

2021/21		Customer Satisfaction - Trends				
Reporting month	Date of survey (wk commencing)	Number of complete responses	No of clients - satisfied	Percentage of clients - satisfied	No of clients - would use the service again	Percentage of clients - use the service again
April	April	1,860	1,745	93.82%	1,669	89.73%
Gateshead		277	266	96.03%	217	78.34%
Manchester/Sheffield		553	503	90.96%	435	78.66%
Cardiff & Vale		167	147	88.02%	162	97.01%
Caerphilly		166	155	93.37%	174	104.82%
Staffordshire North/Stoke-on-Trent		383	365	95.30%	375	97.91%
Torfaen		69	68	98.55%	65	94.20%
Lindsey		245	241	98.37%	241	98.37%
May	May	2,096	1,954	93.23%	1,895	90.41%
Gateshead		365	351	96.16%	268	73.42%
Manchester/Sheffield		472	413	87.50%	367	77.75%
Cardiff & Vale		180	147	81.67%	161	89.44%
Caerphilly		143	138	96.50%	176	123.08%
Staffordshire North/Stoke-on-Trent		603	579	96.02%	594	98.51%
Torfaen		92	91	98.91%	91	98.91%
Lindsey		241	235	97.51%	238	98.76%
June	June	2,609	2,389	91.57%	2,354	90.23%
Gateshead		506	456	90.12%	402	79.45%
Manchester/Sheffield		567	487	85.89%	428	75.49%
Cardiff & Vale		324	295	91.05%	312	96.30%
Caerphilly		167	152	91.02%	194	116.17%
Staffordshire North/Stoke-on-Trent		602	580	96.35%	589	97.84%
Torfaen		111	107	96.40%	110	99.10%
Lindsey		332	312	93.98%	319	96.08%
July	July	3,569	3,288	92.13%	3,130	87.70%
Gateshead		728	681	93.54%	563	77.34%
Manchester/Sheffield		928	798	85.99%	702	75.65%
Cardiff & Vale		496	467	94.15%	475	95.77%
Caerphilly		299	277	92.64%	299	100.00%
Staffordshire North/Stoke-on-Trent		730	684	93.70%	708	96.99%
Torfaen		136	133	97.79%	135	99.26%
Lindsey		252	248	98.41%	248	98.41%
August	August	3,641	3,318	91.13%	3,209	88.14%
Gateshead		713	649	91.02%	557	78.12%
Manchester/Sheffield		880	727	82.61%	658	74.77%
Cardiff & Vale		572	544	95.10%	549	95.98%

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Caerphilly		280	254	90.71%	280	100.00%	
Staffordshire North/Stoke-on-Trent		728	685	94.09%	707	97.12%	
Torfaen		198	194	97.98%	192	96.97%	
Lindsey		270	265	98.15%	266	98.52%	
September	September	2,970	2,701	90.94%	2,610	87.88%	
Gateshead		729	647	88.75%	587	80.52%	
Manchester/Sheffield		682	582	85.34%	497	72.87%	
Cardiff & Vale		334	308	92.22%	320	95.81%	
Caerphilly		394	377	95.69%	394	100.00%	
Staffordshire North/Stoke-on-Trent		583	554	95.03%	570	97.77%	
Torfaen		25	17	68.00%	22	88.00%	
Lindsey		223	216	96.86%	220	98.65%	
October	October	3,154	2,841	90.08%	2,783	88.24%	
Gateshead		800	705	88.13%	602	75.25%	
Manchester/Sheffield		642	534	83.18%	454	70.72%	
Cardiff & Vale		341	313	91.79%	331	97.07%	
Caerphilly		310	276	89.03%	360	116.13%	
Staffordshire North/Stoke-on-Trent		631	600	95.09%	613	97.15%	
Torfaen		29	19	65.52%	23	79.31%	
Lindsey		401	394	98.25%	400	99.75%	
November	November	3,185	2,900	91.05%	2,897	90.96%	
Gateshead		729	628	86.15%	538	73.80%	
Manchester/Sheffield		394	320	81.22%	285	72.34%	
Cardiff & Vale		378	342	90.48%	359	94.97%	
Caerphilly		354	336	94.92%	422	119.21%	
Staffordshire North/Stoke-on-Trent		652	614	94.17%	625	95.86%	
Torfaen		395	385	97.47%	390	98.73%	
Lindsey		283	275	97.17%	278	98.23%	
December	December	1,188	1,058	89.06%	1,108	93.27%	
Gateshead		140	115	82.14%	100	71.43%	
Manchester/Sheffield		263	225	85.55%	207	78.71%	
Cardiff & Vale		198	183	92.42%	188	94.95%	
Caerphilly		126	106	84.13%	166	131.75%	
Staffordshire North/Stoke-on-Trent		154	135	87.66%	145	94.16%	
Torfaen		123	113	91.87%	118	95.93%	
Lindsey		184	181	98.37%	184	100.00%	

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January	January	3,642	3,375	92.67%	3,287	90.25%
Gateshead		818	713	87.16%	579	70.78%
Manchester/Sheffield		689	626	90.86%	565	82.00%
Cardiff & Vale		574	543	94.60%	557	97.04%
Caerphilly		321	305	95.02%	379	118.07%
Staffordshire North/Stoke-on-Trent		612	579	94.61%	594	97.06%
Torfaen		303	291	96.04%	294	97.03%
Lindsey		325	318	97.85%	319	98.15%
February	February	3,734	3,450	92.39%	3,316	88.81%
Gateshead		1,153	1,048	90.89%	579	50.22%
Manchester/Sheffield		526	470	89.35%	565	107.41%
Cardiff & Vale		474	442	93.25%	557	117.51%
Caerphilly		340	313	92.06%	414	121.76%
Staffordshire North/Stoke-on-Trent		654	618	94.50%	631	96.48%
Torfaen		257	236	91.83%	246	95.72%
Lindsey		330	323	97.88%	324	98.18%
March	March	3,730	3,515	94.24%	3,417	91.61%
Gateshead		1,127	1,059	93.97%	877	77.82%
Manchester/Sheffield		571	539	94.40%	473	82.84%
Cardiff & Vale		277	239	86.28%	263	94.95%
Caerphilly		366	335	91.53%	450	122.95%
Staffordshire North/Stoke-on-Trent		656	630	96.04%	632	96.34%
Torfaen		375	366	97.60%	370	98.67%
Lindsey		358	347	96.93%	352	98.32%
Quarterly trends						
Quarter	No. of Clients surveyed	No. of clients - satisfied	Combined % of clients satisfied	No of clients - would use the service again	Percentage of clients - use the service again	
Q1	6565	6088	92.73%	5918	90.14%	
Q2	10180	9307	91.42%	8949	87.91%	
Q3	7527	6799	90.33%	6788	90.18%	
Q4	11106	10340	93.10%	10020	90.22%	
YTD	35378	32534	91.96%	31675	89.53%	