

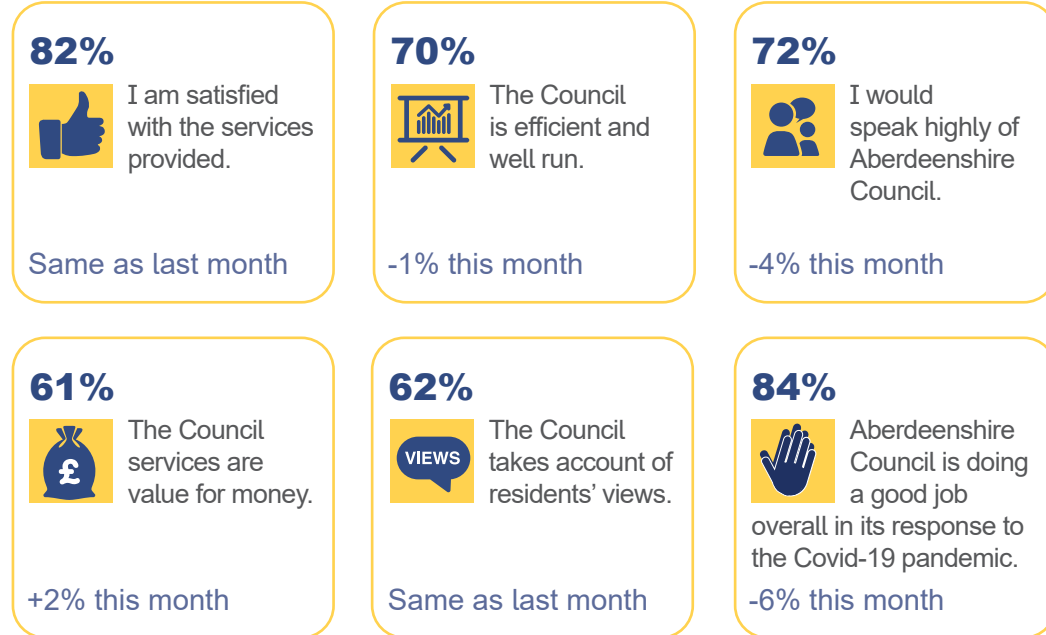
Aberdeenshire Council Reputation Tracker AUGUST 2022



Aberdeenshire Reputation Tracker is a summary of statistics and information on Aberdeenshire Council's performance, including details of feedback provided by residents on key themes

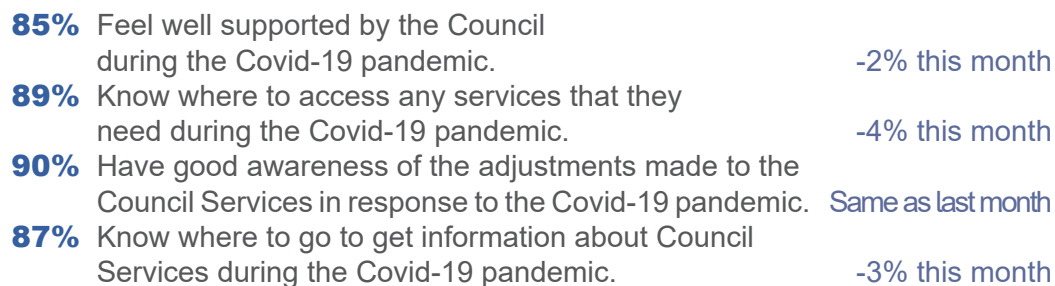
Reputation:

Percentage of respondents agreeing with the following statements



Views on communication:

Percentage of respondents agreeing with the following statements



Satisfaction key services:

Parks & open spaces



Refuse collection



Keeping the streets clean



Provision of appropriate housing



Satisfaction with local roads



Satisfaction with services which are currently operating differently due to the Covid 19 pandemic:

Quality of customer services



Teaching & learning for school pupils



Social work services



Social care services



Library services






Museums and visitor attractions









Sports and physical activities



Customer Care:

August	
	
Telephone Calls	
Calls Queued to Customer Services	15,522
Answered Call Volumes	8,895
	
Queries/Cases	
Total Queries	9,154
Queries solved at first point of contact	7,964
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,406
% of email Queries solved at first point of contact	97%
Webchat Queries	2,439
% of Webchat Queries solved at first point of contact	99%

July	
	
Telephone Calls	
Calls Queued to Customer Services	12,195
Answered Call Volumes	7,872
	
Queries/Cases	
Total Queries	8,026
Queries solved at first point of contact	6,983
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	1,993
% of email Queries solved at first point of contact	97%
Webchat Queries	1,742
% of Webchat Queries solved at first point of contact	98%

June	
	
Telephone Calls	
Calls Queued to Customer Services	12,134
Answered Call Volumes	8,785
	
Queries/Cases	
Total Queries	9,104
Queries solved at first point of contact	7,920
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,075
% of email Queries solved at first point of contact	96%
Webchat Queries	1,359
% of Webchat Queries solved at first point of contact	100%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 142,354

The Met Office has issued two yellow thunderstorm warnings for much of Scotland including Grampian. The first impact is forecast from midnight on Sunday (Aug 14) onwards until around 6am. There is then a further warning in place for Monday (Aug 15) from 6am until midnight.

