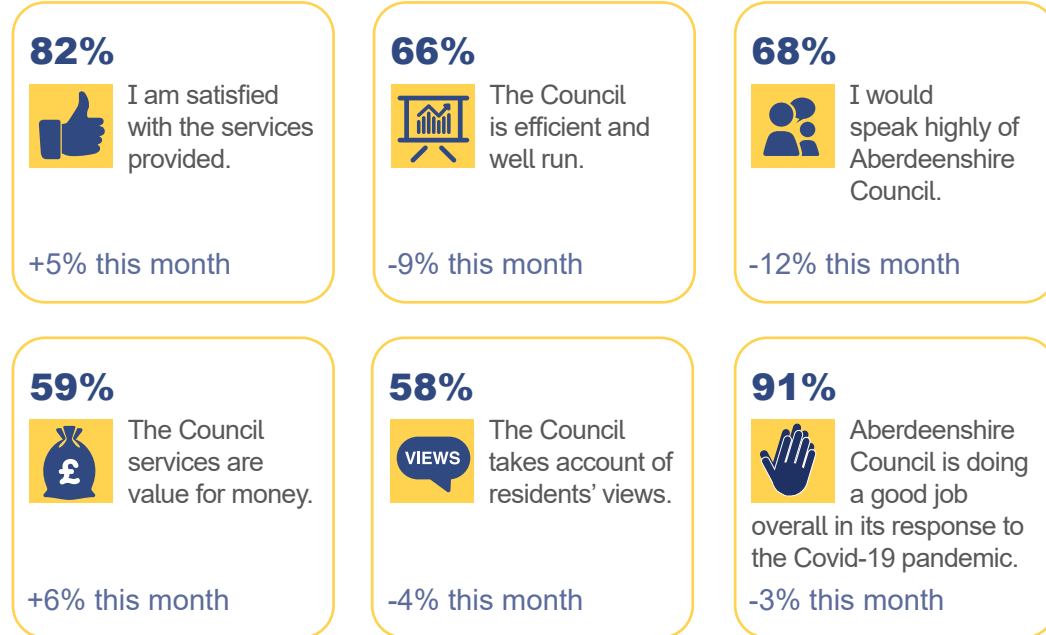


Aberdeenshire Council Reputation Tracker NOV 2021

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

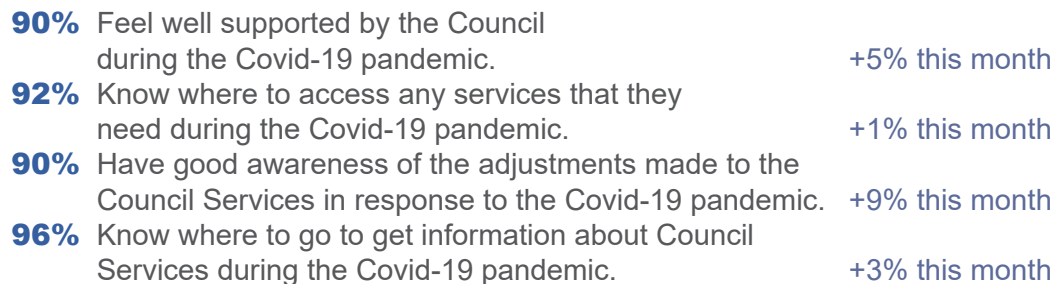
Reputation:

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:

November	
	
Telephone Calls	
Calls Queued to Customer Services	16,569
Answered Call Volumes	10,309
	
Queries/Cases	
Total Queries	10,271
Queries solved at first point of contact	8,833
% of Queries solved at first point of contact (75% target)	86%
	
Email	
Email Queries	2,790
% of email Queries solved at first point of contact	97%
Webchat Queries	1,432
% of Webchat Queries solved at first point of contact	98%

October	
	
Telephone Calls	
Calls Queued to Customer Services	13,279
Answered Call Volumes	9,983
	
Queries/Cases	
Total Queries	10,177
Queries solved at first point of contact	8,549
% of Queries solved at first point of contact (75% target)	84%
	
Email	
Email Queries	2,031
% of email Queries solved at first point of contact	96%
Webchat Queries	1,325
% of Webchat Queries solved at first point of contact	98%

September	
	
Telephone Calls	
Calls Queued to Customer Services	13,953
Answered Call Volumes	10,580
	
Queries/Cases	
Total Queries	11,244
Queries solved at first point of contact	9,782
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,366
% of email Queries solved at first point of contact	98%
Webchat Queries	1,843
% of Webchat Queries solved at first point of contact	99%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 78,579

We're encouraging residents to install new interlinked fire alarms as a matter of urgency ahead of next year's deadline.

The Scottish Government has confirmed that from February 2022, new standards for fire and smoke alarms are being introduced through the implementation of the Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019.

Interlinked fire alarms 'talk' to one other, so when one goes off, they all go off - helping everyone to react quicker and save more lives. You might not hear the alarm closest to the fire, especially if you're somewhere else in the house, so an interlinked system alerts you to danger immediately wherever you are in your home.

