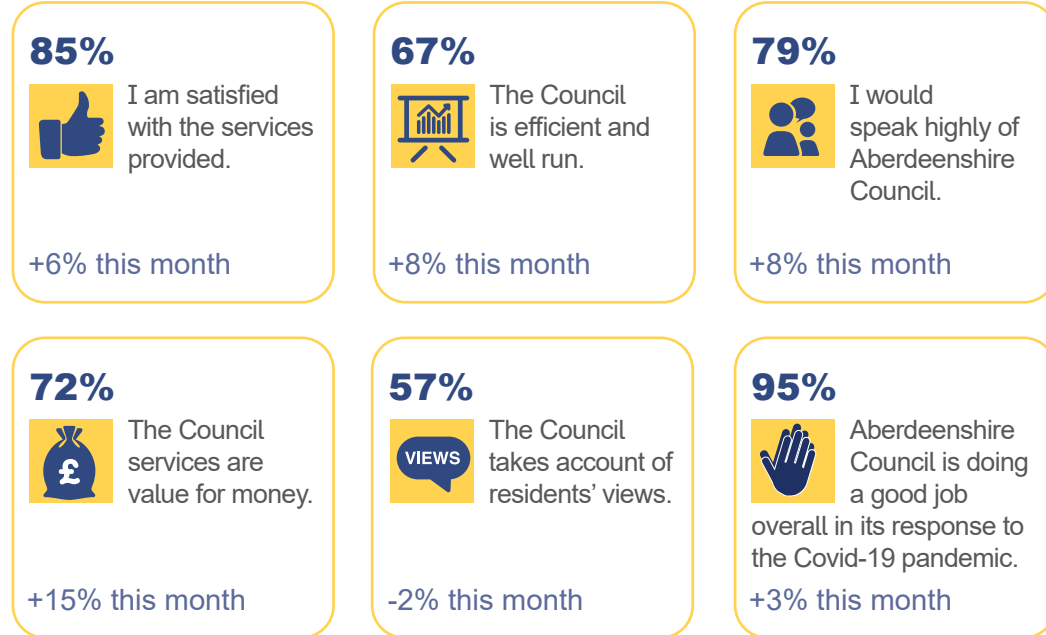


Aberdeenshire Council Reputation Tracker JAN 2022

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

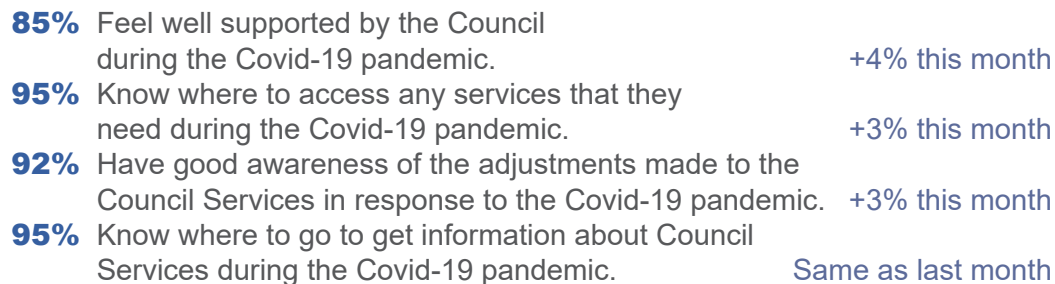
Reputation:

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



Social work services



Library services



Sports and physical activities



Teaching & learning for school pupils






Social care services









Museums and visitor attractions



Customer Care:

January	
	
Telephone Calls	
Calls Queued to Customer Services	13,847
Answered Call Volumes	9,808
	
Queries/Cases	
Total Queries	9,987
Queries solved at first point of contact	8,689
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,461
% of email Queries solved at first point of contact	96%
Webchat Queries	1,438
% of Webchat Queries solved at first point of contact	98%

December	
	
Telephone Calls	
Calls Queued to Customer Services	12,347
Answered Call Volumes	8,777
	
Queries/Cases	
Total Queries	8,886
Queries solved at first point of contact	7,731
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,646
% of email Queries solved at first point of contact	97%
Webchat Queries	1,191
% of Webchat Queries solved at first point of contact	99%

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%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 100,723

With the Met Office upgrading its weather warning of strong winds to Amber, we would encourage residents and businesses to be prepared for the worsening conditions. Peak times are from 7am to 3pm, tomorrow, Saturday 29th January.

These winds have the potential to cause power cuts, damage to buildings and fall trees and cause travel disruption... (continued)

2nd: PEOPLE REACHED 90,378

A really quick update for you!

