	Operational Performance and Delivery Scrutiny Committee 4th December 2024 Response to Questions by Elected Members
	Complaints Handling Performance 2023-24 - Report by Chief Executive
Councillor Jassemi	Regarding the Complaints Handling Team, can a breakdown of the following be provided: • Staff numbers within the team dealing with complaints coming into the Council • Are there enough staff dealing with complaints? Have staff numbers been reduced? • What are the staff cost levels for the complaints handling team?
Response by Director of Communication and Corporate Governance/CBS	Customer Care Team/MLU consists of 11.2 FTE. The staffing complement is sufficient as the teams routinely meet their service levels. • CCT SLA is that complaints should be issued to the relevant service within 24 hours of receipt • MLU SLA is that requests should be issued to the relevant service within 48 hours of receipt Costs = £279,073 for CCT and MLU
Councillor Bell	Why are complaints raised via Elected Members on the MLU system not recorded as Council complaints within this report? Where do MLU complaints get recorded and reported to if not this Committee?
Response by Director of Communication and Corporate Governance	We have never included MLU complaints as corporate complaints. The model CHP leaves it to the local authorities as to whether they wish to count these complaints in the corporate statistics but also cautions against operating a 'two tier' complaints system. MLU contact reports are sent to Service Directors/SMTs in line with good practice.
Councillor Stephen Docherty	Complaints raised through the MyGlasgow App are reportedly closed down as 'completed' when its clear that the requested job has not been carried out. Can a reason/explanation be provided for this?

Response by Director of Communication and Corporate Governance/CBS/NRS	The *MyGlasgow App* integrates with our *Remedy CRM* system, which *NRS* Operations team(s) use to manage cases. The *App* sends customer requests to *Remedy*, and then sends email updates to customers based on actions taken in *Remedy* by the Operations team. To reference Flytipping as an example, the process should work as follows: 1. **Case Raised:** A customer reports fly-tipping through the *App*. This sends the information to *Remedy* (see email 1) 2. **Work In Progress:** When the Operations team schedules the job in *Remedy* (marked as "WIP"), the customer receives an email stating the removal has been scheduled (see email 2). 3. **Case Closed:** The Operations team updates the case in *Remedy* as either "Complete" (see email 3) or "Wasted Visit" (see email 4). The customer receives a corresponding email confirming completion or explaining why the job couldn't be completed. **Email Messages** The exact email messages customers receive are listed below. These have been in place, along with this process, since the app launched over 10 years ago 1. **Case Raised:** "Your service request has been sent to Glasgow City Council. Please review the below information and keep it for reference." 2. **Work In Progress:** "The removal of items has now been scheduled into our work plan. If we require special equipment to ensure safe removal, we may take up to 7 working days. The next notification that you receive will be to inform you that your report has been actioned." 3. **Closed (Completed):** "The items you reported as fly tipping have now been collected." 4. **Closed (Unable to Complete):** "Unfortunately we were unable to uplift the items that you reported as fly tipping. This may be due to the items no longer being present at the location provided or alternatively being located on private land. Your report has now been closed. In the event that the details of your report are still a concern, please re-submit your report remembering to include as much detail as possible." The *App's* output is determined wholly by human decisions made on the ground, via *Remedy.*
	Strategic Plan Performance – Grand Challenge 4 – Missions 2 and 3
Councillor Stephen Docherty	How many agency staff are currently employed by the Council?

Response by HR	This information is current being collated and will be provided directly to Cllr Docherty.
Councillor Catherine Vallis	Are there timescales around when a full Staff Survey may be resurrected and sent to all Council Staff?
Response by HR	Whilst we haven't recently conducted a full general staff survey, we have conducted several full staff surveys on specific topics including hybrid working, equally safe at work programme, we also currently have a full staff survey open in relation to our Employment Equality Outcomes. Individual services do complete specific staff surveys or utilise employee feedback mechanisms the most recent significant service activity was NRS People – a service specific staff survey followed with a dedicated action plan, several updates on that were provided to OPDSC. Completion of a full staff survey will be considered alongside our ongoing employee engagement activities at an appropriate time in line with significant employee projects, for example our current ongoing Job Evaluation activity.
Bailie Martha Wardrop	In relation to the Council's GOLD system for staff training. Where are we in terms of the number of courses available and based on staff's feedback are there opportunities to develop new courses within the platform?
Response from HR	The GOLD platform provides employees with access to over 400 courses covering a variety of topics. Employees are able to provide feedback directly from the platform, our e-learning network is led by Corporate HR and includes representatives from across services who review feedback and work on developing new content relevant to current council priorities, in 2024 over 120,000 courses were access by employees, 38 courses were updated, and 10 new courses were launched.