

	Wave 1	Wave 2 - August 2014 [1]	Wave 3 - March 2015 [2]	Wave 4 - October 2015 [3]	Wave 5 - May 2016	Wave 6 - November 2016	Wave 7 - April 2017	Wave 8 - December 2017	Wave 9 - April 2018	Wave 10 - November 2018	Wave 11 - August 2019	Wave 12 January 2020	Wave 13 August 2020	Wave 14 April 2021	Recent trend	
<b>Overall</b>	Satisfaction with the consumer service as delivery partner	67%	66%	75%	83%	81%	84%	84%	85%	87%	91%	94%	94%	94%	92%	2% decrease
	Satisfied with the accuracy of information	70%	71%	79%	79%	79%	84%	81%	81%	90%	94%	94%	94%	91%	94%	3% increase
	Satisfied with the depth of advice	50%	54%	58%	65%	66%	68%	67%	66%	79%	86%	88%	87%	87%	90%	3% increase
	Quality of case notes	36%	39%	35%	47%	45%	56%	47%	53%	66%	63%	71%	73%	74%	79%	5% increase
	Satisfied with the information around traders and suppliers	46%	45%	39%	51%	56%	60%	59%	57%	67%	71%	76%	77%	76%	78%	2% increase
<b>Contact centres</b>	Satisfied with support provided by Scottish delivery centres	72%	64%	79%	90%	89%	90%	81%	81%	85%	94%	N/A				N/A
<b>Contact centres</b>	Satisfied with support provided by English and Welsh delivery centres	44%	65%	69%	78%	79%	82%	80%	77%	89%	91%	94%	91%	94%	91%	3% decrease
<b>Operations Team</b>	Satisfied with training	36%	65%	75%	76%	71%	79%	77%	80%	89%	89%	92%	89%	89%	92%	3% increase
	Satisfied with duty officer	49%	90%	90%	95%	96%	95%	94%	97%	96%	99%	100%	99%	98%	100%	2% increase
	Satisfied with IT support	53%	92%	91%	97%	95%	97%	98%	98%	96%	97%	98%	98%	98%	100%	2% increase
	Satisfied with engagement	36%	74%	82%	86%	92%	91%	91%	92%	92%	90%	93%	87%	91%	92%	1% increase
<b>Referrals &amp; Feedback</b>	Satisfied with design of referral protocols	68%	77%	79%	87%	81%	90%	89%	87%	85%	90%	86%	87%	87%	93%	6% increase
	Satisfied referrals are sent in line with agreed processes	64%	64%	67%	70%	71%	85%	74%	74%	77%	82%	88%	89%	87%	90%	3% increase
	Satisfied with the design of the feedback procedure		66%	71%	75%	82%	83%	80%	83%	85%	90%	94%	91%	89%	93%	4% increase
	Satisfied feedback is responded to within agreed timescales	73%	86%	91%	86%	93%	95%	94%	93%	94%	97%	99%	94%	94%	95%	1% increase
	Satisfied changes based on feedback within agreed timescales	65%	83%	91%	91%	88%	94%	92%	92%	92%	98%	96%	94%	96%	94%	2% decrease
<b>Trader Tracking</b>	Made a request for trader tracking	37%	27%	31%	22%	26%	38%	32%	28%	28%	35%	37%	32%	27%	29%	2% increase
	Satisfied with design of tracking procedure	29%	68%	74%	71%	74%	77%	76%	90%	88%	88%	76%	78%	86%	91%	5% increase
	Satisfied that requests for tracking are followed	26%	57%	65%	53%	63%	72%	70%	70%	77%	73%	66%	60%	76%	82%	6% increase
	Satisfied tracking is processed within agreed timescales	34%	77%	85%	87%	89%	88%	88%	95%	93%	87%	83%	72%	88%	88%	No change
<b>Partner portal and data</b>	Have used the portal or data extracts	79%	70%	70%	70%	66%	74%	78%	71%	68%	75%	77%	76%	78%	79%	1% increase
	Satisfied with quality of data	62%	82%	79%	91%	90%	89%	87%	91%	93%	88%	93%	87%	95%	97%	2% increase
	Satisfied with accessibility	64%	77%	78%	88%	96%	92%	96%	93%	97%	94%	95%	96%	98%	97%	1% decrease
	Satisfied with usability	44%	58%	64%	69%	70%	73%	72%	72%	74%	65%	74%	69%	74%	78%	4% increase

[1] Walters, Jon:  
July/Aug 14 - 205 responses

[2] Walters, Jon:  
Feb/March 15 - 125 responses

[3] Walters, Jon:  
October 2015