

Midlothian Building Standards

October 2021



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

Item	2019/20	2020/21	Q1: April to June 2021	Q2: July to September 2021	Q3: October to December 2021	Q4: January to March 2022
Timeliness (in percentage)	95.0	94.2	97.9	97.9	Na	Na
Information (in percentage)	92.3	95.0	100.0	100.0	Na	Na
Professionalism and Staff Attitude (in percentage)	97.0	96.7	100.0	100.0	Na	Na
Satisfaction with Service (in percentage)	96.5	95.0	100.0	100.0	Na	Na
Average customer satisfaction (in percentage)	95.1	95.1	99.3	99.3	Na	Na
Surveys returned	72	15	6	9	Na	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%.

