

Satisfaction & Compliments Summary 2017/18 (Oct 16 - Sep 17)

Service Unit	Satisfaction Survey	2017/18 (Oct 16 - Sep 17)		2016/17 (Oct 15 - Sep 16)		2017/18 (Oct 16 - Sep 17)	2016/17 (Oct 15 - Sep 16)
		Number of responses	Average Satisfaction	Number of responses	Average Satisfaction	Number of compliments	Number of compliments
All Council						103	81
Audit						0	0
Projects						1	1
Human Resources & Payroll						0	0
ICT	ICT service satisfaction	313	96.7%	372	95.6%	2	0
Transformation, Elections & Civic	Elections satisfaction				96.2%	0	4
Asset & Risk Management						2	2
Corporate Finance						0	1
Harbours	Harbours Satisfaction	199	70.1%	199	68.8%	5	3
Operations, Transport & Countryside	Trade waste satisfaction				75.7%	56	28
Benefits	Benefits service satisfaction	79	91.1%	116	90.8%	4	2
Procurement & Print	Print Plus satisfaction	174	94.5%	219	89.7%	0	0
Legal	Legal services satisfaction	11	86.4%	24	86.1%	0	0
Regulatory & Governance						0	3
Housing	Home Improvement Agency	71	92.6%	70	93.4%	17	9
	Housing Options	16	81.3%	30	89.3%		
	Private Sector Housing	4	93.8%	4			
	Choices4Energy	17	92.6%	16	97.0%		
Environmental Health	Food & Occupational Safety	16	92.2%	45	100.0%	0	5
	Licensing	1	100.0%	3	68.8%		
Parking & Venues	Car parking satisfaction	78	62.7%	105	56.3%	3	3
Tourism	Tourism service satisfaction	27	95.4%	40	93.4%	2	4
Planning						3	1
Economic Development						0	2
Communities and Partnerships						8	13