

Midlothian Building Standards

February 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	0	0	Na
Information (in percentage)	96.9	94.1	100.0	0	0	Na
Professionalism and Staff Attitude (in percentage)	99.5	98.5	100.0	0	0	Na
Satisfaction with Service (in percentage)	98.4	94.8	100.0	0	0	Na
Average customer satisfaction (in percentage)	97.2	95.1	100.0	0	0	Na
Surveys returned	32	17	2	0	0	Na

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

