

Operational Performance and Delivery Scrutiny Committee

**Response to Questions by Elected Members from
2nd October 2024**

Agenda Item 2	Strategic Plan Performance - Grand Challenge 2 - Missions 2 & 3 - Report by Chief Executive.
Question 1 by Councillor Alam	What is being done for those residents digitally excluded? Constituents from my Ward report that they cannot speak to/phone the Council to report issues as they have all to be reported online.
Answer from CBS	Customer and Business Services (CBS) have provided a response attached as an appendix to this report.
Question 2 by Councillor Jassemi	In relation to the Gaelic school estate. The report indicates ‘a review of funding requirements for a Gaelic 5 is being assessed in light of financial position’. Can an update be provided on this.
Answer from Financial Services	The affordability of a new school would need to be considered as part of the council's overall future capital planning. The level of new capital allowance will be finalised as part of the budget process for 2025-26 and future years but in previous years has averaged £50 million per annum for all new capital expenditure including for property and infrastructure. This amount can be increased by grant funding from the Scottish Government or other external funding bodies.
Agenda Item 2	Strategic Plan Performance - Grand Challenge 2 - Missions 2 & 3 - Report by Chief Executive.
Question by Bailie Siddique	What is the total number of BME headteachers in Glasgow?
Answer from Education Services	Currently there are no BME Headteachers in Glasgow.

Customer and Business Services (CBS)

Customer contact

Date **October 2024**

The Covid 19 pandemic and resulting restrictions forced the Council to look at alternative models of customer contact that was tailored to the needs of our customers. Over the last four years, CBS have changed, tested and evolved our customer contact strategy.

This process has allowed CBS to increase digital service provision to meet customer demand, while ensuring that alternative contact options are in place for customers that are unable or less likely to interact online.

The CBS contact strategy is continually under review. CBS monitor new technologies available as well as taking account of customer demand and feedback to provide a flexible service to our wide customer base.

Council Tax, Council Tax Reduction and Housing Benefit

- **Live chat:** Customers can either self-serve the information from the Council's webpages or can connect to a subject matter expert using real time messaging.
- **Callbacks:** Customers can book a callback appointment at a date and time of their choice and a subject matter expert will call them. To improve the effectiveness of this service, CBS have introduced email reminders issued the day before the appointment to remind customers.
- **Webpages and online forms:** Customers can access information through the Council's webpages and can submit enquiries, apply for reliefs, or provide information such as moving address through our online forms.
- **Priority telephone line:** Recognising that there are customers who are unable or less confident with digital contact options, Council Tax and Housing Benefit have a telephone line available to customers. The priority telephone enquiry number is **0141-276-1118** and is open as follows

- | | |
|-------------|------------------|
| • Monday | 9:00am – 12:00pm |
| • Tuesday | 9:00am – 12:00pm |
| • Wednesday | 1:00pm – 4:00pm |
| • Friday | 9:00am – 12:00pm |

The priority line number has also been shared with the leading support groups in the city for blind or partially sighted customers.

Although the service desk at 45 John Street is no longer available for walk in face-to-face services, CBS will arrange to meet citizens when required. Where a face-to-face enquiry is essential, an appointment will be arranged at the Service Desk. This can be arranged by contacting the Council switchboard on **0141-287-2000** where a staff member will be able to put them through to the Council Tax triage team to arrange a suitable appointment at the Service Desk. Similarly, staff may make an assessment through any of our other contact channels that a face-to-face appointment would be the most effective way to resolve the enquiry.

In addition to our contact channels, CBS work jointly with Glasgow Life who provide face-to-face assistance with navigating our online services on the Council website, completion of forms, signing up for customer self-service, setting up direct debits for Council Tax and reporting a change of address. Currently this service is based in the Universal Credit Hubs within libraries throughout the city. Citizens can visit Universal Credit hubs based in libraries or can make an appointment by calling free phone number **0808-169-901**.

Cleansing

Customers can report a missed bin collection via many digital channels, including the MyGlasgow app and the online form, via our website. However, whilst it is recognised that many of our customers prefer to transact with us this digitally, and at their own convenience, we do provide a telephone service for those who are digitally excluded.

The telephone enquiry number is **0141-287-9700** and is open Monday to Sunday, 9:00am to 5:00pm.

It is important to note that a missed bin enquiry can only be made, both online and by telephone, the following day from the scheduled collection day, as Neighbourhood, Regeneration and Sustainability (NRS) operatives have up until 8:00pm to make the collection on the scheduled uplift day.

Roads and Lighting

Customers can report an issue with roads and lighting via many digital channels, including the MyGlasgow app and the online form, via our website. However, whilst it is recognised that many of our customers prefer to transact with us this digitally and at their own convenience, we do provide a telephone service for those are digitally unable.

The telephone enquiry number is **0800-373-635**. As some issues relating to the reporting of roads and lighting can be considered an emergency, our enquiry line is open 24 hours a day, 365 days a year (this includes all public holidays).