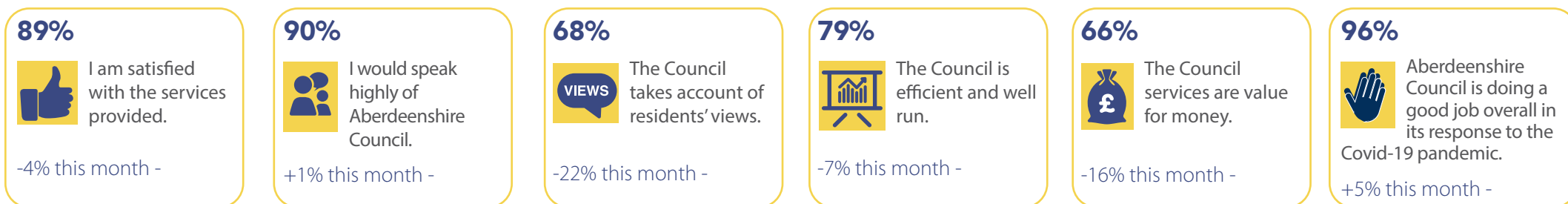


Aberdeenshire Council Reputation Tracker - SEPTEMBER 2020 -

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

- Reputation - Percentage of respondents agreeing with the following statements -



- Satisfaction key services -

Parks & open spaces



Provision of appropriate housing



Refuse collection



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



Views on communication Percentage of respondents agreeing with the following statements -

98% - Feel well supported by the Council during the Covid-19 pandemic +2% this month

95% - Know where to access any services that they need during the Covid-19 pandemic +6% this month

98% - Have good awareness of the adjustments made to the Council Services in response to the Covid-19 pandemic +4% this month

91% - Know where to go to get information about Council Services during the Covid-19 pandemic +26% this month

CUSTOMER CARE -

September -



Telephone Calls -

Calls Queued to Customer Services **23,919 -**

Answered Call Volumes **9,639 -**



Queries/Cases -

Total Queries **11,481 -**

Queries solved at first point of contact **10,140 -**

% of Queries solved at first point of contact (75% target) **88.32% -**



Email -

Email Queries **2,810 -**

% of email Queries solved at first point of contact **100% -**

Webchat Queries **3,097 -**

% of Webchat Queries solved at first point of contact **97.3% -**

August -



Telephone Calls -

Calls Queued to Customer Services **25,479 -**

Answered Call Volumes **11,421 -**



Queries/Cases -

Total Queries **11,914 -**

Queries solved at first point of contact **10,788 -**

% of Queries solved at first point of contact (75% target) **90.54% -**



Email -

Email Queries **1774-**

% of email Queries solved at first point of contact **100% -**

Webchat Queries **3,665 -**

% of Webchat Queries solved at first point of contact **98.2% -**

July -



Telephone Calls -

Calls Queued to Customer Services **25,959 -**

Answered Call Volumes **14,137 -**



Queries/Cases -

Total Queries **14,058 -**

Queries solved at first point of contact **12,749 -**

% of Queries solved at first point of contact (75% target) **90.69% -**



Email -

Email Queries **1,799 -**

% of email Queries solved at first point of contact **100% -**

Webchat Queries **3,357 -**

% of Webchat Queries solved at first point of contact **95.65% -**

CUSTOMER CARE - SOCIAL MEDIA

-Top Posts FACEBOOK

1st - PEOPLE REACHED 41,459

7 photos added to the album "Inverurie Community Campus progress"

2nd - PEOPLE REACHED 34,164

A new approach to the way council properties are prepared for new tenants could significantly reduce the time taken for homes to be re-let in Aberdeenshire.

Earlier this week, Aberdeenshire Council's Communities Committee agreed a new 'lettable standard' which changes responsibilities for tenants and the council.

The approach aims to reduce the length of time a property is unavailable for use between tenancies, during which time the property is classed as 'void'...

3rd - PEOPLE REACHED 33,744

A mobile #COVID testing unit is coming to #Inverurie on Wednesday. It will be available every Wednesday until further notice.

The mobile #COVID testing unit will be available in the car park at Gordon House.

Anyone looking for information on #COVID should refer to the guidance available online at www.nhsinform.scot...

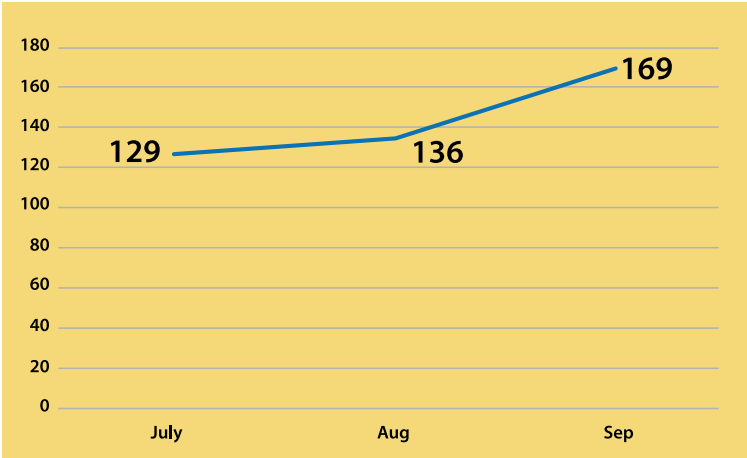
-TWITTER in SEPTEMBER -



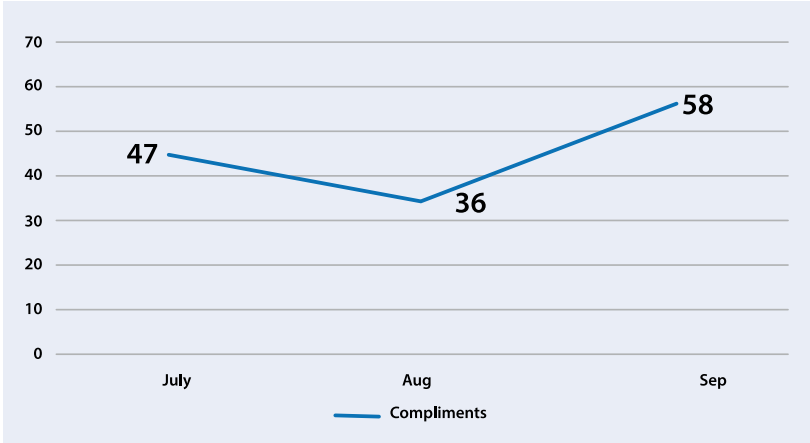
- **222,000 Impressions** on **59 TWEETS & 306 RETWEETS**
- **57 new FOLLOWERS**
- **555 mentions**
- **1467 profile visits**

FEEDBACK -

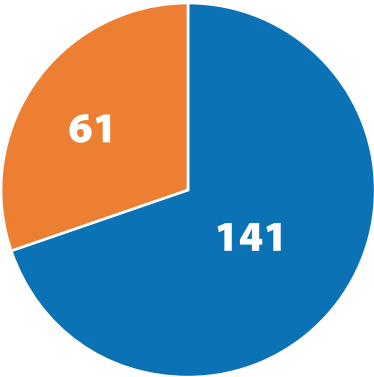
169 Complaints Received in September



58 Compliments Received in September



Complaints resolved at level one and two -



141 complaints resolved at level one - 61 complaints resolved at level two -