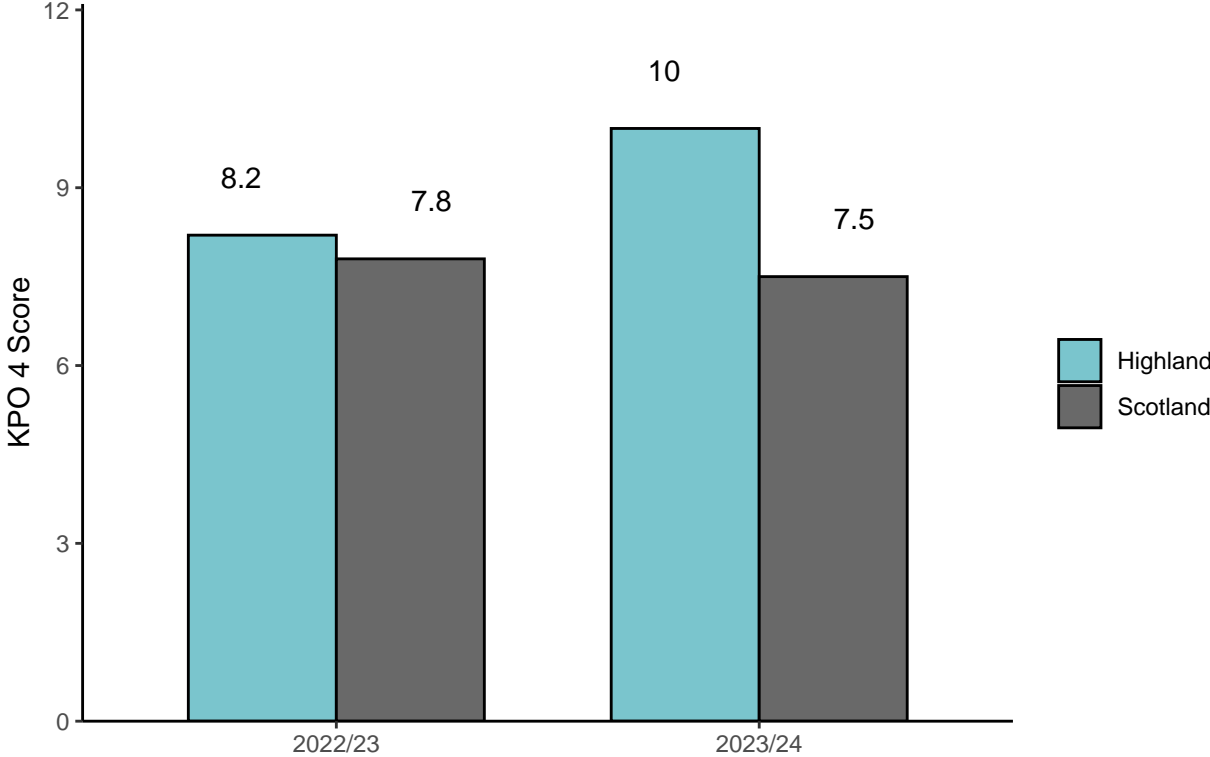


# National Customer Survey Performance Overview Report

## KPO 4 Score

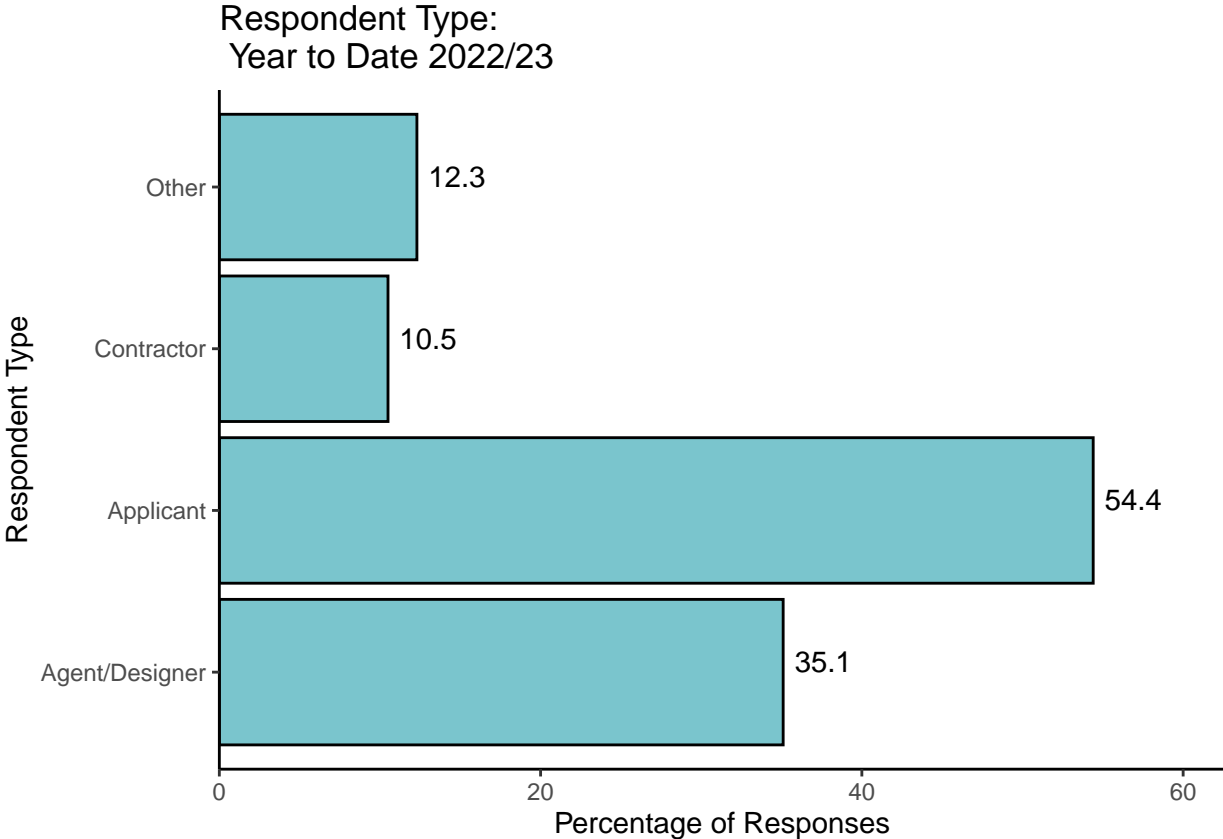
This indicator summarises performance across all questions, with differential weightings based on importance. For Highland in 2022/23 overall performance is at 8.2 for the year to date. This is 1.8 points lower than the performance of 10 in 2023/24. The year to date performance of Highland in 2022/23 is higher than the Scotland average of 7.8 and higher than the target value of 7.5.

