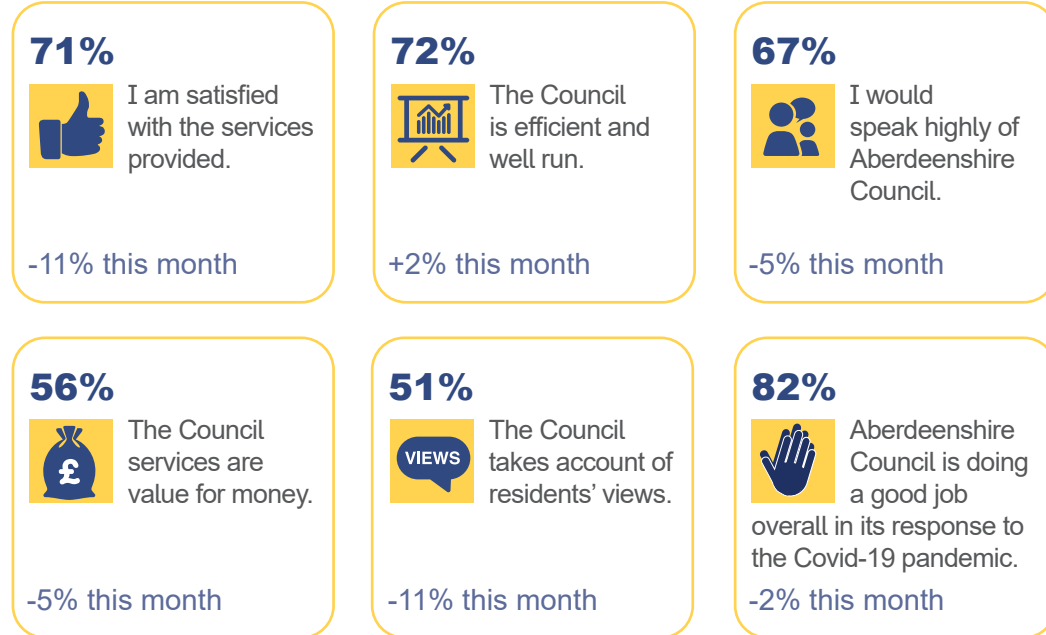


Aberdeenshire Council Reputation Tracker SEPT 2022

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

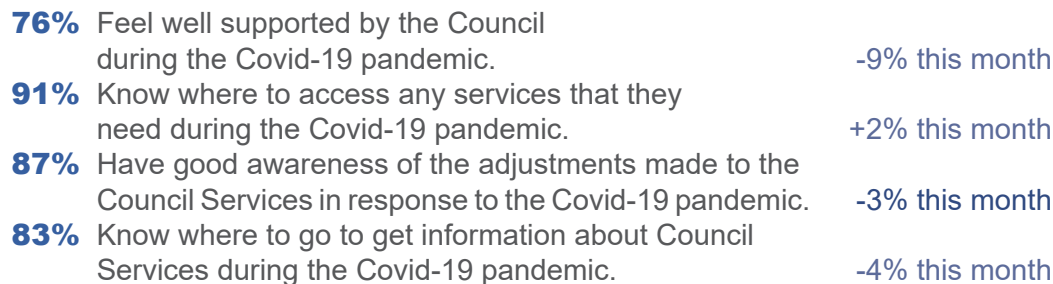
Reputation:

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:

September		August		July	
					
Telephone Calls		Telephone Calls		Telephone Calls	
Calls Queued to Customer Services	13,374	Calls Queued to Customer Services	15,522	Calls Queued to Customer Services	12,195
Answered Call Volumes	9,210	Answered Call Volumes	8,895	Answered Call Volumes	7,872
					
Queries/Cases		Queries/Cases		Queries/Cases	
Total Queries	9,353	Total Queries	9,154	Total Queries	8,026
Queries solved at first point of contact	8,792	Queries solved at first point of contact	7,964	Queries solved at first point of contact	6,983
% of Queries solved at first point of contact (75% target)	94%	% of Queries solved at first point of contact (75% target)	87%	% of Queries solved at first point of contact (75% target)	87%
					
Email		Email		Email	
Email Queries	2,811	Email Queries	2,406	Email Queries	1,993
% of email Queries solved at first point of contact	97%	% of email Queries solved at first point of contact	97%	% of email Queries solved at first point of contact	97%
Webchat Queries	2,197	Webchat Queries	2,439	Webchat Queries	1,742
% of Webchat Queries solved at first point of contact	99%	% of Webchat Queries solved at first point of contact	99%	% of Webchat Queries solved at first point of contact	98%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED **279,872**

Her Majesty The Queen's cortege will leave Balmoral and make its way south tomorrow (Sunday).

