Satisfaction & Compliments Summary 2016/17 (Apr 16 - Mar 17)

		2016/17 (Apr 16 - Mar 17)		2015/16 (Apr 15 - Mar 16)		2016/17 (Apr 16 - Mar 17)	2015/16 (Apr 15 - Mar 16)
Service Unit	**Satisfaction Survey**	**Number of responses**	**Average Satisfaction**	**Number of responses**	**Average Satisfaction**	**Number of compliments**	**Number of compliments**
All Council						**111**	**73**
Audit						0	0
Projects						1	0
Human Resources & Payroll						0	0
ICT	ICT service satisfaction	278	96.6%	416	96.2%	2	0
Transformation, Elections & Civic	Elections satisfaction			66	96.2%	4	0
Asset & Risk Management						2	4
Corporate Finance						1	1
Harbours	Harbours Satisfaction	199	70.1%	96	68.80%	3	4
Operations, Transport & Countryside	Trade waste satisfaction			264	74.6%	49	28
Benefits	Benefits service satisfaction	94	89.1%	111	91.4%	2	4
Procurement & Print	Print Plus satisfaction	197	93.4%	214	89.0%	0	0
Legal	Legal services satisfaction	13	92.3%	43	82.6%	0	0
Regulatory & Governance						3	0
Housing	Home Improvement Agency	83	94.9%	28	92.0%	13	7
	Housing Options	15	86.7%	39	85.9%		
	Private Sector Housing	0		4	93.8%		
	Choices4Energy	27	94.4%	21	96.4%		
Environmental Health	Food & Occupational Safety	28	98.2%	22	93.2%	5	0
	Licensing	2	100.0%	4	68.8%		
Parking & Venues	Car parking satisfaction	55	65.2%	144	55.9%	5	9
Tourism	Tourism service satisfaction	33	94.7%	41	92.1%	3	3
Planning						3	1
Economic Development						2	0
Communities and Partnerships						13	12