Read the full details here: <https://online.aberdeenshire.gov.uk/apps/news/release.aspx...>

You can also watch this informative video online at <https://www.youtube.com/watch?v=6MeEAUwuFjg>

2nd: PEOPLE REACHED 64,208

The weather has fairly take a chilly turn today – our teams are expecting road surface temperatures to get close to or below zero bringing with it an ice risk.

We're also expecting sleet or wet snow mixed into the showers overnight and tomorrow morning – so we're currently out treating a number of routes into this evening and we're also scheduled to head out on some roads from 5.30am tomorrow morning.

Footway treatment is also currently planned from around 7am in Oldmeldrum, Blackburn, Inverurie, Kintore, Inch, Huntly, Alford, Banchory, Aboyne, Ballater, Braemar and Laurencekirk... (continued)

3rd: PEOPLE REACHED 58,539

Don't be an idler – please remember to turn your engine off in our car parks.

A customer at one of our leisure centres recently highlighted the issue of vehicles idling in the car park, so we wanted to highlight why this should be avoided where possible.

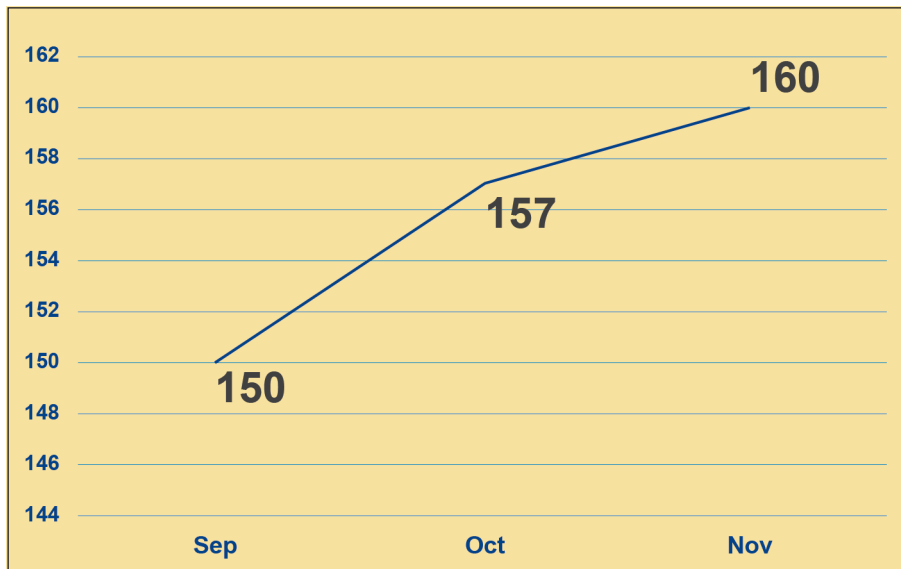
Running your engine unnecessarily while your vehicle is stationary pollutes the environment, costs money and is against the law... (continued)



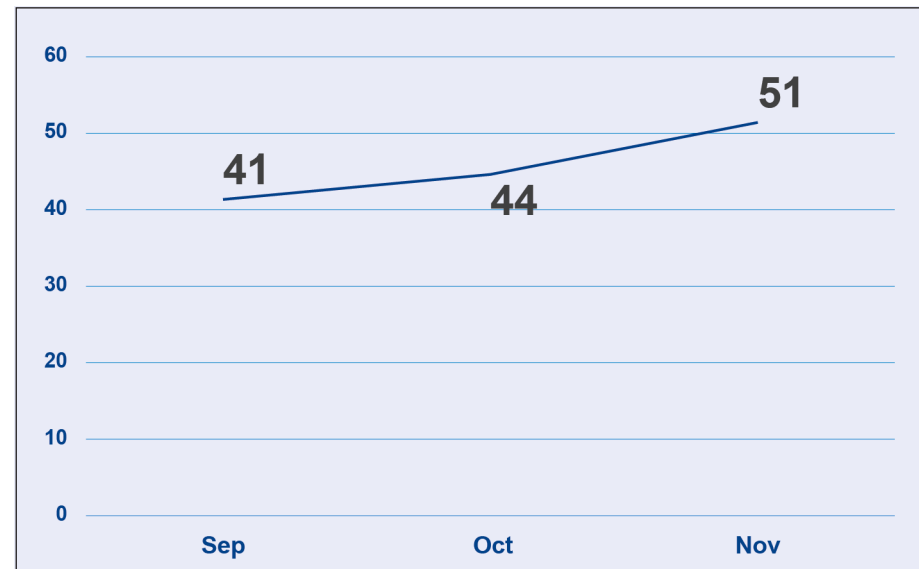
TWITTER in **NOVEMBER**

- **403,300 Impressions** on **103 TWEETS (13.4K IMPRESSIONS PER DAY) & 642 RETWEETS**
- **344** new **FOLLOWERS**
- **803** mentions
- **44,000** profile visits

160 Complaints Received in November



51 Compliments Received in November



164 Complaints Resolved