KPO 4 score – Year to Date



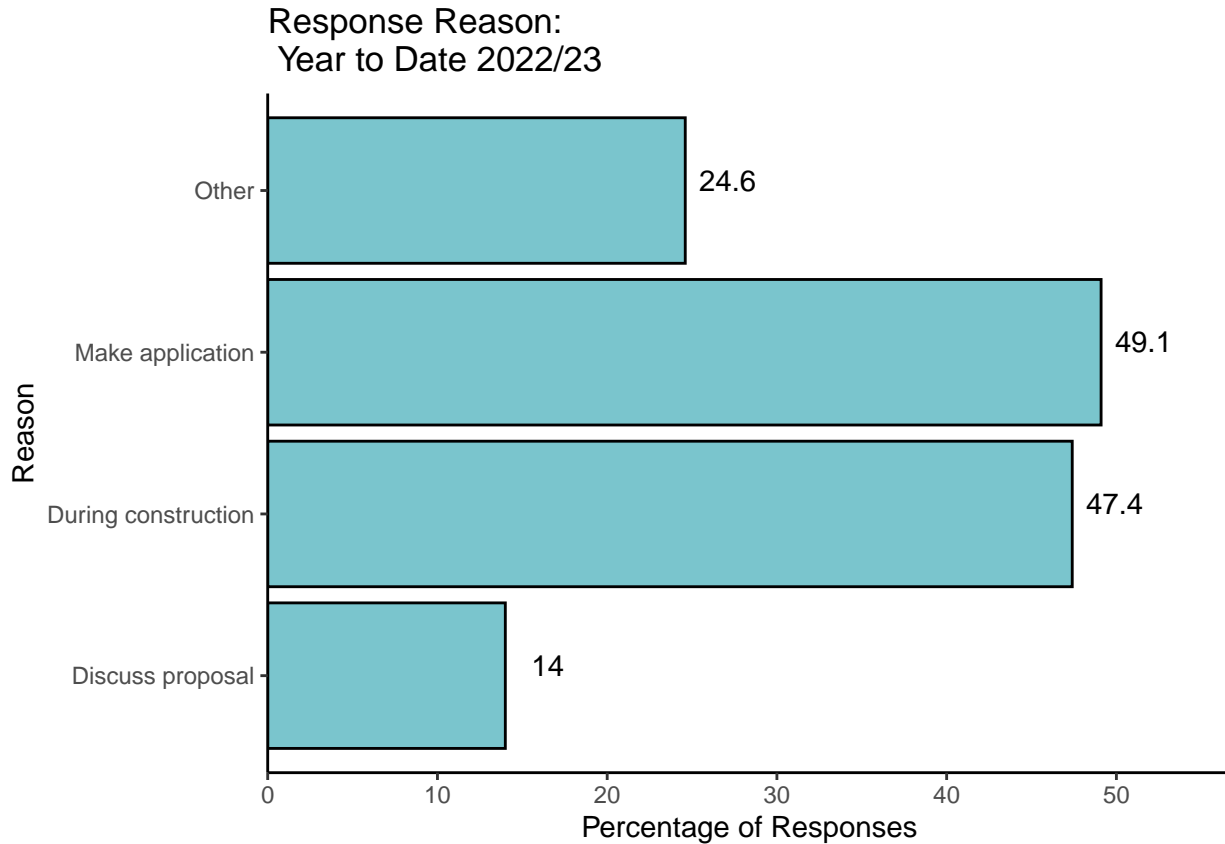
# Respondent Type

Respondents were asked to provide details on the type of respondent they were, as well as their reason for contacting the Building Standards Service in Highland. Of the 57 respondents in Year to Date 2022/23, 35.1% were agents or designers, 54.4% were applicants and 10.5% were contractors. 12.3% said they were an other respondent type.



## Response Reason

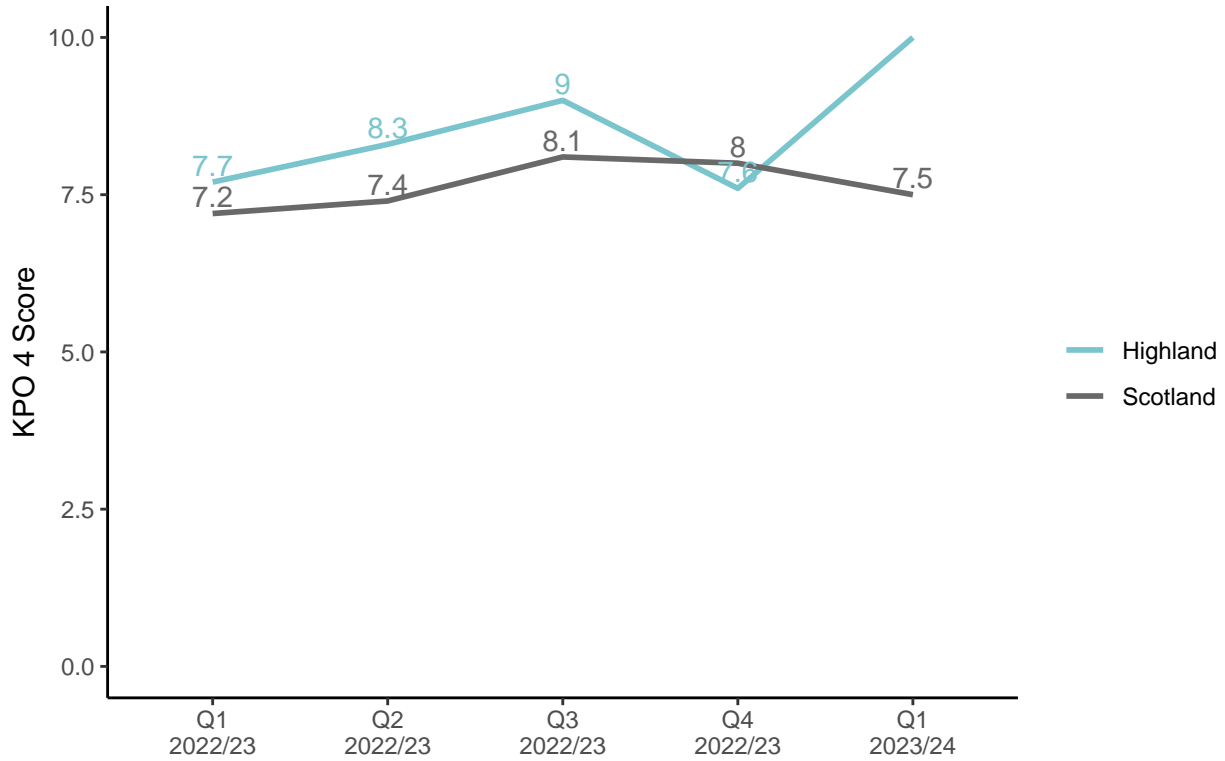
Respondents were asked to provide details on the type of respondent they were, as well as their reason for contacting the Building Standards Service in Highland. Of the 57 respondents in, Year to Date 2022/23, 14% contacted the local authority to discuss their proposal before applying for a building warrant, 49.1% were making an application for a warrant and 47.4% contacted the service during construction. 24.6% contacted the service for some other reason.



