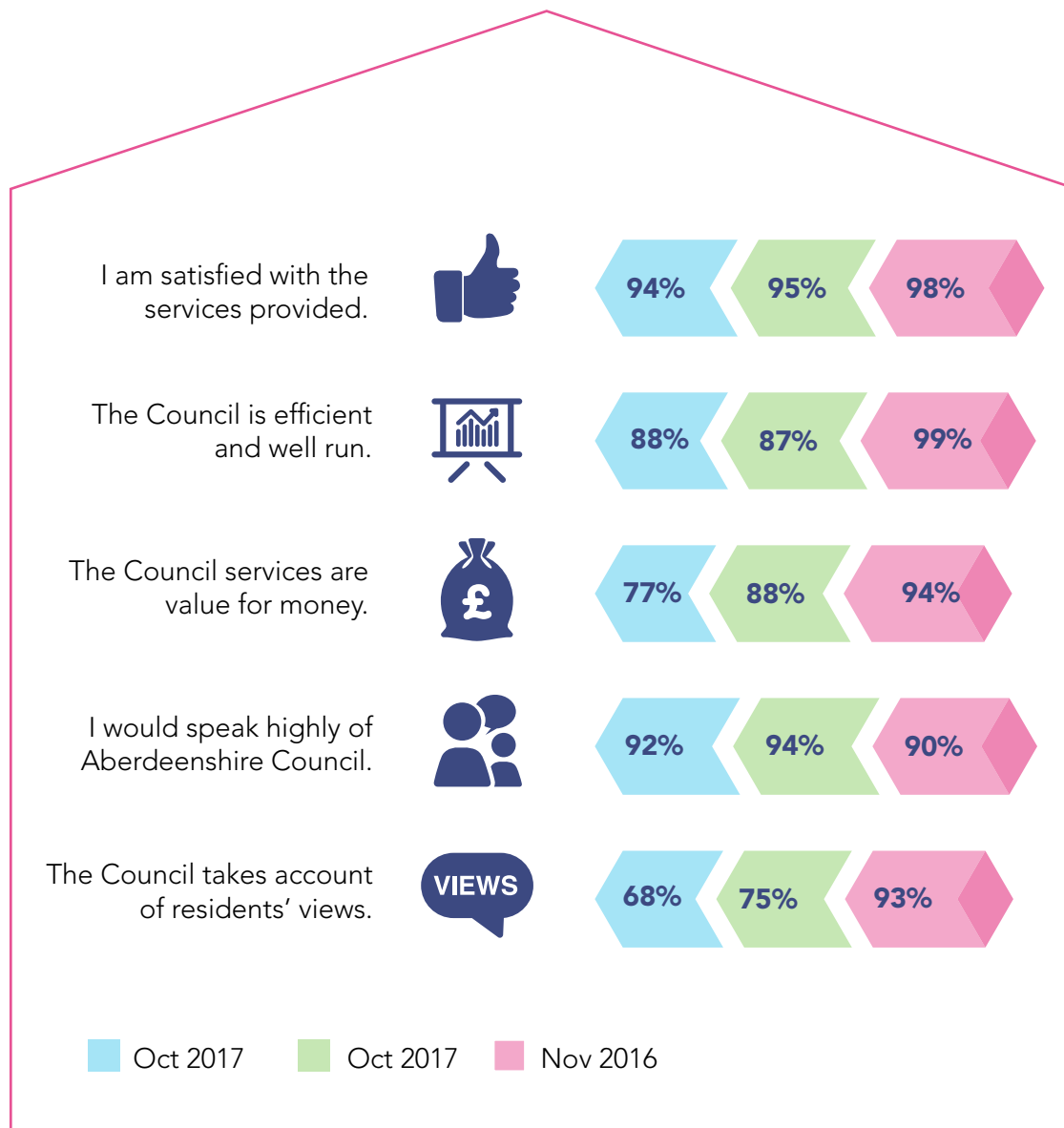
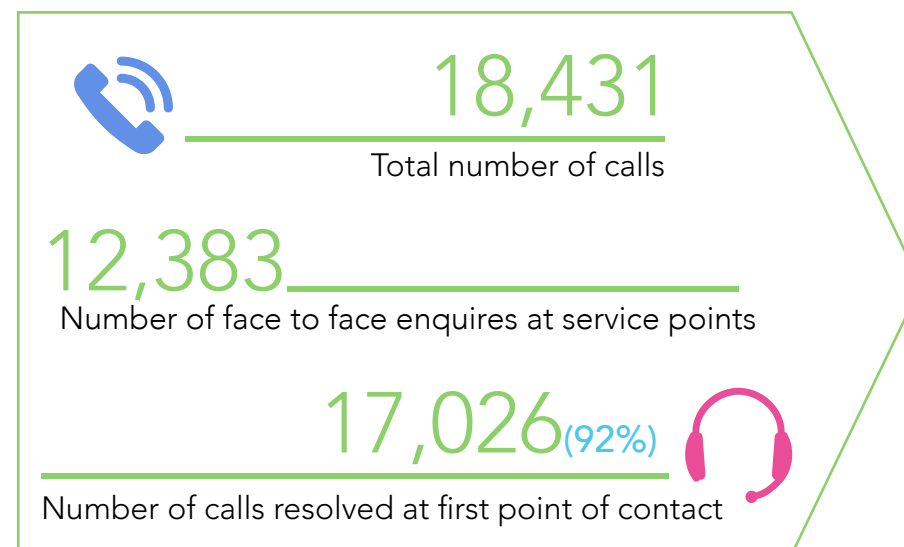




