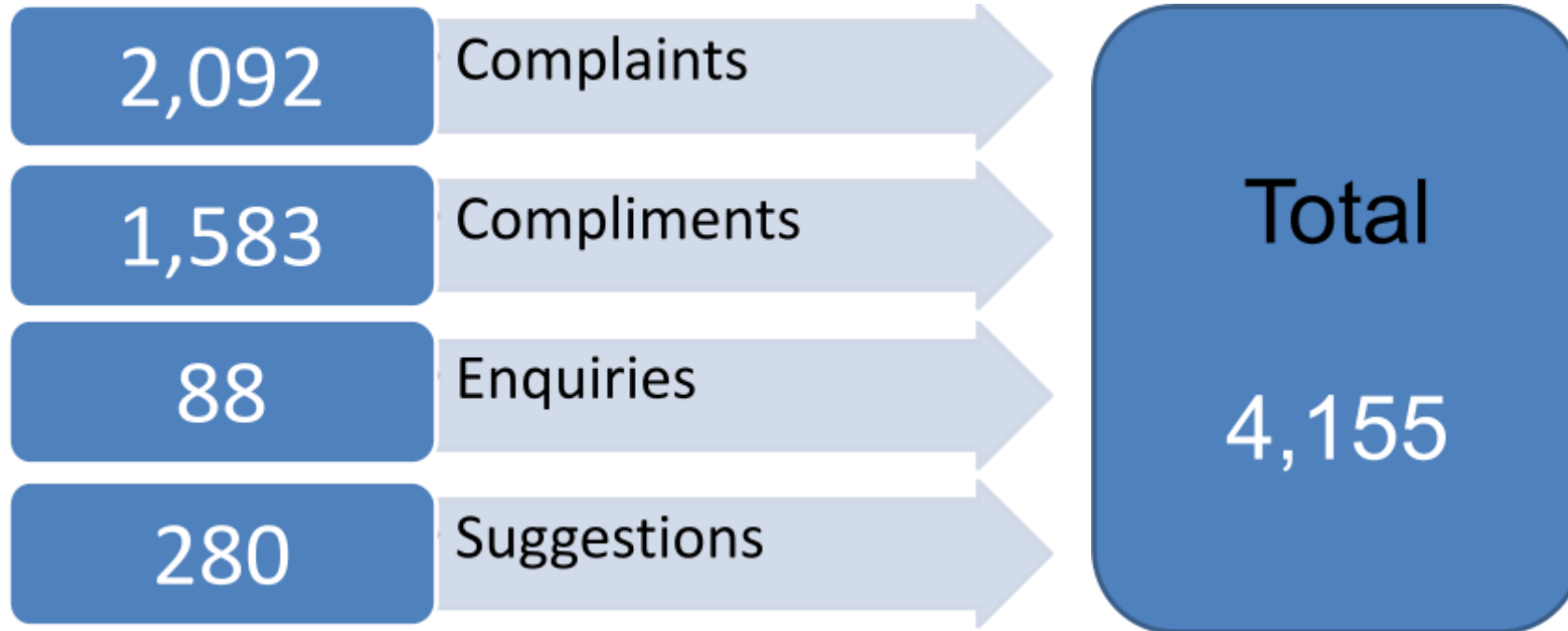
Glasgow Life aims to provide excellent customer service across all of our venues and services.

These are some of the issues you highlighted:

Marketing and Information
Teaching and Coaching
Customer Satisfaction
Changing Facilities
Programming
Equipment
Membership
Bookings Events
Staff Attitude
Health and Safety
Customer Behaviour
Cleanliness

Comments Performance Feedback

The total number of visits to our facilities in 2019/20 was 18,161,865 million.



- 112 unspecified.

This year's complaint total is lower than 2019/20 by 4%.

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 & Collections - Riverside -

**"You dont have a changing places toilet with hoist
and adult changing bed"**

**We enlarged the toilet area to accomodate a hoist
and adult changing bed**

Glasgow Sport - GC Bellahouston

"no parking available during football matches"

**We will ensure a car park attendant os in place to
act as deterrent during football matches.**

**Glasgow Arts and Glasgow Music-
Glasgow Royal Concert Hall -**

**"You piano needs re tuned and a ivory key and pedal
missing"**

Piano repaired and re-tuned

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
2019/20	1,803	206	28	10	2,047
Overall % within Policy 19/20	90%	-	64%	-	90%
Overall % within Policy 18/19	85%	-	64%	-	84%

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 2019/20 four complaints regarding Glasgow Life were referred to the Scottish Public Services Ombudsman (SPSO) of which two were closed under 'proportionality' and two were carried forward to the next year.

Categories of complaint – From complaints received in 2019/20 the following graphic represents our top categories.



