			August		October	May	Wave 6 - November 2016	Wave 7 - April 2017	Wave 8 - December 2017	Wave 9 - April 2018	Wave 10 - November 2018	Wave 11 August 2019		ve 12 nuary 20	Wave 13 August 2020	Wave 14 April 2021	Wave 15 November 2021	Wave 16 April 2022	Wave 17 December 2022	March 2022	2023	Recent trend
Overall	Satisfaction with the consumer service as delivery partner	67%	66%	75%	83%	81%	84%	84%	85%	87%			94%	91%	94%	92%	96%	92%	91%	93%		% No change
	Satisfied with the accuracy of information	70%	71%	79%	79%		84%		81%	90%			94%	94%	91%	94%	95%	95%	96%			% No change
	Satisfied with the depth of advice	50%	54%	58%	65%	66%	68%		66%	79%			88%	87%	87%	90%	91%	87%				% 2% decrease
	Quality of case notes	36%	39%	35%	47%	45%	56%			66%			71%	73%	74%	79%	79%	77%	74%			
	Satisfied with the information around traders and suppliers	46%	45%	39%	51%	56%	60%	59%	57%	67%	71	%	76%	77%	76%	78%	78%	83%	74%	83%	749	% 9% decrease
Contact centres	Satisfied with support provided by Scottish delivery centres	72%		79%	90%		90%		81%	85%		% N/A						N/A				
Contact centres	Satisfied with support provided by English and Welsh delivery centre	44%	65%	69%	78%	79%	82%	80%	77%	89%	91	% 9	94%	91%	94%	91%	94%	92%	92%	97%	93%	% 4% decrease
Operations Team	Satisfied with training	36%		75%	76%		79%		80%	89%			92%	89%	89%	92%	88%	91%				
	Satisfied with duty officer	49%	90%	90%	95%		95%		97%	96%			00%	99%	98%	100%	97%	97%	100%	100%		
	Satisfied with IT support	53%	92%	91%	97%		97%		98%	96%			97%	98%	98%	100%	99%	97%	100%			% No change
	Satisfied with engagement	36%	74%	82%	86%	92%	91%	91%	92%	92%	90	% 9	93%	87%	91%	92%	95%	95%	98%	92%	979	% 5% increase
Referrals & Feedback	Satisfied with design of referral protocols	68%		79%	87%		90%		87%	85%			86%	87%	87%	93%	96%	94%				
	Satisfied referrals are sent in line with agreed processes	64%	64%	67%	70%		85%		74%	77%			88%	89%	87%	90%	96%	86%	87%			
	Satisfied with the design of the feedback procedure		66%	71%	75%		83%		83%	85%			94%	91%	89%	93%	97%	87%	94%			
	Satisfied feedback is responded to within agreed timescales	73%		91%	86%		95%		93%	94%			99%	98%	94%	95%	99%	97%	99%			
	Satisfied changes based on feedback within agreed timescales	65%	83%	91%	91%	88%	94%	92%	92%	92%	98	% 9	96%	94%	96%	94%	98%	95%	95%	95%	949	% 1% decrease
Trader Tracking	Made a request for trader tracking	37%		31%	22%		38%		28%	28%			37%	32%	27%	29%	25%	30%	29%			% 22% increase
	Satisfied with design of tracking procedure	29%	68%	74%	71%		77%			88%			76%	78%	86%	91%	89%	97%	88%			
	Satisfied that requests for tracking are followed	26%	57%	65%	53%		72%		70%	77%			66%	60%	76%	82%	86%	94%	75%			
	Satisfied tracking is processed within agreed timescales	34%	77%	85%	87%	89%	88%	88%	95%	93%	87	% 8	83%	72%	88%	88%	92%	100%	91%	100%	90%	% 10% decrease
