Item 4

4th November 2026

Glasgow City Council

Operational Performance and Delivery Scrutiny Committee

Report by Janice Timoney, Head of Customer and Business Services

Contact: Ext: 287 7602

Members Liaison Unit Performance

Purpose of Report:

The Members Liaison Unit (MLU) supports Members by ensuring enquiries are logged, directed to the appropriate service for response and said response passed back to Members.

This report summarises MLU performance for the period 1 January 2025 to 31 July 2026. It outlines enquiry volumes, key themes (where this can be provided) and planned technology developments.

Recommendations:

The Operational Performance and Delivery Scrutiny Committee is asked to note the content of this report.

Ward No(s):	Citywide: ✓
Local member(s) advised: Yes ☐ No ☐	consulted: Yes ☐ No ☐

1. Introduction

1.1 Complaints submitted through elected members are not included in the Council's formal Complaints Handling Procedure (CHP) statistics. This reflects the Council's established practice, whereby correspondence received by elected members is managed by the Members Liaison Unit (MLU). The MLU collaborates with the relevant Council service to investigate and address the constituent's or citizen's enquiry and coordinates the response to the elected member and/or their support staff. Relevant Scottish Public Services Ombudsman (SPSO) guidance allows local authorities discretion over whether complaints raised through elected members are included in their CHP statistics. Glasgow, in common with most Scottish local authorities, records these separately. The MLU provides reports on complaints raised through elected members to the relevant service senior management teams.

1.2 Correspondence from Elected Members, support officers, MSPs, MPs and their respective offices are received into the MLU to be logged and then allocated to the relevant Council service for a response. Once the response has been completed it is passed to Members or their support officers for consideration. Financial Services receive their MLU correspondence directly and their staff investigate and respond directly to the Elected Members or their support officers.

1.3 Correspondence is recorded on the PULSE system. The main MLU section records enquiries on the PULSE system. This recording system provides a unique reference number for each case logged. The PULSE system can also provide basic reports. Examples of reports available include categories reports and a split of who the enquiries were received from. The PULSE system is a basic system with limitations. Financial Services records enquiries through its own system and supporting spreadsheet.

1.4 Over the period 1 January 2025 to 31 July 2026, a total of 42,090 enquiries has been received by the MLU. For Financial Services a total of 1,821 enquiries were received.

1.5 This report provides an overview of the volume of enquiries received per Ward along with the breakdown for each Council Service.

2. Service Level Agreement

2.1 The MLU receives correspondence through generic mailboxes and forwards enquiries to the relevant service within 48 hours. Performance is monitored weekly and reported to line management.

Performance Target	1 January - 31 December 2025	1 January – 31 July 2026

48 hours to send to service	99% sent to services within 48 hours	99% sent to services within 48 hours

3. Correspondence Statistics

3.1 The numbers of enquiries per Ward, received into the MLU (excluding Financial Services) covering the period 1 January 2025 to 31 July 2026 is noted below:

Wards	1 January - 31 December 2025	1 January – 31 July 2026
1	893	597
2	1,029	691
3	1,014	680
4	861	547
5	984	732
6	2,040	1,155
7	1,944	1,263
8	1,384	954
9	508	448
10	1,546	973
11	2,403	1,310
12	1,613	1,464
13	874	606
14	914	661
15	575	328
16	863	534
17	757	503
18	791	577
19	893	620
20	694	524
21	509	349
22	682	591
23	1,229	667
Other*	208	108
	25,208	**16,882**

*General enquiries that do not relate to a specific ward

3.2 Volumes of correspondence received for each Council department along with the top three themes, where this can be provided, are noted in the tables below.

Neighbourhoods, Regeneration & Sustainability (NRS)

Enquiry Received By:	1st Jan - 31st Dec 2025	1st Jan – 31st July 2026

Elected Member	19,516	13,231
MSP	1,376	731
MP	1,606	1,214
Other	30	24
Total	**22,528**	**15,200**

Top three themes for NRS:

1st Jan - 31st Dec 2025	1st Jan – 31st July 2026
Road Repairs	Road Repairs
Refuse - Domestic	Refuse - Domestic
City Parking	Multiple Enquiries*

*Enquiries relating to more than one theme.

Health & Social Care Partnership (HSCP)

Enquiries Received By:	1st Jan - 31st Dec 2025	1st Jan – 31st July 2026
Elected Member	796	458
MSP	571	246
MP	496	455
Other	3	1
Total	**1,866**	**1,160**

HSCP enquiries are recorded in PULSE by area i.e., establishment location rather than by category, so common themes are not captured.

Education Services

Enquiries Received By:	1st Jan - 31st Dec 2025	1st Jan – 31st July 2026
Elected Member	451	318
MSP	181	81
MP	181	122
Other	1	1
Total	**814**	**522**

Education enquiries are recorded in PULSE by school or area rather than by category, so common themes are not captured.

Financial Services

Enquiries Received	1st Jan - 31st Dec 2025	1st Jan – 31st July 2026
Total	1,499	322

Financial Services record all MLU enquiries through a dedicated mailbox and workflow system. Although the enquiries are all logged, the source of the enquiry is not recorded. Most FS enquiries are submitted by Glasgow Councillors.

Top three themes recorded by Financial Services:

	1st Jan - 31st Dec 2025	1st Jan – 31st July 2026
Benefits	423	67
Council Tax	840	210
Non-Domestic Rates	236	45
Total	**1,499**	**322**

4. Future Technology

4.1 The Council is considering commissioning an independent, customer-focused review of the Council's public-facing digital services through a Digital Advisory Service provider. The review would assess resident experience, identify barriers and inefficiencies, and develop an evidence base to inform future investment, improve customer experience, increase digital adoption and reduce avoidable demand on traditional channels.

4.2 No timescale for completion has been determined, but should the review take place, the work is expected to be delivered in two phases: Phase 1: evidence gathering and problem definition. Phase 2: solution design and strategic roadmap development.

5. Recommendations

5.1 The Operational Performance and Delivery Scrutiny Committee is asked to note the contents of this report.

Policy and Resource Implications

Resource Implications:

Financial: There are no new financial implications arising from this report.

Legal: This report raises no new legal issues.

Personnel:	There are no direct personnel implications arising from this report.
Procurement:	There are no procurement implications arising from this report.
Council Strategic Plan:	This report does not relate to a specific commitment under the Council Strategic Plan. In general terms, the Member Liaison Unit supports Grand Challenge 4: Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities. It also supports the following missions: – Run an open, well governed council in partnership with all our communities – Enable staff to deliver a sustainable and innovative council structure that delivers value for money
Equality and Socio-Economic Impacts:	
Does the proposal support the Council's Equality Outcomes 2025-29? Please specify.	Yes, it supports Outcome 3, ensuring that the public can access information relevant to the delivery of services.
What are the potential equality impacts as a result of this report?	No EQIA required, as the report is a performance report and no policy or strategic decisions are initiated as result of this report.
Please highlight if the policy/proposal will help address socio-economic disadvantage.	No policy or strategic decisions are initiated as result of this report, However, data published may assist in understanding socio-economic disadvantage.
Climate Impacts:	
Does the proposal support any Climate Plan actions? Please specify:	There are no proposals in this report that have any relevant climate impacts.
What are the potential climate impacts as a	No significant impact

result of this proposal?	
Will the proposal contribute to Glasgow's net zero carbon target?	No significant impact
Privacy and Data Protection Impacts: Are there any potential data protection impacts as a result of this report Y/N	There are no proposals in this report that have any relevant privacy and data protection impacts.