## KPO 4 Over Time

In Quarter 1 2022/23 performance for KPO 4 calculated across all responses for all questions was 7.7 for Highland. Performance then rose in Quarter 2 to stand at 8.3. In Quarter 3 performance was higher than Quarter 2 at 9. In Quarter 4 performance was lower than Quarter 3 and stands at 7.6. KPO 4 performance in Quarter 1 2022/23 was 2.3 points lower than in Quarter 1 2023/24.

KPO 4 score – over time

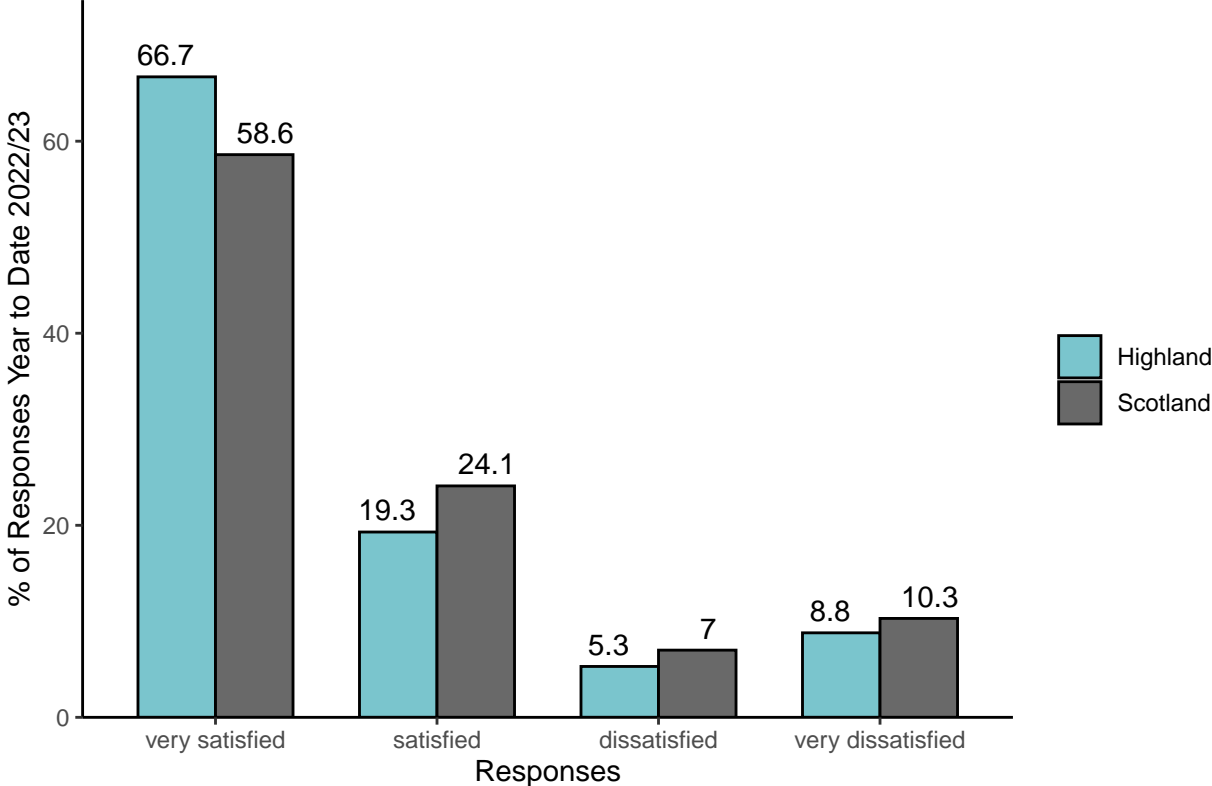


# Individual Questions

## Time taken

In Year to Date 2022/23, for the question “Thinking of your engagement, how satisfied were you with the time taken to complete the process?” responses for Highland have been mainly positive with 86 percent saying that they were very satisfied or satisfied. The greatest proportion of respondents said they were very satisfied at 66.7 percent. This was followed by satisfied at 19.3 percent. For Scotland overall, most respondents said that they were very satisfied at 58.6 percent.

