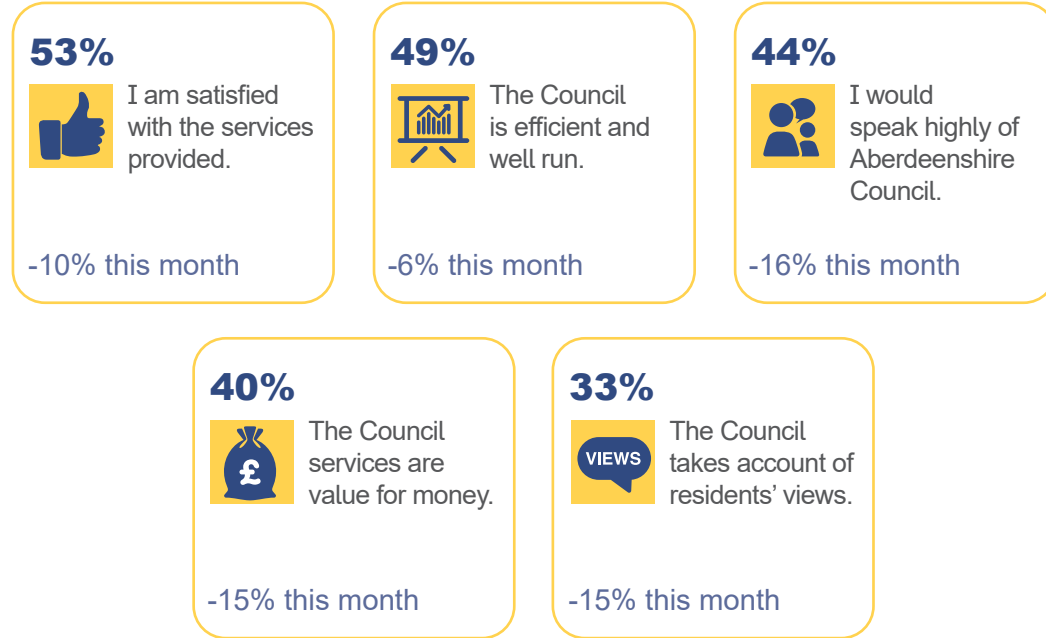


# Aberdeenshire Council Reputation Tracker Sept 2024

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



## Vehicle Users:



## Satisfaction key services:



## Contacting the Council:

Methods used	YES	NO	NOT SURE
Through the council's website	<b>60%</b>	<b>39%</b>	<b>1%</b>
By telephone	<b>66%</b>	<b>33%</b>	<b>1%</b>
By visiting one of the Council's service points across Aberdeenshire	<b>47%</b>	<b>49%</b>	<b>4%</b>

Methods likely to use in future	YES	NO	NOT SURE
Through the council's website	<b>72%</b>	<b>27%</b>	<b>1%</b>
By telephone	<b>85%</b>	<b>13%</b>	<b>1%</b>
By visiting one of the Council's service points across Aberdeenshire	<b>47%</b>	<b>49%</b>	<b>4%</b>





## Rating of Methods of Contact Used:





Experience of using Council Website	<b>75%</b>	-6% this month
Experience of contacting Council by Telephone	<b>66%</b>	-12% this month
Experience of visiting Council Service Point	<b>89%</b>	0% this month





## Preference for Future Service Delivery:

Remotely where possible (including telephone or online) unless they need to be delivered face-to-face	<b>13%</b>	-2% this month
Delivered face-to-face unless it is not practical to do so	<b>18%</b>	+1% this month
Delivered both remotely and face-to-face	<b>69%</b>	+1% this month

## Customer Care:

<b>September</b>	
<b>Telephone Calls</b>	
Answered Call Volumes	8,341
<b>Queries/Cases</b>	
Total Queries	8,559
Queries solved at first point of contact	7,275
% of Queries solved at first point of contact (75% target)	85%
<b>Email</b>	
Email Queries	2,074
% of email Queries solved at first point of contact	97%
Webchat Queries	1,750
% of Webchat Queries solved at first point of contact	100%
<b>Personal Visits</b>	
Queries in person	3,627
% of Queries in person solved at first point of contact	98%