2nd: PEOPLE REACHED 95,902

If you need advice and support with the increasing cost of living we have got information on our website. There is support out there. If you are struggling or are worried about what might come - please reach out. <https://www.aberdeenshire.gov.uk/communit.../cost-of-living/>

3rd: PEOPLE REACHED 79,719

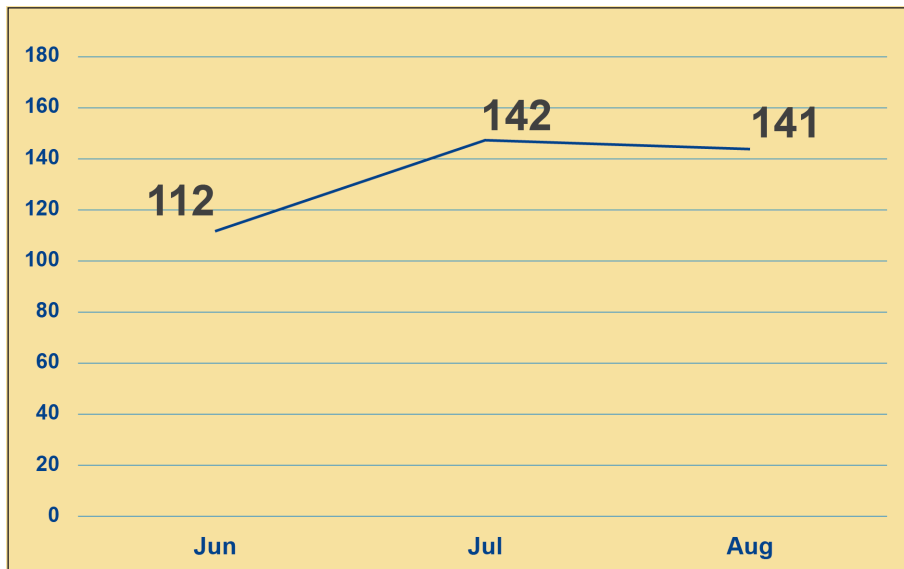
As part of the works relating to the replacement of A939 Gairnshiel Bridge, the A939 road from Gairnshiel Lodge eastwards towards Ballater will be closed for two weeks from Monday, August 22. The closure is necessary to carry out essential works to the existing A939 which will improve road alignment sufficiently to facilitate delivery of the new bridge deck and to allow passage of the large crane which will be required to lift the new deck into position. All changes made to the existing road will be permanent which will also contribute towards improved road safety in this location in the longer term.



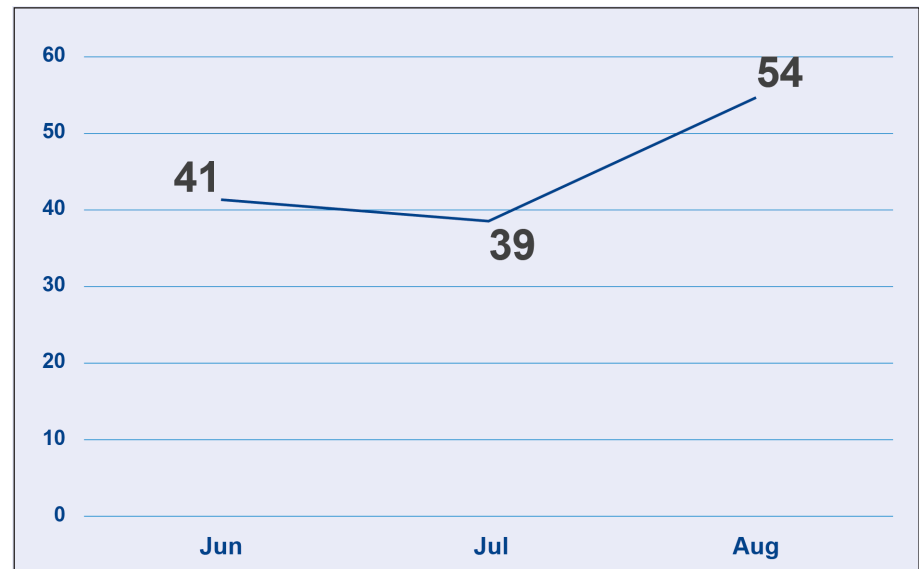
TWITTER in **AUGUST**

- **99,200 Impressions** on **64 TWEETS**
- **124** new **FOLLOWERS**
- **391** mentions
- **22,500** profile visits

141 Complaints Received in August



54 Compliments Received in August



75 Complaints Resolved

