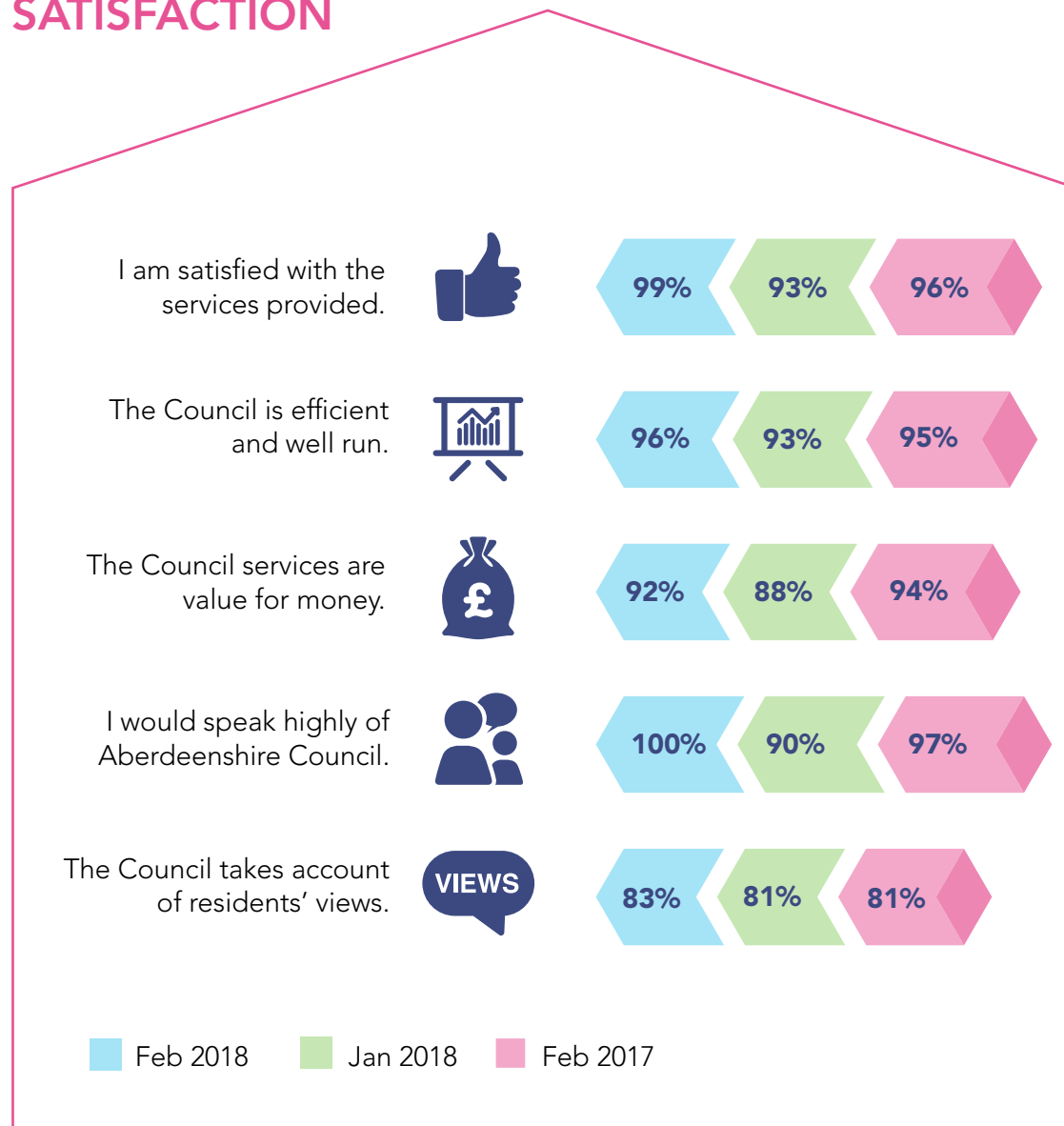
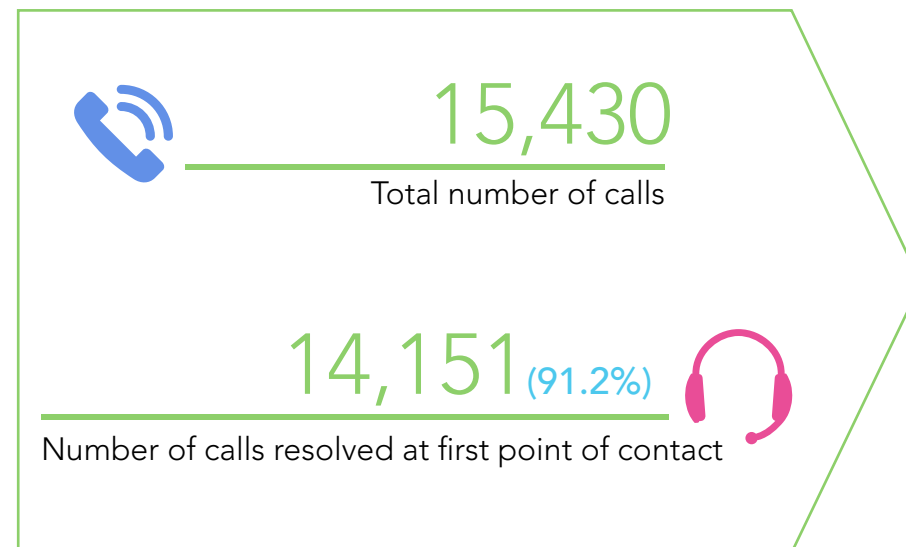




