OPERATIONAL PERFORMANCE AND DELIVERY SCRUTINY COMMITTEE'S MINUTES.

Hybrid meeting, 15th November 2023.

Operational Performance and Delivery Scrutiny Committee.

Present: Maureen Burke (Chair), Imran Alam, Richard Bell, Annette Christie, Chris Cunningham, Feargal Dalton, John Daly, Patricia Ferguson, Elaine Gallagher, William Graham, Ann Jenkins, Catherine Vallis and Martha Wardrop.

Apology: Roza Salih.

Attending: T O'Neill (Clerk); C Edgar, Director of Communication and Corporate Governance; D Black, Head of Audit and Inspection: M McGinty, Head of Policy and Corporate Governance; and E Parkes and D Paton (for the Executive Director of Neighbourhoods, Regeneration and Sustainability).

Complaints handling performance 2022/23 noted.

1 There was submitted and noted a report by the Director of Communication and Corporate Governance regarding the Council family's complaints handling performance for the period from 1st April 2022 to 31st March 2023, advising

(1) of the current Glasgow Family of organisations complaints handling performance, which since April 2013, all Scottish councils had been required to monitor and report on in terms of their Complaints Handling Procedure (CHP) against a suite of high level performance indicators to meet the Scottish Public Services Ombudsman (SPSO) statutory requirement;

(2) that all core Glasgow City Council Services and ALEOs used the model CHP, which consisted of 3 stages, namely frontline resolution, investigation stage and external review where a referral was made to the SPSO, either by the complainant or the authority;

(3) that the present system of how complaints were categorised had been recognised as unsatisfactory and a new, streamlined system of categorisation, in conjunction with the Local Authority Complaint Handlers Network and the SPSO was currently in progress with the intention of being introduced in 2022, but had been postponed, pending the implementation of the new case handling system;

(4) of the general trends and issues in 2022/23 for complaints handling, as summarised in the report;

(5) of the complaints statistical data for 2022/23 that saw an overall decrease in the number of complaints received about services provided by the Glasgow family of organisations, as detailed in the report; and

(6) of the number and categories of complaints recorded against each Service and ALEO for the period.