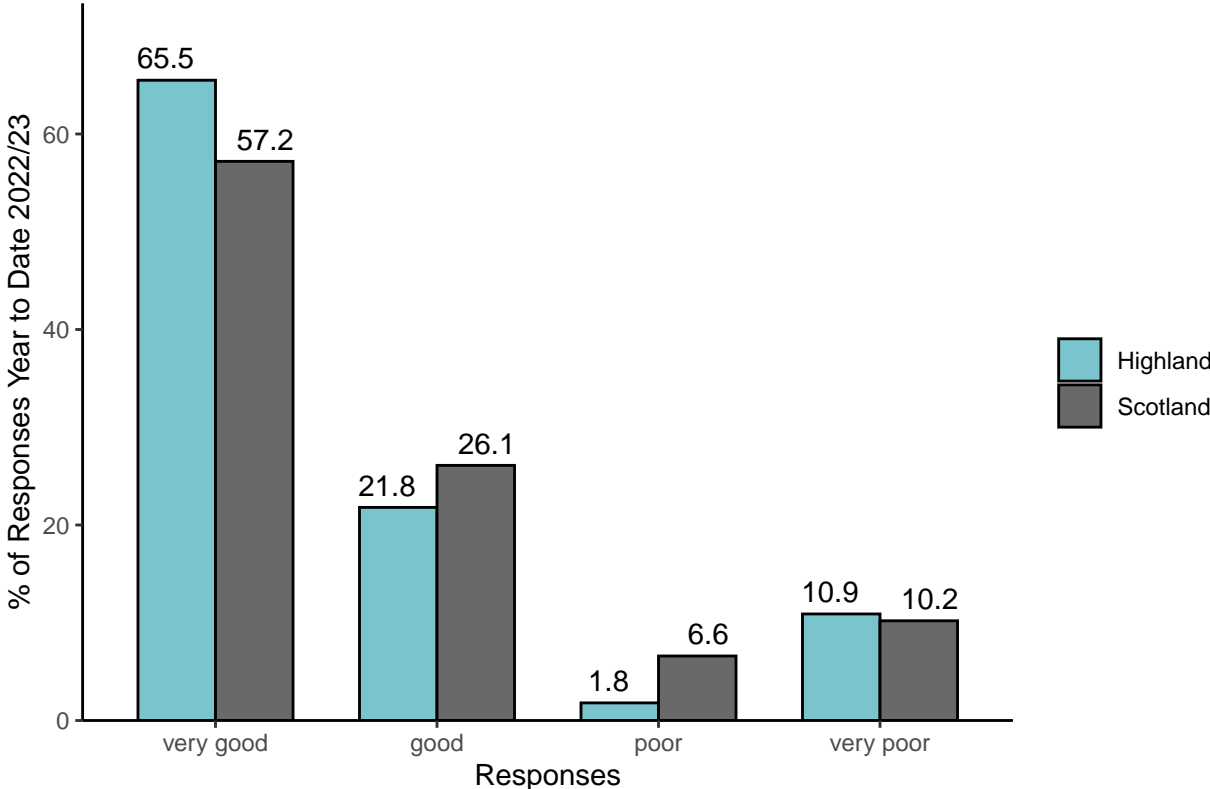
Satisfaction with time taken – Year to Date 2022/23



# Communications

In Year to Date 2022/23, for the question “How would you rate the standard of communication provided?” responses for Highland have been mainly positive with 87.3 percent saying that it was good or very good. The greatest proportion of respondents said they felt it was very good at 65.5 percent. This was followed by good at 21.8 percent. For Scotland overall, most respondents said that communication was very good at 57.2 percent.

