Satisfaction & Compliments Summary 2016/17 (Oct 15 - Sep 16)

		2016/17 (Oct 15 - Sep 16)		2015/16 (Oct 14 - Sep 15)		2016/17 (Oct 15 - Sep 16)	2015/16 (Oct 14 - Sep 15)
Service Unit	**Satisfaction Survey**	**Number of responses**	**Average Satisfaction**	**Number of responses**	**Average Satisfaction**	**Number of compliments**	**Number of compliments**
Audit						0	0
Projects						1	0
Human Resources & Payroll						0	0
ICT	ICT service satisfaction	372	96.5%	412	95.6%	0	1
Transformation, Elections & Civic	Elections satisfaction			66	96.2%	4	0
Asset & Risk Management						2	5
Corporate Finance						1	1
Harbours	Harbours Satisfaction	96	68.8%			3	4
Operations, Transport & Countryside	Trade waste satisfaction	264	74.6%	273	75.7%	28	34
Benefits	Benefits service satisfaction	116	91.8%	76	90.8%	2	3
Procurement & Print	Print Plus satisfaction	219	91.4%	209	89.7%	0	0
Legal	Legal services satisfaction	24	89.6%	45	86.1%	0	0
Regulatory & Governance						3	0
Housing	Home Improvement Agency	55	93.2%	38	93.4%	9	4
	Housing Options	30	84.2%	42	89.3%		
	Private Sector Housing	4	93.8%	0			
	Choices4Energy	16	95.3%	33	97.0%		
Environmental Health	Food & Occupational Safety	45	96.1%	1	100.0%	5	1
	Licensing	3	66.7%	4	68.8%		
Parking & Venues	Car parking satisfaction	105	59.1%	160	56.3%	3	14
Tourism	Tourism service satisfaction	40	95.6%	34	93.4%	4	3
Planning						1	1
Economic Development						2	1
Communities and Partnerships						13	11