Current position:

- Approx. homes without power – 16,000 still off power. Main sites are in these rough areas - Banchory, Fyvie, Midmar, Inverurie, Aboyne, Marnoch, Inch, Kintore. There will be other pockets of homes without power.
- We are putting in place catering thanks to our school catering teams for anyone needing a hot meal. You can get a hot meal from Banchory, Aboyne, Inverurie, Turriff, and Alford academy canteens where we will be serving hot food from 1pm – 5pm.
- SSEN have hot food provision via food vans. A post with those locations was shared yesterday and will be posted again.
- You can go to ANY Life Life Aberdeenshire community facility (your local council leisure centre) today for a hot shower/charging etc.
- Please remember about Storm Corrie, due to hit Aberdeenshire later today. <https://www.metoffice.gov.uk/.../warnings.../uk-warnings...>

3rd: PEOPLE REACHED 86,490

Hopefully our last update for today, more to follow tomorrow:

There will be NO blanket school closures tomorrow. Each headteacher will go through the usual process tomorrow morning that they would in any weather event and will advise parents of any closures on the website and through group text channels. Some are already on the site.

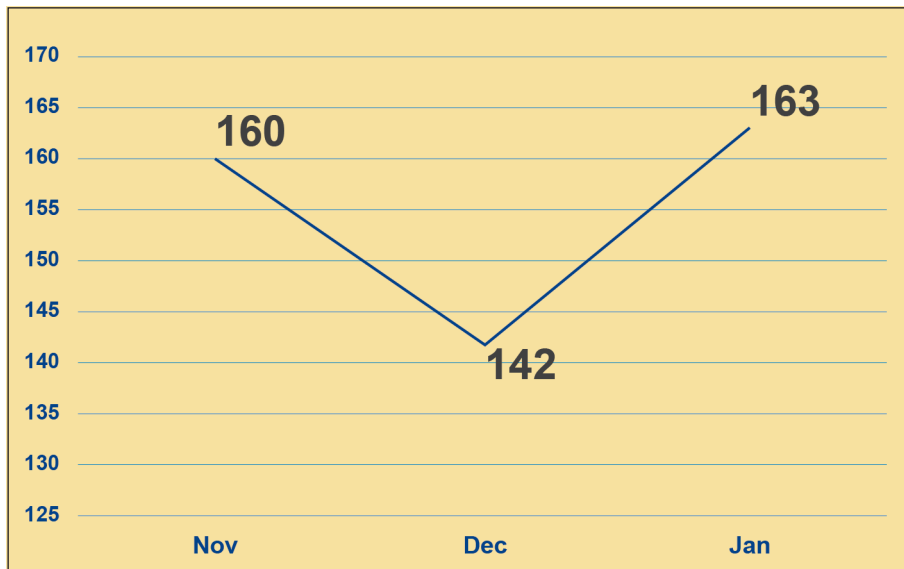
<https://online.aberdeenshire.gov.uk/Apps/schools-closures/> ... (continued)



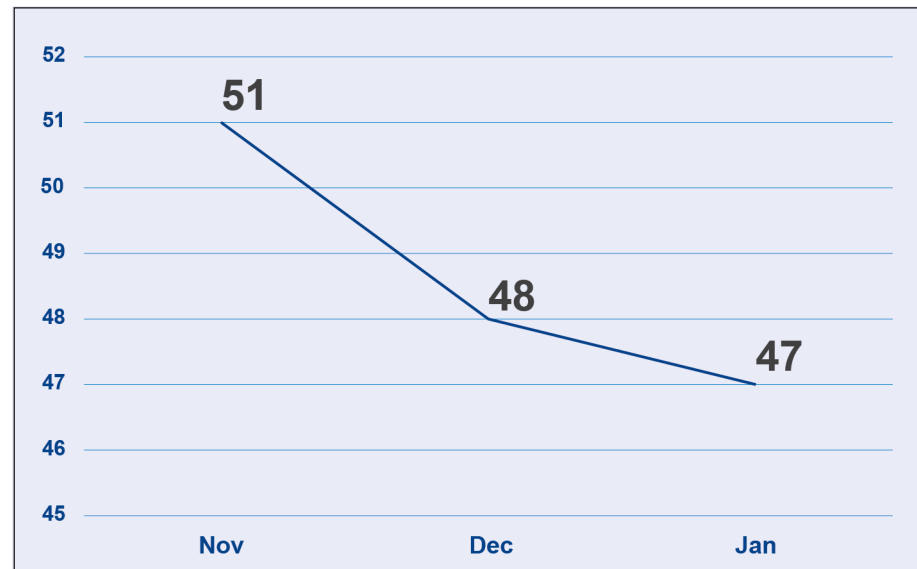
TWITTER in **JANUARY**

- **497,300 Impressions** on **121 TWEETS (16K IMPRESSIONS PER DAY) & 609 RETWEETS**
- **228** new **FOLLOWERS**
- **546** mentions
- **43,500** profile visits

163 Complaints Received in January



47 Compliments Received in January



160 Complaints Resolved

