OPERATIONAL PERFORMANCE AND DELIVERY SCRUTINY COMMITTEE'S MINUTES.

Hybrid meeting, 13th September 2023.

Operational Performance and Delivery Scrutiny Committee.

Present: Maureen Burke (Chair), Imran Alam, Annette Christie, Chris Cunningham, Feargal Dalton, Stephen Dornan, Patricia Ferguson, Elaine Gallagher, William Graham, Jim Kavanagh (substitute for Ann Jenkins), Roza Salih and Catherine Vallis.

Apologies: John Daly, Ann Jenkins and Martha Wardrop.

Attending: L Sclater (Clerk); D Black, Head of Audit and Inspection; Michelle McGinty, Head of Policy and Corporate Governence; E Marshall and E Parkes (for the Executive Director of Neighbourhoods, Regeneration and Sustainability); A Eccles and C Cowan (for the Chief Officer, Glasgow City Health and Social Care Partnership); C MacKenzie (for the Director of Communications and Corporate Governence); and Ciaran Mulholland, Ipsos.

Glasgow Household Survey 2023 - Summary of findings and presentation noted.

1 There was submitted a report by the Chief Executive regarding the findings from the Glasgow Household Survey 2023,

(1) advising that

(a) this Council had conducted a household survey every year and had used the survey to measure and track residents' usage and satisfaction with a number of key services provided directly by the Council and its arms length organisations; and

(b) the survey had also been used to inform service reform, strategy and development; and

(2) detailing a summary of the findings from the 2023 household survey.

Following a presentation by Mr Mullholland, Ipsos who had conducted the survey, the committee

(i) thanked Mr Mulholland for his presentation; and

(ii) noted that the findings

(A) would be used to inform Council policy and practice; and

(B) for the next household survey would be reported to this committee in September 2024.