

Trends 2021/22

General Consumer

| Reporting month | Date of survey (wk commencing) | Number of completed surveys | No. of clients satisfied | % of clients satisfied | No. of clients - would use the service again | % of clients - would use the service again |
|-----------------|--------------------------------|-----------------------------|--------------------------|------------------------|--|--|
| April | April | 3,606 | 3,389 | 93.98% | 3,368 | 93.40% |
| ZG Gateshead | | 1,001 | 935 | 93.41% | 826 | 82.52% |
| ZM Manc/Shef | | 640 | 598 | 93.44% | 553 | 86.41% |
| ZA Cardiff | | 324 | 296 | 91.36% | 308 | 95.06% |
| ZC Caerphilly | | 397 | 362 | 91.18% | 465 | 117.13% |
| ZS Staffs | | 579 | 559 | 96.55% | 562 | 97.06% |
| ZT Torfaen | | 329 | 314 | 95.44% | 322 | 97.87% |
| ZW Lindsey | | 336 | 325 | 96.73% | 332 | 98.81% |
| May | May | 3,820 | 3,575 | 93.59% | 3,488 | 91.31% |
| ZG Gateshead | | 1,175 | 1,081 | 92.00% | 896 | 76.26% |
| ZM Manc/Shef | | 557 | 534 | 95.87% | 466 | 83.66% |
| ZA Cardiff | | 368 | 337 | 91.58% | 347 | 94.29% |
| ZC Caerphilly | | 345 | 298 | 86.38% | 432 | 125.22% |
| ZS Staffs | | 655 | 632 | 96.49% | 644 | 98.32% |
| ZT Torfaen | | 380 | 364 | 95.79% | 373 | 98.16% |
| ZW Lindsey | | 340 | 329 | 96.76% | 330 | 97.06% |
| June | June | 3,965 | 3,738 | 94.27% | 3,645 | 91.93% |
| ZG Gateshead | | 1,112 | 1,022 | 91.91% | 854 | 76.80% |
| ZM Manc/Shef | | 622 | 588 | 94.53% | 535 | 86.01% |
| ZA Cardiff | | 393 | 376 | 95.67% | 380 | 96.69% |
| ZC Caerphilly | | 333 | 305 | 91.59% | 406 | 121.92% |
| ZS Staffs | | 777 | 744 | 95.75% | 760 | 97.81% |
| ZT Torfaen | | 375 | 366 | 97.60% | 368 | 98.13% |
| ZW Lindsey | | 353 | 337 | 95.47% | 342 | 96.88% |
| July | July | 3,239 | 3,058 | 94.41% | 3,229 | 99.69% |
| ZG Gateshead | | 798 | 752 | 94.24% | 768 | 96.24% |
| ZM Manc/Shef | | 367 | 356 | 97.00% | 361 | 98.37% |
| ZA Cardiff | | 324 | 284 | 87.65% | 300 | 92.59% |

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| ZC Caerphilly | | 390 | 341 | 87.44% | 465 | 119.23% |
| ZS Staffs | | 650 | 633 | 97.38% | 639 | 98.31% |
| ZT Torfaen | | 395 | 389 | 98.48% | 389 | 98.48% |
| ZW Lindsey | | 315 | 303 | 96.19% | 307 | 97.46% |
| August | August | 3,028 | 2,797 | 92.37% | 2,705 | 89.33% |
| ZG Gateshead | | 946 | 874 | 92.39% | 699 | 73.89% |
| ZM Manc/Shef | | 399 | 371 | 92.98% | 342 | 85.71% |
| ZA Cardiff | | 181 | 138 | 76.24% | 149 | 82.32% |
| ZC Caerphilly | | 288 | 267 | 92.71% | 343 | 119.10% |
| ZS Staffs | | 497 | 449 | 90.34% | 471 | 94.77% |
| ZT Torfaen | | 391 | 382 | 97.70% | 384 | 98.21% |
| ZW Lindsey | | 326 | 316 | 96.93% | 317 | 97.24% |