

OPERATIONAL PERFORMANCE AND DELIVERY SCRUTINY COMMITTEE'S MINUTES.

Hybrid meeting, 2nd October 2024.

Operational Performance and Delivery Scrutiny Committee.

- Present: Soryia Siddique (Chair), Imran Alam, Annette Christie, Chris Cunningham, Stephen Docherty, William Graham, Eunis Jassemi, Catherine Vallis and Martha Wardrop.
- Apologies: Richard Bell, John Daly and Roza Salih.
- Attending: L Sclater (Clerk); D Black, Head of Audit and Inspection; M Booth, Head of Policy and Corporate Governance; M McClung (for the Executive Director of Education Services); D McCulloch and C Francis (for the Executive Director of Neighbourhoods, Regeneration and Sustainability); G Smith and S Thomson (for the Chief Executive); C MacKenzie (for the Director of Communication and Corporate Governance); and Lorraine Murray, Ipsos.

Glasgow Household Survey 2024 - Summary of findings and presentation noted.

1 There was submitted a report by the Chief Executive regarding the findings from the Glasgow Household Survey 2024, conducted by Ipsos

- (1) advising that
 - (a) the Council conducted a household survey every year that was undertaken by an independent contractor and 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;
 - (b) the survey had also been used to inform service reform, strategy and policy development, programme evaluation and the implementation of the Council's Strategic Plan; and
 - (c) the survey consisted of 1,000 interviews conducted across each of Glasgow's 3 Community Planning Partnership Sector Areas, namely North East, North West and South; and
- (2) detailing a summary of the findings from the 2024 household survey.

Following a presentation by Ms L Murray, Ipsos, the committee

- (i) thanked Ms Murray for her 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 2025.