

## Satisfaction & Compliments Summary 2016/17 (Jul 15 - Jun 16)

Service Unit	Satisfaction Survey	2016/17 (Jul 15 - Jun 16)		2015/16 (Jul 14 - Jun 15)		2016/17
		Number of responses	Average Satisfaction	Number of responses	Average Satisfaction	Number of compliments received
Audit						0
Projects						0
Human Resources & Payroll						0
ICT	ICT service satisfaction	394	96.3%	378	94.5%	0
Transformation, Elections & Civic	Elections satisfaction	0		66	96.2%	4
Asset & Risk Management						0
Corporate Finance						0
Harbours	Harbours Satisfaction	96	68.8%			0
Operations, Transport & Countryside	Trade waste satisfaction	264	74.6%	273	75.7%	1
Benefits	Benefits service satisfaction	118	91.3%	68	88.2%	0
Procurement & Print	Print Plus satisfaction	218	90.9%	228	90.6%	0
Legal	Legal services satisfaction	47	85.6%	50	92.0%	0
Regulatory & Governance						3
Housing	Home Improvement Agency	47	91.5%	40	95.0%	0
	Housing Options	36	87.5%	36	88.9%	
	Private Sector Housing	4	93.8%	0		
	Choices4Energy	24	96.9%	24	91.7%	
Environmental Health	Food & Occupational Safety	22	93.2%	1	100.0%	3
	Licensing	4	75.0%	4	68.8%	
Parking & Venues	Car parking satisfaction	143	57.0%	128	58.2%	2
Tourism	Tourism service satisfaction	41	92.7%	35	97.1%	2
Planning						0
Economic Development						2
Communities and Partnerships						0