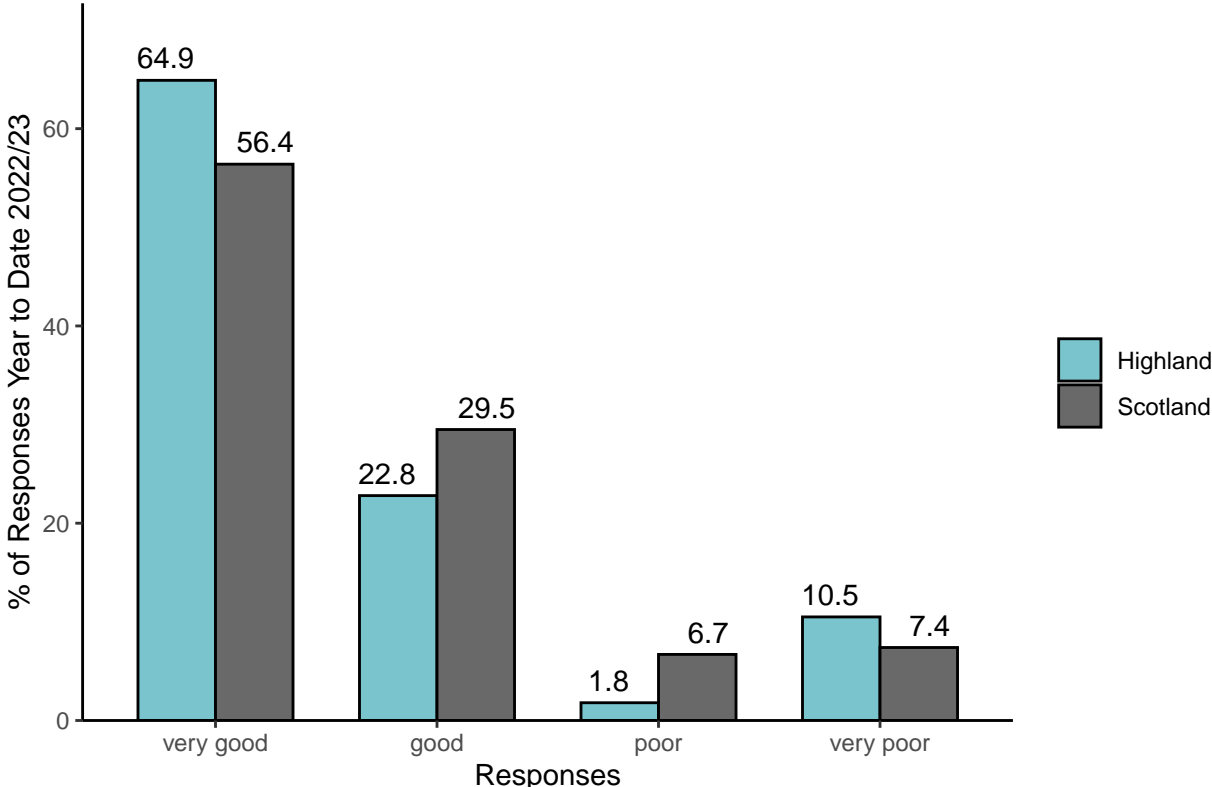
Standard of Communication – Year to Date 2022/23



**Information**

In Year to Date 2022/23, for the question “How would you rate the quality of information provided?” responses for Highland have been mainly positive with 87.7 percent saying that it was good or very good. The greatest proportion of respondents said they felt it was very good at 64.9 percent. This was followed by good at 22.8 percent. For Scotland overall, most respondents said that the information they received was very good at 56.4 percent.

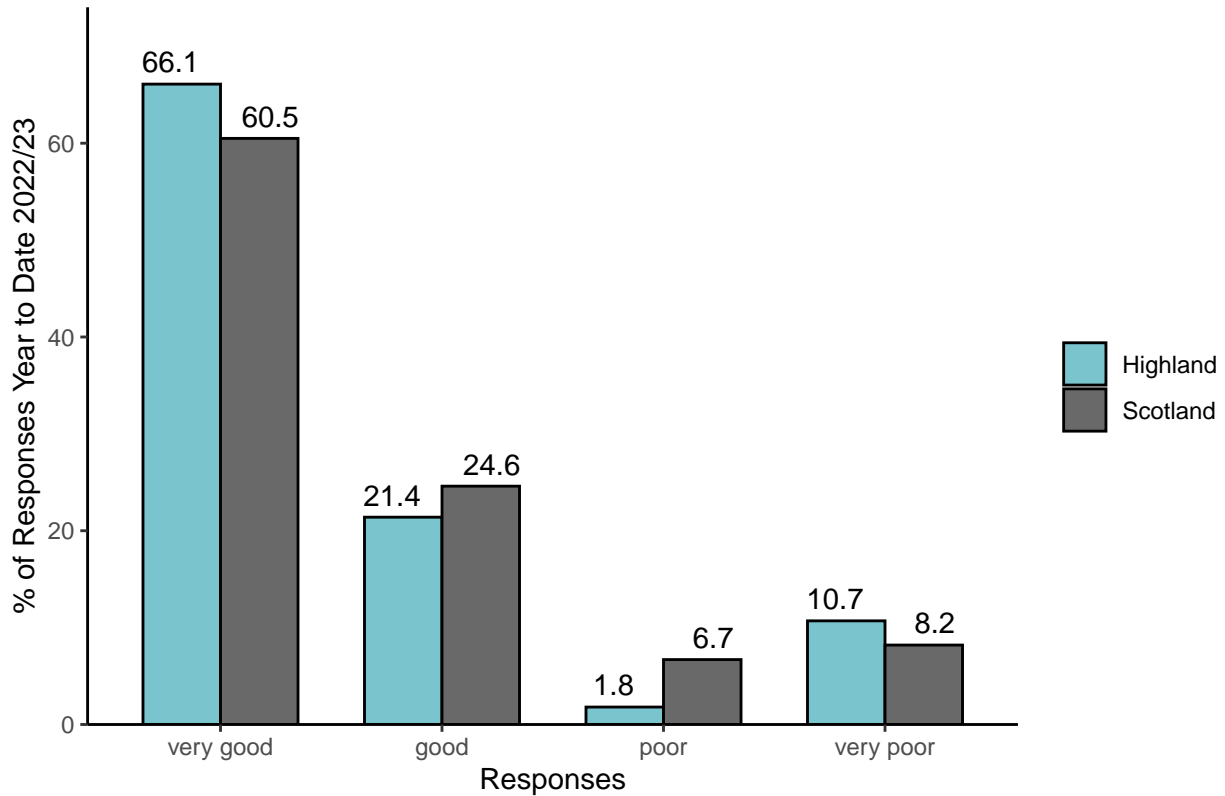
Quality of information – Year to Date 2022/23



