Satisfaction & Compliments Summary 2017/18 (Jul 16 - Jun 17)

		2017/18 (Jul 16 - Jun 17)		2016/17 (Jul 15 - Jun 16)		2017/18 (Jul 16 - Jun 17)	2016/17 (Jul 15 - Jun 16)
Service Unit	**Satisfaction Survey**	**Number of responses**	**Average Satisfaction**	**Number of responses**	**Average Satisfaction**	**Number of compliments**	**Number of compliments**
All Council						**100**	**90**
Audit						0	0
Projects						1	1
Human Resources & Payroll						0	0
ICT	ICT service satisfaction	316	96.6%	394	94.5%	2	0
Transformation, Elections & Civic	Elections satisfaction				96.2%	0	4
Asset & Risk Management						2	4
Corporate Finance						1	1
Harbours	Harbours Satisfaction	199	70.1%	199	68.80%	5	5
Operations, Transport & Countryside	Trade waste satisfaction				75.7%	48	30
Benefits	Benefits service satisfaction	91	91.5%	118	88.2%	2	4
Procurement & Print	Print Plus satisfaction	178	93.8%	218	90.6%	0	0
Legal	Legal services satisfaction	34	83.1%	47	92.0%	0	0
Regulatory & Governance						0	3
Housing	Home Improvement Agency	47	91.5%	27	95.0%	16	7
	Housing Options	30	87.5%	36	88.9%		
	Private Sector Housing	4	93.8%	4			
	Choices4Energy	22	94.3%	24	91.7%		
Environmental Health	Food & Occupational Safety	28	98.2%	22	100.0%	2	3
	Licensing	0		4	68.8%		
Parking & Venues	Car parking satisfaction	34	60.9%	143	58.2%	3	7
Tourism	Tourism service satisfaction	27	96.3%	41	97.1%	2	4
Planning						3	1
Economic Development						0	2
Communities and Partnerships						13	14