

Midlothian Building Standards

May 2024



Customer Satisfaction (in percentage) (Local target = annual average more than 90%)

Item	2021/22	2022/23	Q1: April to June 2023	Q2: July to September 2023	Q3: October to December 2023	Q4: January to March 2024
Timeliness (in percentage)	95.1	93.4	100.0	Na	Na	96.9
Information (in percentage)	96.9	94.1	100.0	Na	Na	100.0
Professionalism and Staff Attitude (in percentage)	99.5	98.5	100.0	Na	Na	100.0
Satisfaction with Service (in percentage)	98.4	94.8	100.0	Na	Na	100.0
Average customer satisfaction (in percentage)	97.2	95.1	100.0	Na	Na	99.0
Surveys returned	32	17	2	0	0	2

Average scores are calculated using the following individual scores: Very satisfied 100%, Satisfied 75%, Neither satisfied or dissatisfied 50%, Dissatisfied 25%, Very dissatisfied 0%.