## Staff

In Year to Date 2022/23, for the question “How would you rate the service offered by staff?” responses for Highland have been mainly positive with 87.5 percent saying that it was good or very good. The greatest proportion of respondents said they felt it was very good at 66.1 percent. This was followed by good at 21.4 percent. For Scotland overall, most respondents said that the service received was very good at 60.5 percent.

Service offered by staff – Year to Date 2022/23

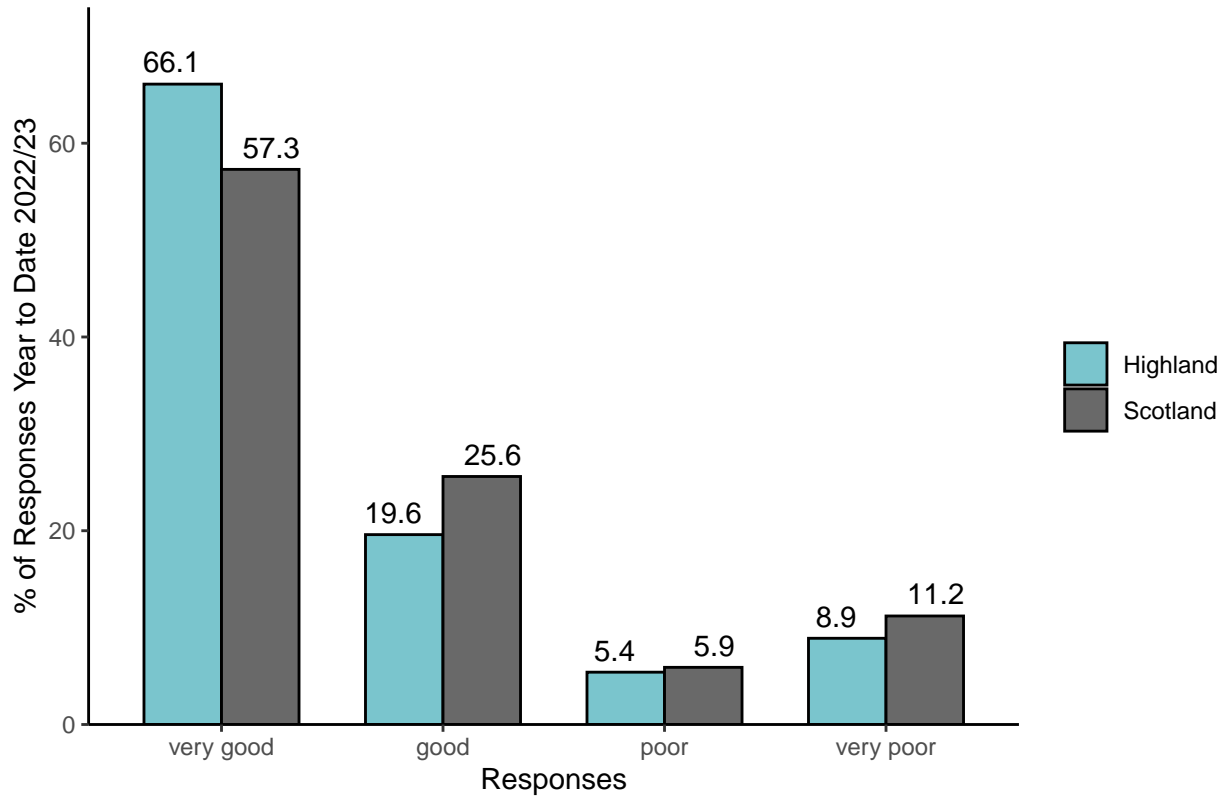




## Responsiveness

In Year to Date 2022/23, for the question “How would you rate the time taken to respond to any queries or issues raised?” responses for Highland have been mainly positive with 85.7 percent saying that it was good or very good. The greatest proportion of respondents said they were very good at 66.1 percent. This was followed by good at 19.6 percent. For Scotland overall, most respondents said that responsiveness was very good at 57.3 percent.

