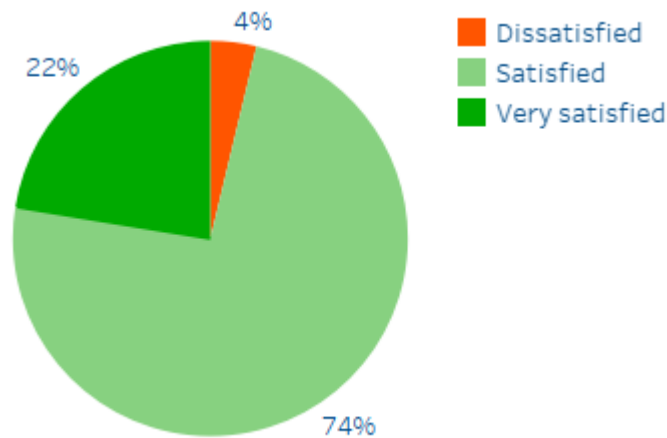


Consumer Service Partner Satisfaction Survey: Wave 15

To find out what our partners think about the Consumer Helpline, we conducted a survey. In September 2021, 107 representatives from partner organisations took our online survey asking how they felt about different aspects of working with the Consumer Service as a delivery partner.

General

	% change	
96% satisfied with Consumer Service as delivery partner	+4%	103 out of 107 were 'very satisfied' or 'satisfied' with the Consumer Service as a delivery partner.



95% satisfied with accuracy of information provided to consumers	+1%	100 out of 105 were 'very satisfied' or 'satisfied' that information provided to consumers is accurate.
91% satisfied with depth of advice to consumers	+1%	96 out of 105 were 'very satisfied' or 'satisfied' that advice provided to consumers is full and complete.
79% satisfied with the quality of case notes	0%	82 out of 104 were 'very satisfied' or 'satisfied' with the quality of information in case notes and data fields.
78% satisfied with information about traders and suppliers	0%	83 out of 106 were 'very satisfied' or 'satisfied' with the quality of information collected about traders and suppliers.

Contact centre suppliers

94% satisfied with support provided by English and Welsh contact centres	+3%	93 out of 99 were 'very satisfied' or 'satisfied' with the support provided by Citizens Advice Direct.
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Support provided by Citizens Advice Operations Team

88% satisfied with training	-4%	66 out of 75 were 'very satisfied' or 'satisfied' with advisor training.
97% satisfied with duty officer	-3%	72 out of 74 were 'very satisfied' or 'satisfied' with the duty officer (e.g. accessibility).
99% satisfied IT support	-1%	81 out of 82 were 'very satisfied' or 'satisfied' with technical support for information systems.
95% satisfied with engagement	+3%	78 out of 82 were 'very satisfied' or 'satisfied' with communications and engagement.

Referrals and feedback

96% satisfied with design of referral protocols	+3%	100 out of 104 were 'very satisfied' or 'satisfied' with the design of the referral protocols
96% satisfied that referrals are sent according to agreed processes	+6%	98 out of 102 were 'very satisfied' or 'satisfied' that referrals are sent in accordance with agreed procedures and protocols.
97% satisfied with design of feedback procedure	+4%	100 out of 103 were 'very satisfied' or 'satisfied' with the overall design of the feedback procedure.
99% satisfied that feedback is responded to within agreed timescales	+4%	98 out of 99 were 'very satisfied' or 'satisfied' that feedback is responded to within agreed response times.
98% satisfied that changes based on feedback are made within agreed timescales	+4%	94 out of 96 were 'very satisfied' or 'satisfied' that changes required on the basis of feedback are completed within agreed response times.

Trader Tracking

25% had made a request for trader tracking	-4%	27 out of 107 respondents had made requests for trader tracking.
89% satisfied with design of trader tracking procedure	-2%	24 out of 27 were 'very satisfied' or 'satisfied' with the overall design of the trader tracking procedure.
76% satisfied that requests for trader tracking are followed	-6%	19 out of 25 were 'very satisfied' or 'satisfied' that requests for trader tracking are followed in consumer service cases.
92% satisfied that trader tracking is processed within agreed timescales	+4%	24 out of 26 were 'very satisfied' or 'satisfied' that the consumer service processes trader tracking within the agreed timescales.

Partner portal and data/information extracts

71% had used the partner portal or data/information extracts	-8%	76 out of 107 respondents or energy and post data users had used the partner portal or data/information extracts.
96% satisfied with the quality of data in the partner portal	-1%	69 out of 72 respondents were 'very satisfied' or 'satisfied' with quality of data from partner portal.
96% satisfied with accessibility	-1%	72 out of 75 respondents were 'very satisfied' or 'satisfied' with the accessibility of partner portal.
80% satisfied with usability	+2%	60 of 75 respondents were 'very satisfied' or 'satisfied' with the usability of partner portal.

Sample and methodology

107 partners completed the survey	<ul style="list-style-type: none">• 104 Trading Standards• 2 Referral Partners• 1 General Consumer data users (excluding Trading Standards)
Questionnaire	PSAT Wave 15 Questionnaire
Analysis	Based on no. of clients answering each question ('Not applicable' & 'blanks' excluded)