<b>August</b>	
<b>Telephone Calls</b>	
Answered Call Volumes	8,033
<b>Queries/Cases</b>	
Total Queries	8,219
Queries solved at first point of contact	7,233
% of Queries solved at first point of contact (75% target)	88%
<b>Email</b>	
Email Queries	2,350
% of email Queries solved at first point of contact	97%
Webchat Queries	1,993
% of Webchat Queries solved at first point of contact	99%
<b>Personal Visits</b>	
Queries in person	3,756
% of Queries in person solved at first point of contact	97%

<b>June</b>	
<b>Telephone Calls</b>	
Answered Call Volumes	9,462
<b>Queries/Cases</b>	
Total Queries	9,679
Queries solved at first point of contact	8,518
% of Queries solved at first point of contact (75% target)	88%
<b>Email</b>	
Email Queries	2,504
% of email Queries solved at first point of contact	98%
Webchat Queries	2,223
% of Webchat Queries solved at first point of contact	99%
<b>Personal Visits</b>	
Queries in person	3,836
% of Queries in person solved at first point of contact	98%

## Customer Care: Social Media



### FACEBOOK in **September**

- **45,517** Total number of **Followers**
- **59 more Followers**

#### Top Posts:

#### **1st:** PEOPLE REACHED **30,459**      ENGAGEMENT **2,754**

Aberdeenshire's Doors Open Days Festival is back for 2024 - visit <https://www.doorsopendays.org.uk> to view the full range of those taking part. The festival is an annual event celebrating the wealth of architecture, culture and heritage across Aberdeenshire. Participating venues and their volunteers offer free access to sites and events across Scotland. The festival aims to ensure that Scotland's built, and cultural heritage is made accessible to everyone living in and visiting the country.

#### **2nd:** PEOPLE REACHED **22,211**      ENGAGEMENT **2,476**

Please note that Alford Recycling Centre is full for general waste and cannot accept any more general waste today. Sorry for any inconvenience this may cause. Find in the comments a list of all Aberdeenshire Council Recycling centres.

#### **3rd:** PEOPLE REACHED **21,290**      ENGAGEMENT **2,796**

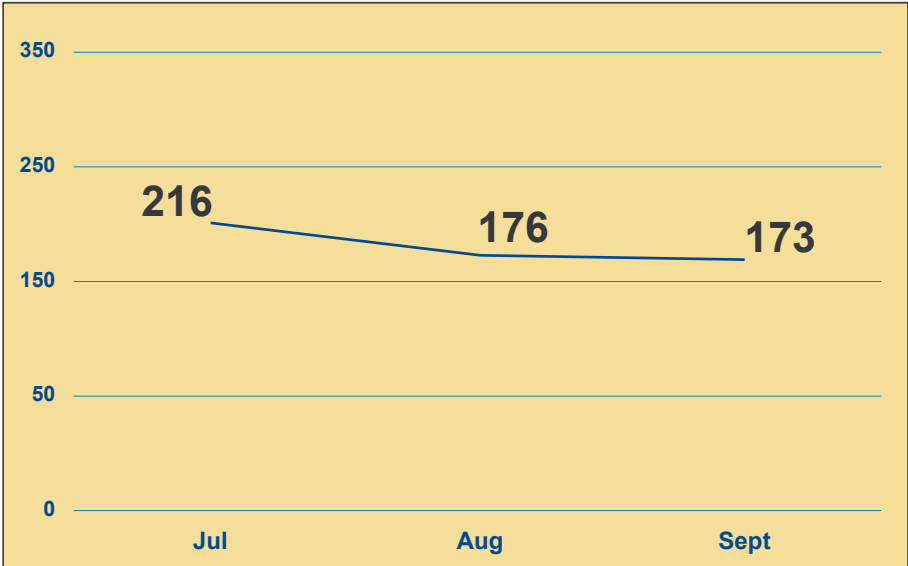
Do you own an empty home you're looking to sell but are unsure how to reach potential buyers? Our Matchmaker Scheme is a free service which helps to match people wishing to sell an empty home with those who want to buy one. You can advertise your empty home for sale on our website, absolutely free. It could help you find a buyer if you've been having difficulty selling, or if the property is in poor condition. Full details can be found by clicking below, and our team can be contacted at [emptyhomes@aberdeenshire.gov.uk](mailto:emptyhomes@aberdeenshire.gov.uk) if you have any queries.