Glasgow Sport - Total 2,453

Venue Appearance and Maintenance - 148

Programming - 135



Glasgow Events - Total 112

Events - Environment - 36

Bookings - 3



Glasgow Libraries & Communities - Total 1,103

Customer Satisfaction - 58

Venue Appearance and Maintenance - 53



Glasgow Museums & Collections - Total 407

Catering and Vending - 28

Exhibitions - 34



Glasgow Arts, Glasgow Music & Cultural Venues - Total 759

Events - 68

Seating - 53

Freedom of Information (FOIs)

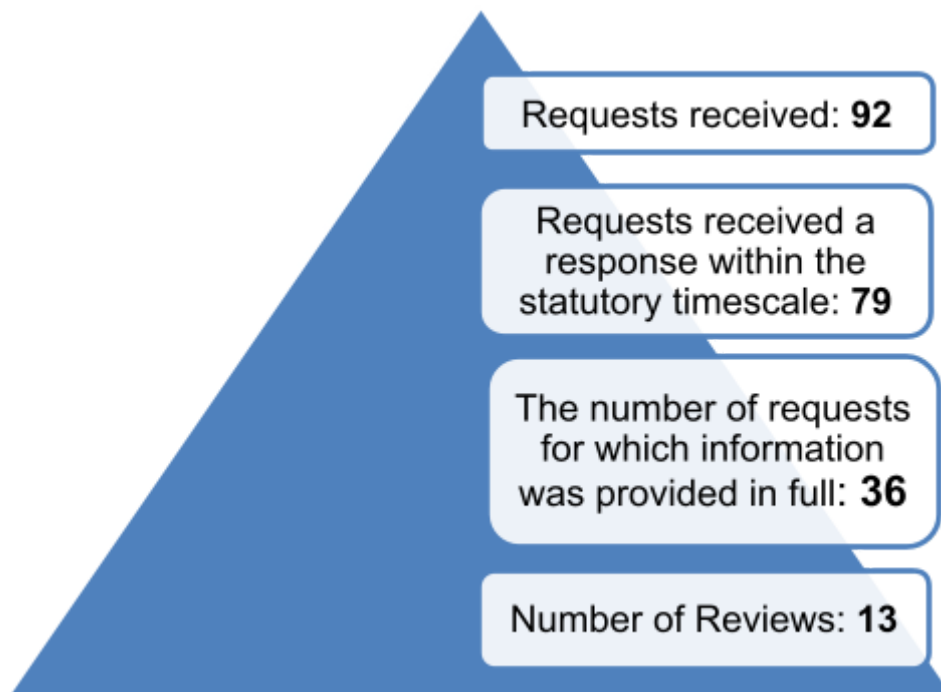
The Freedom of Information Act 2000 is an Act of Parliament of the United Kingdom that creates a public "right of access" to information held by public authorities.

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.itpublicknowledge.info/>

FOI Performance April 2019 to March 2020



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 2019 to 2020	Glasgow Sport %	Glasgow Museums %	Glasgow Libraries %	Glasgow Communities %	Glasgow Arts, Music, Cultural Venues %
Average Score	81	85	87	82	78

The average mystery visit score for all Glasgow Life venues 83%

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 2019 to March 2020.

Service Standard	Glasgow Sport %	Glasgow Museums %	Glasgow Libraries %	Glasgow Communities %	Glasgow Arts, Music, Cultural Venues %
Offer a welcoming safe, clean and accessible environment	Achieved	Achieved (1)	Achieved	Achieved	Achieved
Be recognisable by our badge or uniform	Achieved	Achieved(1)	Achieved	Achieved	Achieved
Be professional and courteous	Achieved	Achieved(1)	Achieved	Achieved	Achieved
Provide clearly worded, accessible and accurate information.	Achieved	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	Achieved(1)	Achieved	Achieved	Achieved
Respect our customers' confidentiality	Achieved	Achieved(4)	Achieved	Achieved	Achieved
Aim to meet customers and visitors with an appointment within 5 minutes of the agreed appointment time	Achieved	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	Achieved(2)	Achieved	Achieved	Achieved
Take and pass on your contact details if we can't reach the person you are looking for.	Achieved	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	Achieved(7)	Achieved	Not Achieved – social media	Achieved
Respond to 95% of email and textphone enquiries within 3 working days	Achieved	Achieved(5)	Achieved	Achieved	Achieved
Respond to 95% of letters and faxes within 5 working days	Achieved	Achieved(6)	Achieved	Achieved	Achieved
Respond to 95% of Social Media direct messaging within 24 hours	Achieved	Achieved(7)	Achieved	Achieved	Not Achieved -84%
We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.	Achieved	Achieved(5)	-	-	-
Notes		1 Self Assessments 2 Mystery Visit Summary Report Q4 2018/19 3 School workshop evaluations Question 12 4. In 2019 there were no complaints regarding privacy or confidentiality 5 Based on a sample of 10 email enquiries received in 2019/20 6 Based on 66 customer complaints from Jul-Sep 2019 7 Glasgow Museums Engagement Report 01 - 29 Jan 2020 8 Customer Satisfaction Survey	The results come from a face to face survey with over 1,300 customers at our Libraries and Community Facilities in August 2019.	The results come from a face to face survey with over 1,300 customers at our Libraries and Community Facilities in August 2019.	

Notes:

*Our telephone answering target is 95%.