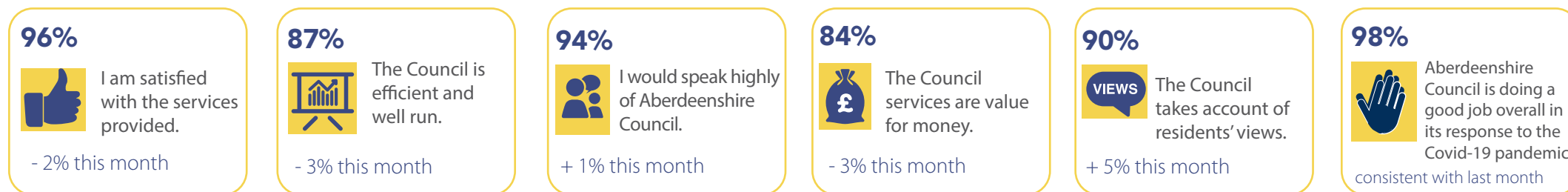


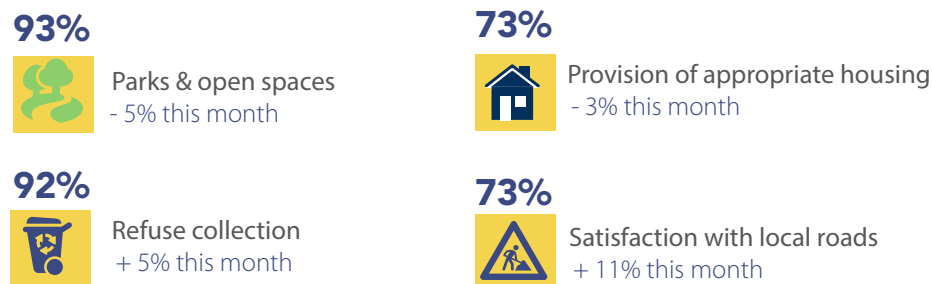
# Reputation Tracker - May 2020

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



## Satisfaction with services

which are currently operating differently due to the COVID 19 pandemic



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

**93%** - Feel well supported by the Council during the Covid-19 pandemic +4% this month

**92%** - Know where to access any services that they need during the Covid-19 pandemic +3% this month

**93%** - Have good awareness of the adjustments made to the Council Services in response to the Covid-19 pandemic + 4% this month

**84%** - Know where to go to get information about Council Services during the Covid-19 pandemic -7% this month

# CUSTOMER CARE

## May



### Telephone Calls

Calls Queued to Contact Centre 11,616

Answered Call Volumes 10,188



### Queries/Cases

Total Queries 9,903

Queries solved at first point of contact 8,886

% of Queries solved at first point of contact (75% target) 90%

Email Queries 911

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

Webchat Queries 2,646

% of Webchat Queries solved at first point of contact 93%

## April



### Telephone Calls

Calls Queued to Contact Centre 14,309

Answered Call Volumes 12,469



### Queries/Cases

Total Queries 11,842

Queries solved at first point of contact 10,422

% of Queries solved at first point of contact (75% target) 88.01%

Email Queries 901

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

Webchat Queries 2,462

% of Webchat Queries solved at first point of contact 91.50%

## March



Total number of calls presented 32,191



Total Queries logged 11,912



Queries solved at first point of contact 10,324 (86.7%)

# CUSTOMER CARE

## SOCIAL MEDIA

### Top Posts FACEBOOK

#### 1 PEOPLE REACHED **171,275**

Having listened to your feedback on the reopening of our Household Recycling Centres, we can confirm we will now be allowing car-derived vans to access our facilities in the initial phase along with cars and pick-ups.

A car-derived van means a goods vehicle which is constructed or adapted as a derivative of a passenger vehicle and which has a maximum laden weight not exceeding 2 tonnes...

#### 2 PEOPLE REACHED **82,635**

An online booking system enabling Aberdeenshire residents to start making trips to Household Recycling Centres is now live.

Residents of Aberdeenshire will be asked to book a slot online to control the volume of vehicles accessing the centres when they reopen from Monday, June 1... (continued)

#### 3 PEOPLE REACHED **40,449**

The last few months have seen significant changes to many aspects of our lives and work as the COVID-19 pandemic has developed.

Aberdeenshire Council services have been redesigned and personnel redeployed to concentrate on critical activities, such as health and social care provision, waste collection and burials, and this work will continue to be our priority as we move through the stages of recovery...

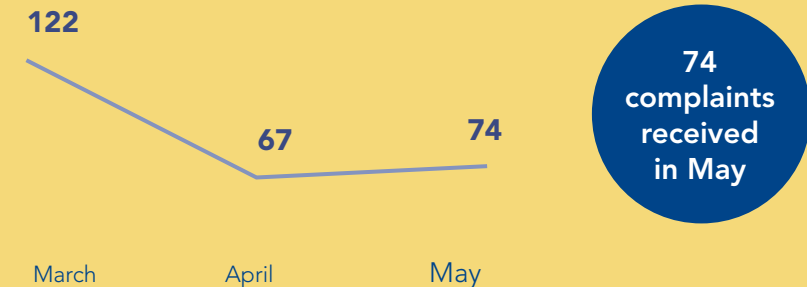
## TWITTER in **MAY**



- **33,600 followers** on TWITTER
- **321,400 Impressions** on **68 TWEETS** & **513 RETWEETS**
- **66 new FOLLOWERS**
- **803 mentions**
- **3598 profile visits**

## FEEDBACK

### Complaints received.



### Compliments received.



### Complaints resolved at level one and two.