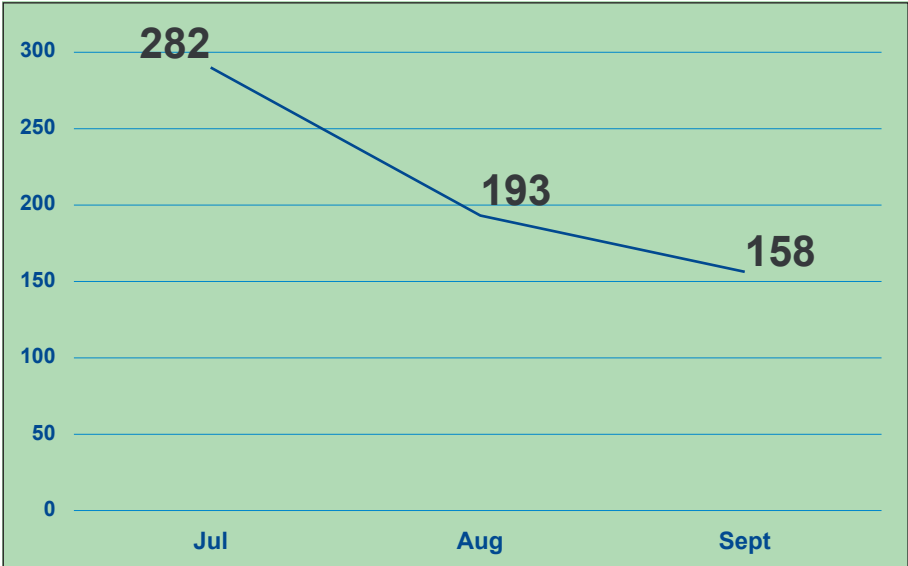
### TWITTER in **September**

- **38,574** Total number of **Followers**
- **+3 Followers**
- **33 Tweets**

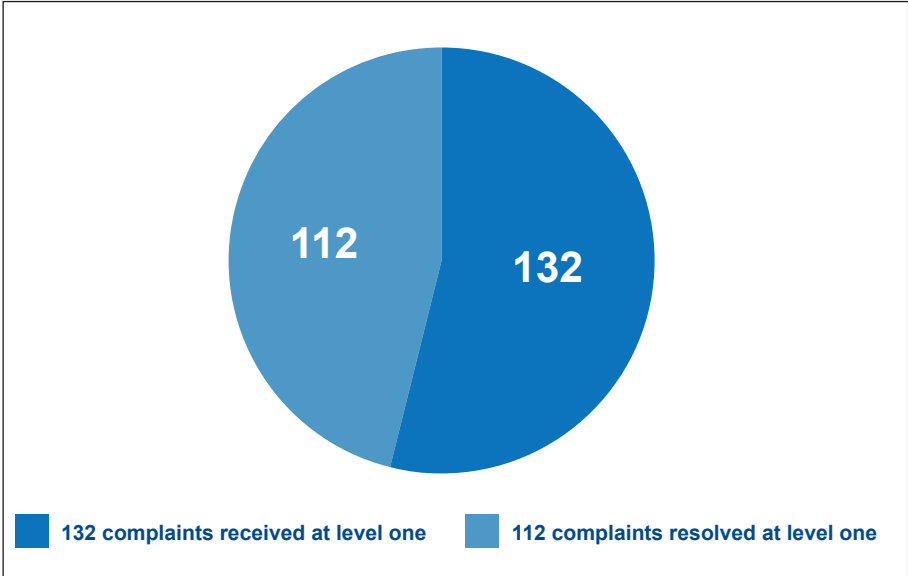
### 211 Complaints Received in September



### 199 Complaints Closed in September



### Frontline Complaints



### Investigation Complaints

