Operational Performance and Delivery Scrutiny Committee Questions from Elected Members at meeting held on 15th November 2023		
Item No	**Question**	**Response by**
Item 1 – Complaints Handling Performance	Councillor Cunningham - Requested clarity as to the disparities in the numbers of 'service improvements made as a result of complaints', particularly within NRS.	
Answer	NRS receive complaints (at times on the same issue from multiple sources) which require a one-time specific service intervention to resolve. As such, the resolution of each complaint does not always lead to a corresponding 'service improvement'. To identify areas for service improvement, trends analysis is undertaken on complaints data, looking at areas of service design and delivery which require review. Where service improvements are identified, policy and practice is reviewed to ensure the necessary steps are undertaken to improve service delivery. The current complaints management system is not presently capturing all NRS service improvements and is in the process of being replaced. Going forward, the incoming system will be utilised by NRS to capture all service improvements undertaken and provide a robust reporting mechanism showing steps being taken to improve services.	CED
Item 1 – Complaints Handling Performance	Councillor Alam – Could further detail be provided with regards to staff absence, what has been the impact on response times given the SLA target is 5 working days?	
Answer	The importance of responding to a complaint within SLA is part of the council's training programme for officers who have a role in complaints handling. Staff absence does not have a particularly significant impact on response times as complaints may be addressed by a number of different officers in a Service or ALEO and steps are taken to avoid any potential single points of failure in the complaint handling process.	CED

Item No	Question	Response by
Item 1 – Complaints Handling Performance	Councillor Bell – What happens when people raise complaints on the App and receive a message advising that the complaint has been resolved, when it is evident that it clearly has not been resolved?	
Answer	These are service requests and not complaints as such. The autoclosure rule does exist for app raised queries (it will close requests remaining open for 6 months) and is historical from when the App was initially configured. There isn't currently any development work planned in the App, however it is something that can be reviewed by the Service (NRS) as part of their ongoing effort to move Customer reporting onto the GovService/Alloy platform.	CED
Item 1 – Complaints Handling Performance	Councillor Daly – Requested examples of what a resolved Stage 2 complaint looked like.	
Answer	Stage 2 complaints will (in most cases) have been considered at Stage 1 initially to allow the receiving Service to prepare a response. If the complaint is moved to Stage 2, either at the customer's request (after a Stage 1 response has been issued) or by officers who have assessed it should not be considered at Stage 1 due to its complexity, a full and final response will be issued at the conclusion of Stage 2. At that point, the council signposts the customer to the SPSO who can consider whether to investigate the complaint (this is, in effect, Stage 3 of the process). Not all Stage 2 complaint responses are referred to the SPSO. It may be, in those cases, that the customer is satisfied the council has provided a full and fair response (even if they disagree with the outcome) and that an SPSO referral would achieve nothing further for the customer. It is important that any Stage 2 referrals are considered by officers who were not involved in preparing the Stage 1 response to ensure objectivity and fairness.	CED

Item No	Question	Response by
Item 1 – Complaints Handling Performance	Councillor Alam Under 'Categories of complaints recorded against each Service/ALEO, the figure of 1398 is indicated as 'other' for NRS. Could further breakdown be provided on what those were?	
Answer	The 'other' category is currently challenging to breakdown within the current complaints handling system. This is due to the 'other' category being the lowest level of detail the system holds – once a complaint has been marked as "other" there is no further system categorisation beyond this. The new complaints handling system will allow for better categorisation being in place resulting in less requirement for the use of 'other'.	CED
Item 1 – Complaints Handling Performance	Councillor Wardrop – Raised concerns about comparative information from previous years and the changing nature of complaints with the increase to 80% online, whilst seeking clarification of any potential changes within the Customer Care Team in terms of the number of staff/the hours they were employed to respond to complaints.	
Answer	The dedicated telephone line for customers wishing to record a complaint is open Monday to Friday 10.00 am to 1 pm. Outside of those hours, customers are advised they can also submit a complaint using the form available on the council's website. Using the online form allows the customer to submit their complaint in their own words although officers acknowledge there are customers who prefer to speak to an agent who will record their complaint in the Lagan system. It should be noted that most calls coming into this dedicated line are not actually complaints but as a result of a Google search on how to contact the council.	CED

Item No	Question	Response by
Item 2 – Strategic Plan Performance – Grand Challenge 3, Missions 1&2	Councillor Wardrop – Referring to work with the Scottish Government to ensure a minimum energy performance certificate Grade C etc Councillor Wardrop sought clarity as to why there was no reference made to this piece of work in the previous financial year when there had been a substantial underspend in this budget.	
Answer	On 14th November 2023, the Environment, Housing, Transport, Regeneration City Policy Committee (EHTR) considered a report on the Affordable Warmth Programme spend for 2022/23, which also outlined the programme for 2023/24. There was a significant underspend in 2020/23. The activity and progress outlined in the paper to the OPDSC Committee on the 15th November 2023, highlights actions being taken to try and mitigate against a large underspend again for 2023/24 such as the early intervention advice to reassure owners that this is a legitimate scheme and working with procurement to get tenders out as quickly as possible. On 14th November 2023 at the EHTR Committee, Cllr Wardrop also requested a round table discussion with officers and committee members, this has been scheduled for January 2024 where there will be discussions on the challenges of delivering the programme.	NRS
Item 2 – Strategic Plan Performance – Grand Challenge 3, Missions 1&2	Councillor Burke - Requested an update be provided on the performance of the Cycle Hire Scheme.	
Answer	The Glasgow cycle hire scheme known as “OVO bikes” began in 2014, in the first four years just under half a million hires were recorded. However, in the following 4 years to Spring 2022, this leaped to beyond 1.5 million and is continuing to grow. Almost a million trips have been made in the last 20 months alone. With the scheme now having recorded in excess of 2.5 million journeys since commencement. In August this year, rentals for both standard bikes and e-bikes were averaging almost 2000 per day. Since the scheme started in 2014, almost 240,000 people have registered with 2880 people on average registering every month in 2023. There has also been a significant expansion of the hire network, which is now beyond the original target of providing 1000 bikes at 100 hire stations in the city. 2023 saw the creation of our 113th hire station with over 50% of our locations now being equipped to support e-bikes.	NRS

	Please see link to further detail on the Glasgow City Council Website: https://www.glasgow.gov.uk/index.aspx?articleid=30517	