

## Environmental Health & Trading Standards

### Customer Consultation 2021/2022

We value the feedback we receive from customers. Our customers fall into two main categories – businesses we inspect, and members of the public we assist with concerns. We offer customers the opportunity to provide their thoughts in two ways – through the use of a form completed and returned to the service, or through an online survey. We measure customer satisfaction in a number of key aspects of service delivery. The number of responses received during this current year were lower than previous due to impacts of COVID pandemic on commercial premises onsite engagements. The results of the customer survey for 2021/22 are detailed below:

- *Percentage of customers who rated the timeliness of the service as good or excellent* **86.7%**
- *Customer satisfaction with communication (good/excellent)* **94.4%**
- *Customer satisfaction with employee's attitude (good/excellent)* **94.4%**
- *Customer satisfaction with equality of service provision* **97.4%**
- *Customer satisfaction with employee professionalism/knowledge (good/excellent)* **91.7%**
- *Business customer satisfaction with information quality. (good/excellent)* **95.2%**
- *Customer satisfaction with the service overall. (good/excellent)* **94.4%**

Number of customer responses – 41

### Actions

The level of customer satisfaction with the service was very high, and there are no significant points for us to work to resolve at this time. However, we continue to recognise that our response times can be impacted by available staff resource, and we are working to ensure that customers receive an early acknowledgement of their enquiry, and an indication of the nature of service which we will be able to provide.

We will continue to ensure our officers have a focus on delivering our service in a professional and considerate manner. Our focus is on ensuring every customer is kept informed of the outcomes of our involvement.

We welcome any further comments you might have on our customer service. You can send these to [environmentalhealth@westlothian.gov.uk](mailto:environmentalhealth@westlothian.gov.uk)