2nd: PEOPLE REACHED **184,113**

Due to the high volume of passengers using the Park and Ride services we are now only allowing assistance dogs to accompany passengers.

3rd: PEOPLE REACHED **177,860**

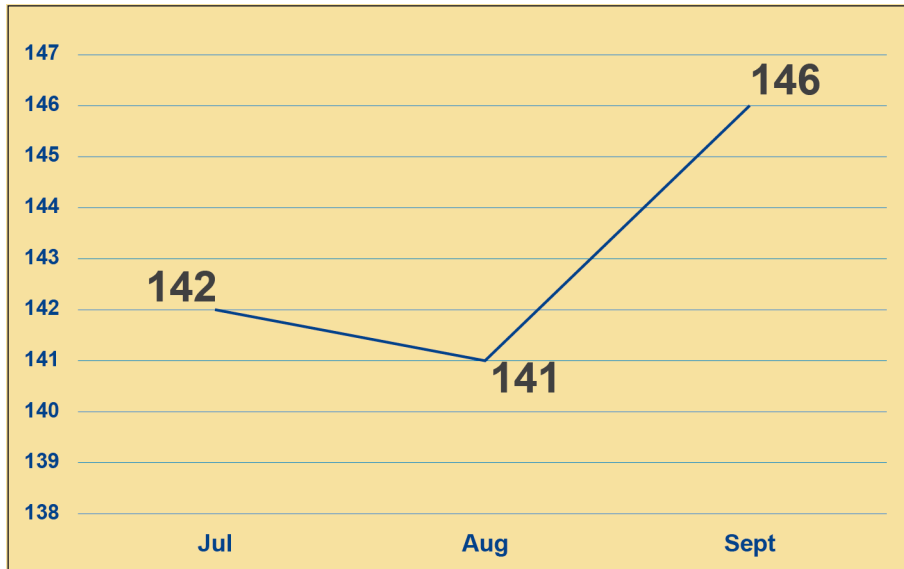
Please note an adjustment to Park and Ride times. Now open from 8am tomorrow, Saturday 10 September.



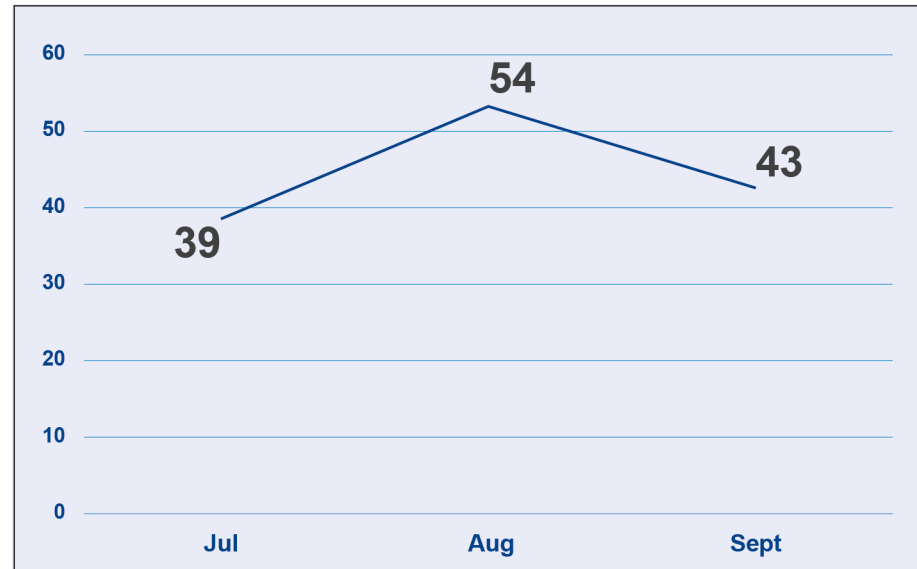
TWITTER in **SEPTEMBER**

- **474,000 Impressions** on **77 TWEETS**
- **251** new **FOLLOWERS**
- **398** mentions
- **87,500** profile visits

146 Complaints Received in September



43 Compliments Received in September



157 Complaints Resolved