Partner portal and data	Have used the portal or data extracts	79%		70%	70%		74%			68%			77%	76%	78%	79%	71%	78%	80%			
	Satisfied with quality of data	62%	82%	79%	91%		89%		91%	93%			93%	87%	95%	97%	96%	94%				% No change
	Satisfied with accessability	64%	77%	78%	88%		92%		93%	97%			95%	96%	98%	97%	96%	99%	100%			
	Satisfied with usability	44%	58%	64%	69%	70%	73%	72%	72%	74%	65	%	74%	69%	74%	78%	80%	78%	79%	78%	729	% 6% decrease

					Wave 5 -	Wave 6 -	Wave 7 - Apr							Wave 14 -	Wave 15 -	Wave 16 -	Wave 17 -	Wave 18	Wave 19 Dec	Wave 2
		Aug2014		Oct 2015		Nov 2016	2017	Wave 8 -	Wave 9 -	Wave 10 -	Wave 11 -	Wave 12 Jan		Apr 2021	Nov 2021	Apr 2022	Dec 2022	Mar 2023	2023	202
	Wave 1	[4]	[5]		2016			Dec 2017	May 2018	Nov 2018	Aug 2019	2020	Oct 2020	Apr 2021		· .	DCC ZOZZ	Wei 2020	2020	20
Citizens Advice as delivery partner	67%	66%	75%	83%	81%	84%	84%	85%	87%	91%	94%	91%	94%	92%	92%		91%	93%	93%	
Accuracy of information	70%		79%		79%	84%	81%	81%			94%	94%	91%	94%	94%		96%	94%	94%	
Depth of advice	50%	54%	58%		66%	68%	67%	66%	79%	86%	88%	87%	87%	90%	90%		90%	91%	89%	
Quality of case notes	36%	39%	35%	47%	45%	56%	47%	53%	66%	63%	71%	73%	74%	79%	79%	80%	80%	80%	74%	
nformation around traders	46%	45%	39%	51%	56%	60%	59%	57%	67%	71%	76%	77%	76%	78%	78%	83%	83%	83%	74%	
		Wave 2 -	Wave 3 -	Wave 4 -	Wave 5 -	Wave 6 -	Wave 7 -	Wave 8 -		Wave 10 -		Wave 12	Wave 13 -	14/ 4.4	Wave 15 -	14/ 40	Wave 17 -	14/ 40		1
		August	March	October	May	November	April 2017	December	Wave 9 -	November	Wave 11 -	January	October	Wave 14 - April 2021	November	Wave 16 - April 2022	December	Wave 18 Mar 2023	Wave 19	
		2014 [7]	2015 [8]	2015 [9]	2016	2016	l .	2017	May 2018	2018	August 2019	2020	2020	April 2021	2021	April 2022	2022	Mar 2023	Dec 2023	
Satisfied with support provided by CAD delivery centres	72%	64%	79%		89%	90%	81%	81%	85%	94%	Ť									1
Satisfied with support provided by England and Wales delivery centre	44%	65%	69%	78%	79%	82%	80%	77%	89%	91%		91%	94%	91%	91%	92%	92%	97%	93%	.1
				1											-					1
		Wave 2 -	Wave 3 -	Wave 4 -	Waya 5 -	Wave 6 -	Wave 7 -	Wave 8 -		Wave 10 -		Wave 12	Wave 13 -		Wave 15		Wave 17 -			1
		August	March	October	May	November	April 2017	December	Wave 9 -	November	Wave 11 -	January	October	Wave 14	November	Wave 16 -	December	Wave 18	Wave 19	
				2015 [12]		2016	7 (2011	2017	May 2018	2018		2020	2020	April 2021	2021	April 2022	2022		Dec 2023	
atisfied with training	36%	65%	75%		71%	79%	77%	80%	89%	89%	92%	89%	89%	92%	92%	91%	91%	100%	85%	.1
satisfied with duty officer	49%		90%		96%	95%	94%	97%				99%		100%	100%		100%	98%	98%	
atisfied with IT support	53%		91%		95%	97%	98%	98%	96%		97%	98%	98%	100%	100%		100%	92%	98%	1