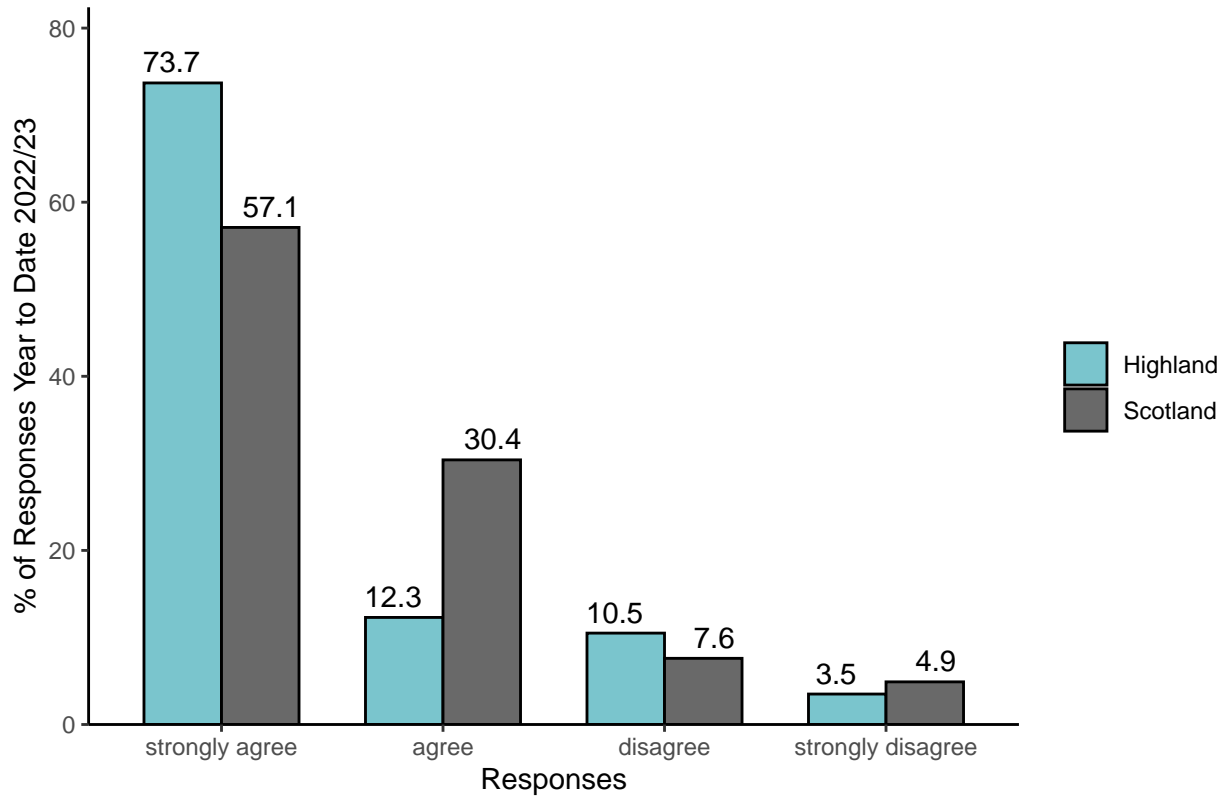
Responsiveness to queries or issues – Year to Date 2022/23



## Treated Fairly

In Year to Date 2022/23, for the question “To what extent would you agree that you were treated fairly?” responses for Highland have been mainly positive with 86 percent saying that they agree or strongly agree. The greatest proportion of respondents said they strongly agree with the statement at 73.7 percent. This was followed by agree at 12.3 percent. For Scotland overall, most respondents said that they strongly agree at 57.1 percent.

Would you agree you were treated fairly – Year to Date 2022/23



## Overall Satisfaction

In Year to Date 2022/23, for the question “Overall, how satisfied were you with the service provided?” responses for Highland have been mainly positive with 87.7 percent saying that they were very satisfied or satisfied. The greatest proportion of respondents said they were very satisfied at 68.4 percent. This was followed by satisfied at 19.3 percent. For Scotland overall, most respondents said that they were very satisfied at 58.6 percent.

Overall satisfaction – Year to Date 2022/23