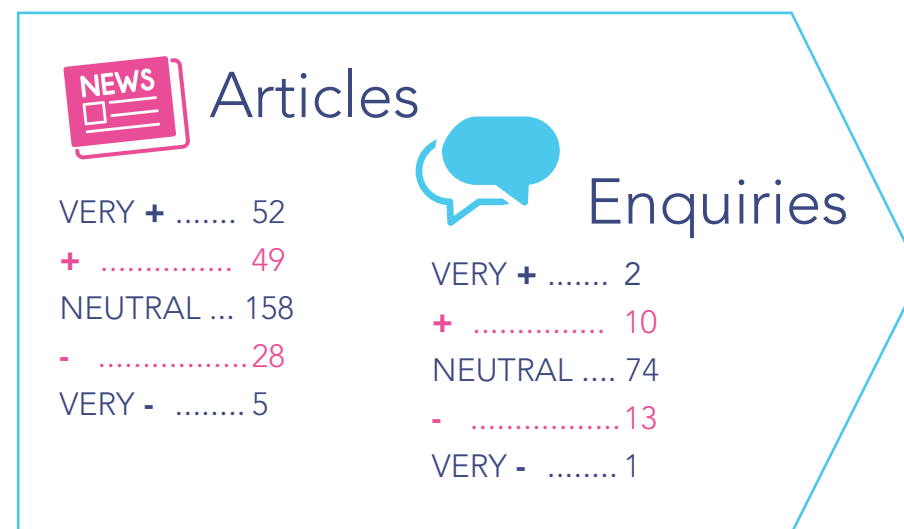
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 **SEEN BY 27,784**

The first shows of Safe Drive Stay Alive 2017 have gone well this week, and thanks to the volunteers who make it all happen. Here are some behind the scenes shots...

2 **SEEN BY 26,180**

Good morning everyone. Here's an update on our roads treatment. All of our gritters were out from 5.40am this morning to ensure our primary network of roads was treated by 8am. In addition, a pre-treatment was carried out from 3.30pm yesterday...

3 **SEEN BY 25,682**

Mackie Academy will be closed tomorrow (Friday 1st Dec) to allow for all necessary safety checks to be carried out following today's power outage. Parents will be updated through the usual channels...



TWITTER in **OCTOBER**

We **TWEETED 325** times from @aberdeenshire which made **181k Impressions***

* Impressions: Times a user is served a Tweet in timeline or search results

COMPLAINTS/COMPLIMENTS

167

114

112

Complaints received.

42

35

49

Compliments received.

167

123

97

Complaints completed and closed.

95

76

61

Number of complaints resolved at level one.

70

47

36

Number of complaints resolved at level two.












Sep17

Oct 17

Nov 17

SATISFACTION - Services

Reputation **Tracker** - November 2017

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep
Local Schools		95%	99%	89%	22%	3%	16%	73%	96%	73%	-	-	5%	5%	-	4%	1%	1%	2%
Social care or social work services		84%	97%	95%	30%	38%	5%	54%	59%	90%	-	-	3%	8%	3%	1%	8%	-	1%
Libraries		92%	96%	98%	34%	9%	9%	58%	87%	89%	2%	4%	1%	6%	-	1%	-	-	-
Museums and Galleries		96%	100%	92%	19%	20%	1%	77%	80%	91%	-	-	5%	4%	-	3%	-	-	-
Parks and open places		88%	93%	90%	18%	7%	7%	70%	86%	83%	3%	4%	3%	9%	3%	7%	1%	1%	1%
Leisure facilities		91%	92%	86%	20%	3%	6%	71%	89%	80%	1%	4%	6%	6%	4%	8%	1%	-	1%
Refuse collection		91%	94%	85%	39%	33%	13%	52%	61%	72%	2%	3%	6%	5%	2%	7%	2%	1%	1%
Street cleansing		83%	89%	91%	18%	4%	8%	65%	85%	83%	3%	5%	4%	12%	4%	3%	1%	1%	1%
The quality of customer services		97%	98%	92%	44%	48%	11%	53%	50%	81%	1%	3%	4%	2%	-	3%	-	-	1%
Roads maintenance		35%	42%	53%	3%	1%	3%	32%	41%	50%	3%	7%	9%	43%	35%	21%	19%	16%	17%
Housing Provision		47%	67%	70%	7%	1%	2%	40%	66%	68%	-	4%	4%	44%	25%	19%	8%	4%	8%