atisfied with engagement	36%		82%		92%	91%	91%	92%	92%		93%	87%		92%	92%		98%	97%	97%	1
valished with engagement	30 /	7470	027	0070	32 /0	3170	3170	32.7	3270	30 %	3070	07 70	3170	32.70	3270	3570	3070	91%	31 70	4
		Wave 2 -	Wave 3 -	Wave 4 -	Wave 5 -	Mayo 6	Wave 7 -	Wave 8 -		Wave 10 -		Wave 12	Wave 13 -		Wave 15	_	Wave 17 -	5170		+
		August	March	October	Mav	November	April 2017	December	Wave 9 -	November	Wave 11 -	January	October	Wave 14	November	Wave 16 -	December	Wave 18	Wave 19	
				2015 [15]		2016	April 2017	2017	May 2018	2018	August 2019	2020	2020	April 2021	2021	April 2022	2022		Dec 2023	
Design of referral protocols	68%		79%		81%	90%	89%	87%				87%		93%	93%	94%	95%	96%	93%	+
teferrals sent in line with agreed processes	64%		67%		71%	85%	74%					89%		90%	90%		87%	97%	84%	
tesign of the feedback procedure	66%		71%		82%	83%	80%	83%			94%	91%		93%	93%		94%	95%	95%	
	73%					95%					94%	91%		95%	95%		94%	20%	95%	4
eedback is responded to in agreed timescales			91%		93%		94%	93%	94%											4
Changes based on feedback in agreed timescales	65%	83%	91%	91%	88%	94%	92%	92%	92%	98%	96%	94%	96%	94%	94%	95%	95%	83%	94%	4
																		72%		4
			Wave 3 -	Wave 4 -			Wave 7 -	Wave 8 -		Wave 10 -		Wave 12	Wave 13 -	Wave 14	Wave 15	Wave 16 -	Wave 17 -			
		August	March		May	November	April 2017	December	Wave 9 -	November	Wave 11 -	January	October	April 2021	November	April 2022	December		Wave 19	
				2015 [18]		2016		2017	May 2018	2018		2020	2020	·	2021	·	2022		Dec 2023	4
Made a request for tracking	37%		31%		26%	38%	32%	28%	28%	35%	37%	32%	27%	29%	29%		29%	100%	22%	
Design of tracking procedure	29%		74%		74%	77%	76%	90%				78%		91%	91%		88%	77%	81%	4
Requests for tracking are followed	26%		65%		63%	72%	70%	70%	77%			60%		82%	82%		75%	99%	80%	<u>1</u>
racking is processed in agreed timescales	34%	77%	85%	87%	89%	88%	88%	95%	93%	87%	83%	72%	88%	88%	88%	100%	91%	97%	90%	1
																		78%		1
		Wave 2 -	Wave 3 -		Wave 5 -		Wave 7 -	Wave 8 -		Wave 10 -		Wave 12	Wave 13 -	Wave 14	Wave 15	Wave 16 -	Wave 17 -			
		August	March	October	May	November	April 2017	December	Wave 9 -	November	Wave 11 -	January	October	April 2021	November	April 2022	December		Wave 19	
				2015 [21]		2016		2017	May 2018	2018	August 2019		2020		2021	_ ·	2022		Dec 2023	1
lave used the portal or data extracts	79%		70%				78%	71%				76%		79%	71%		80%		74%	
Satisfied with quality of data	62% 82% 79% 91% 90% 89% 87% 91%				93%	87%		97%	96%		99%		99%							
Satisfied with accessability	64%	77%	78%	88%	96%	92%	96%	93%	97%	94%	95%	96%	98%	97%	96%	99%	100%	l j	94%	
Satisfied with usability	44%	58%	64%	69%	70%	73%	72%	72%	74%	65%	74%	69%	74%	78%	80%	78%	79%		72%	1