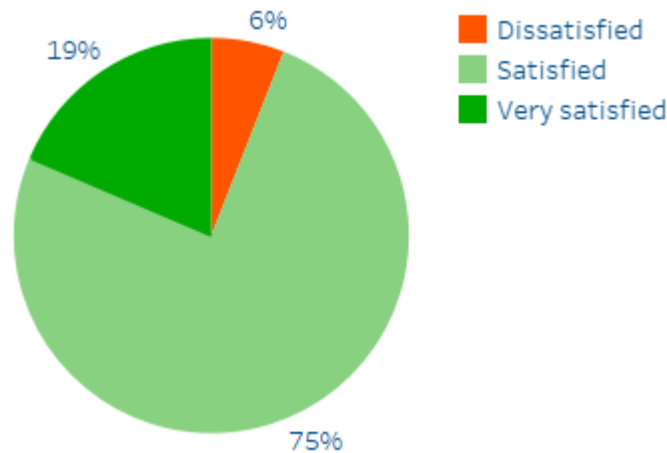


Consumer Service Partner Satisfaction Survey: Wave 13

To find out what our partners think about the Consumer Helpline, we conducted a survey. In August - September 2020, 157 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	
94% satisfied with Consumer Service as delivery partner	+3%	142 out of 151 were 'very satisfied' or 'satisfied' with the Consumer Service as a delivery partner.



91% satisfied with accuracy of information provided to consumers	-3%	135 out of 148 were 'very satisfied' or 'satisfied' that information provided to consumers is accurate.
87% satisfied with depth of advice to consumers	0%	129 out of 148 were 'very satisfied' or 'satisfied' that advice provided to consumers is full and complete.
74% satisfied with the quality of case notes	+1%	110 out of 148 were 'very satisfied' or 'satisfied' with the quality of information in case notes and data fields.
76% satisfied with information about traders and suppliers	-1%	112 out of 147 were 'very satisfied' or 'satisfied' with the quality of information collected about traders and suppliers.

Contact centre suppliers

94% satisfied with support provided by English and Welsh contact centres	+3%	131 out of 140 were 'very satisfied' or 'satisfied' with the support provided by Citizens Advice Direct.
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Support provided by Citizens Advice Operations Team

89% satisfied with training	0%	87 out of 98 were 'very satisfied' or 'satisfied' with advisor training.
98% satisfied with duty officer	-1%	89 out of 91 were 'very satisfied' or 'satisfied' with the duty officer (e.g. accessibility).
98% satisfied IT support	-1%	89 out of 92 were 'very satisfied' or 'satisfied' with technical support for information systems.
91% satisfied with engagement	+4%	89 out of 98 were 'very satisfied' or 'satisfied' with communications and engagement.

Referrals and feedback

87% satisfied with design of referral protocols	0%	125 out of 144 were 'very satisfied' or 'satisfied' with the design of the referral protocols
87% satisfied that referrals are sent according to agreed processes	-2%	129 out of 148 were 'very satisfied' or 'satisfied' that referrals are sent in accordance with agreed procedures and protocols.
89% satisfied with design of feedback procedure	-2%	125 out of 141 were 'very satisfied' or 'satisfied' with the overall design of the feedback procedure.
94% satisfied that feedback is responded to within agreed timescales	-4%	130 out of 138 were 'very satisfied' or 'satisfied' that feedback is responded to within agreed response times.
96% satisfied that changes based on feedback are made within agreed timescales	+2%	129 out of 135 were 'very satisfied' or 'satisfied' that changes required on the basis of feedback are completed within agreed response times.

Trader Tracking

27% had made a request for trader tracking	-5%	43 out of 157 respondents had made requests for trader tracking.
86% satisfied with design of trader tracking procedure	+8%	37 out of 43 were 'very satisfied' or 'satisfied' with the overall design of the trader tracking procedure.
76% satisfied that requests for trader tracking are followed	+16%	32 out of 42 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	+16%	37 out of 42 were 'very satisfied' or 'satisfied' that the consumer service processes trader tracking within the agreed timescales.

Partner portal and data/information extracts

78% had used the partner portal or data/information extracts	+2%	123 out of 157 respondents or energy and post data users had used the partner portal or data/information extracts.
95% satisfied with the quality of data in the partner portal	+8%	113 out of 119 respondents were 'very satisfied' or 'satisfied' with quality of data from partner portal.
98% satisfied with accessibility	+2%	119 out of 122 respondents were 'very satisfied' or 'satisfied' with the accessibility of partner portal.
74% satisfied with usability	+5%	90 of 122 respondents were 'very satisfied' or 'satisfied' with the usability of partner portal.

Sample and methodology

157 partners completed the survey	<ul style="list-style-type: none">• 139 Trading Standards• 10 Referral Partners• 4 Energy and Post data users• 4 General Consumer data users (excluding Trading Standards)
Questionnaire	PSAT Wave 13 Questionnaire
Analysis	Based on no. of clients answering each question ('Not applicable' & 'blanks' excluded)