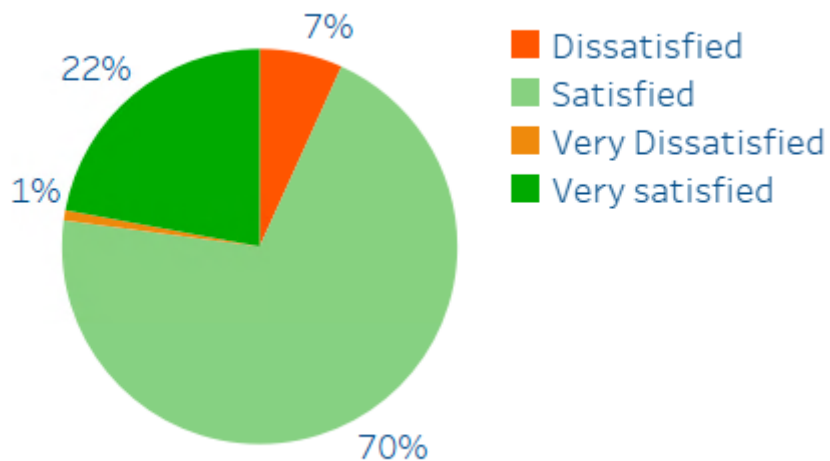


Consumer Service Partner Satisfaction Survey: Wave 14

To find out what our partners think about the Consumer Helpline, we conducted a survey. In February - March 2021, 121 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	
92% satisfied with Consumer Service as delivery partner	-2%	109 out of 118 were 'very satisfied' or 'satisfied' with the Consumer Service as a delivery partner.



94% satisfied with accuracy of	+3%	112 out of 119 were 'very satisfied' or 'satisfied'
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information provided to consumers		that information provided to consumers is accurate.
90% satisfied with depth of advice to consumers	+3%	106 out of 118 were 'very satisfied' or 'satisfied' that advice provided to consumers is full and complete.
79% satisfied with the quality of case notes	+5%	92 out of 116 were 'very satisfied' or 'satisfied' with the quality of information in case notes and data fields.
78% satisfied with information about traders and suppliers	+2%	91 out of 117 were 'very satisfied' or 'satisfied' with the quality of information collected about traders and suppliers.

Contact centre suppliers

91% satisfied with support provided by English and Welsh contact centres	-3%	102 out of 112 were 'very satisfied' or 'satisfied' with the support provided by Citizens Advice Direct.
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Support provided by Citizens Advice Operations Team

92% satisfied with training	+3%	72 out of 78 were 'very satisfied' or 'satisfied' with advisor training.
100% satisfied with duty officer	+2%	78 out of 78 were 'very satisfied' or 'satisfied' with the duty officer (e.g. accessibility).
100% satisfied IT support	+3%	80 out of 80 were 'very satisfied' or 'satisfied' with technical support for information systems.
92% satisfied with engagement	+1%	79 out of 86 were 'very satisfied' or 'satisfied' with communications and engagement.

Referrals and feedback

93% satisfied with design of referral protocols	+6%	107 out of 115 were 'very satisfied' or 'satisfied' with the design of the referral protocols
90% satisfied that referrals are sent according to agreed processes	+3%	103 out of 115 were 'very satisfied' or 'satisfied' that referrals are sent in accordance with agreed procedures and protocols.

93% satisfied with design of feedback procedure	+4%	104 out of 112 were 'very satisfied' or 'satisfied' with the overall design of the feedback procedure.
95% satisfied that feedback is responded to within agreed timescales	+1%	103 out of 108 were 'very satisfied' or 'satisfied' that feedback is responded to within agreed response times.
94% satisfied that changes based on feedback are made within agreed timescales	-2%	102 out of 108 were 'very satisfied' or 'satisfied' that changes required on the basis of feedback are completed within agreed response times.

Trader Tracking

29% had made a request for trader tracking	+2%	34 out of 118 respondents had made requests for trader tracking.
91% satisfied with design of trader tracking procedure	+5%	30 out of 33 were 'very satisfied' or 'satisfied' with the overall design of the trader tracking procedure.
82% satisfied that requests for trader tracking are followed	+6%	28 out of 34 were 'very satisfied' or 'satisfied' that requests for trader tracking are followed in consumer service cases.
88% satisfied that trader tracking is processed within agreed timescales	0%	28 out of 32 were 'very satisfied' or 'satisfied' that the consumer service processes trader tracking within the agreed timescales.

Partner portal and data/information extracts

79% had used the partner portal or data/information extracts	+1%	95 out of 120 respondents or energy and post data users had used the partner portal or data/information extracts.
97% satisfied with the quality of data in the partner portal	+2%	86 out of 89 respondents were 'very satisfied' or 'satisfied' with quality of data from partner portal.
97% satisfied with accessibility	-1%	86 out of 89 respondents were 'very satisfied' or 'satisfied' with the accessibility of partner portal.

78% satisfied with usability

+4%

70 of 90 respondents were 'very satisfied' or 'satisfied' with the usability of partner portal.

Sample and methodology

121 partners completed the survey

- 111 Trading Standards
- 8 Referral Partners
- 1 Energy and Post data users
- 1 General Consumer data users (excluding Trading Standards)

Questionnaire

[PSAT Wave 14 Questionnaire](#)

Analysis

Based on no. of clients answering each question ('Not applicable' & 'blanks' excluded)