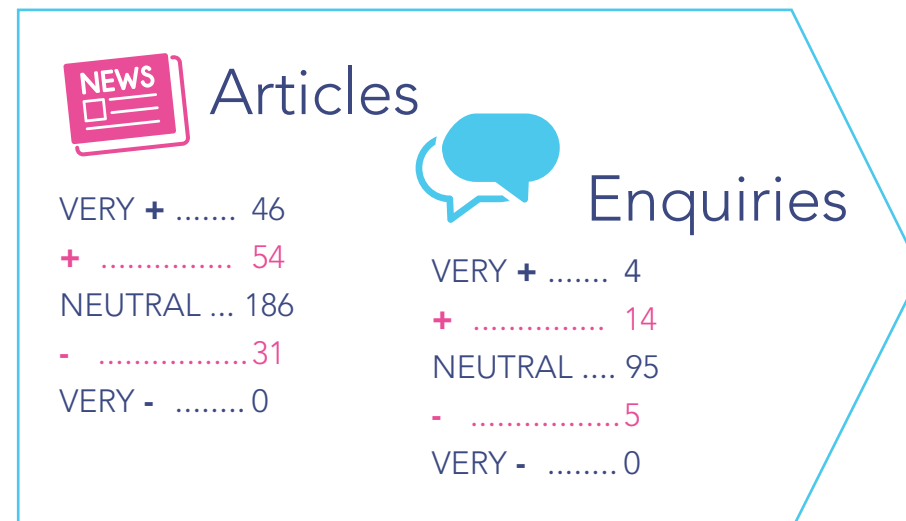
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

- 1

SEEN BY 23,384
We wanted to give you advanced warning that Huntly Swimming Pool will be closed for 12 weeks from Monday, March 19, whilst essential upgrades are carried out...
- 2

SEEN BY 16,252
We just wanted to let you know that Peterhead Swimming Pool will be closed for a minimum of three days from Monday, February 12 for essential maintenance work to be carried out...
- 3

SEEN BY 15,394
The A97 Banff to Aberchirder Road will be closed for four days from Monday, February 12. This is to allow for verge improvements to be completed...



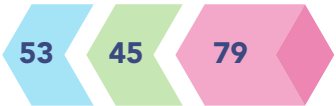
TWITTER in FEBRUARY
We **TWEETED 88** times from @aberdeenshire which made **279k Impressions***

* Impressions: Times a user is served a Tweet in timeline or search results

COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

 Dec17  Jan 18  Feb 18

SATISFACTION - Services

Reputation **Tracker** - February 2018

| | | OVERALL SATISFACTION | | | VERY SATISFIED | | | QUITE SATISFIED | | | NEITHER/NOR | | | QUITE DISSATISFIED | | | VERY DISSATISFIED | | |
|-------------------------------------|-------------------------------------------------------------------------------------|----------------------|------|------|----------------|-----|-----|-----------------|-----|-----|-------------|-----|-----|--------------------|-----|-----|-------------------|-----|-----|
| | | Feb | Jan | Dec | Feb | Jan | Dec | Feb | Jan | Dec | Feb | Jan | Dec | Feb | Jan | Dec | Feb | Jan | Dec |
| Local Schools |  | 100% | 96% | 100% | 22% | 27% | 29% | 78% | 69% | 71% | - | - | - | - | 4% | - | - | - | - |
| Social care or social work services |  | 100% | 95% | 100% | 62% | 57% | 81% | 38% | 38% | 19% | - | - | - | - | 5% | - | - | - | - |
| Libraries |  | 100% | 100% | 100% | 94% | 62% | 59% | 6% | 38% | 41% | - | - | - | - | - | - | - | - | - |
| Museums and Galleries |  | 99% | 98% | 100% | 31% | 39% | 34% | 68% | 59% | 66% | 1% | - | - | - | 2% | - | - | - | - |
| Parks and open places |  | 96% | 98% | 96% | 7% | 8% | 9% | 89% | 90% | 87% | 1% | - | 1% | 3% | 3% | 3% | - | - | - |
| Leisure facilities |  | 100% | 93% | 100% | 6% | 10% | 30% | 94% | 83% | 70% | - | - | - | - | 4% | - | - | 3% | - |
| Refuse collection |  | 99% | 93% | 100% | 78% | 63% | 74% | 21% | 30% | 26% | - | 1% | - | - | 6% | - | 1% | 1% | - |
| Street cleansing |  | 96% | 89% | 93% | 5% | 8% | 3% | 91% | 81% | 90% | 2% | 6% | 3% | 2% | 5% | 3% | - | 1% | 1% |
| The quality of customer services |  | 98% | 98% | 100% | 85% | 72% | 75% | 13% | 26% | 25% | 3% | - | - | - | 2% | - | - | - | - |
| Roads maintenance |  | 36% | 35% | 30% | - | 3% | - | 36% | 32% | 30% | 1% | 5% | 2% | 54% | 50% | 56% | 9% | 11% | 12% |
| Housing Provision |  | 69% | 64% | 45% | - | 5% | - | 69% | 59% | 45% | 1% | 1% | - | 29% | 32% | 51% | - | 3% | 4% |