

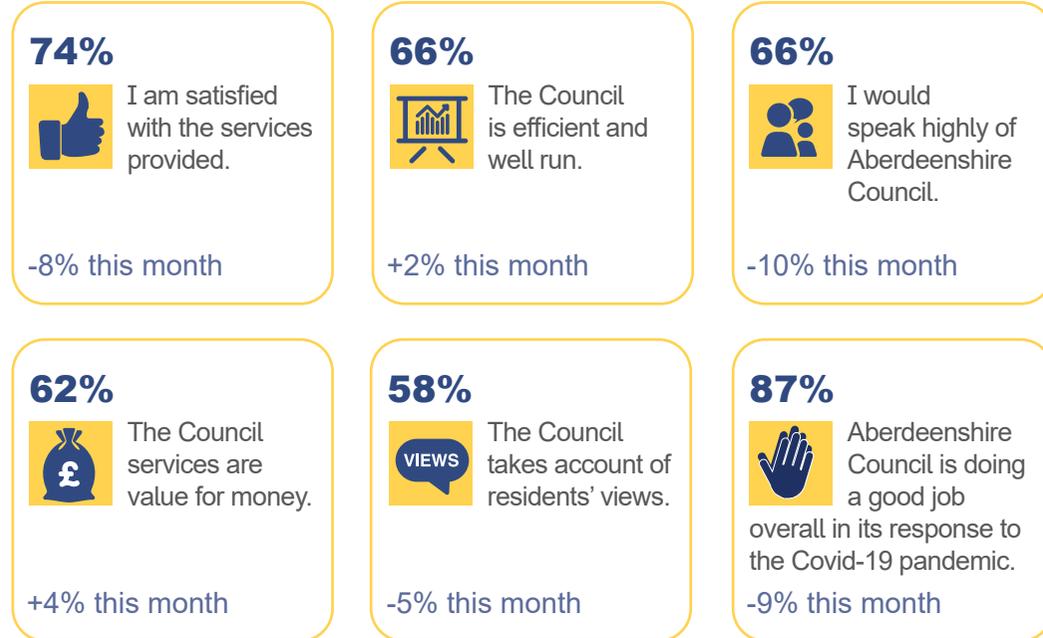
Aberdeenshire Council Reputation Tracker JUNE 2022



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

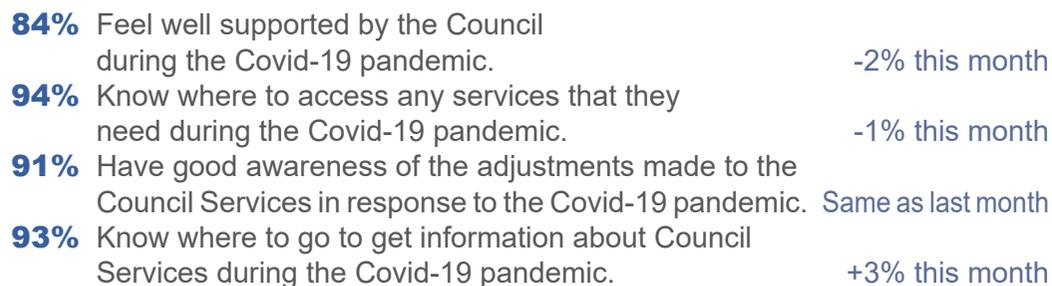
Reputation:

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:

June	
	
Telephone Calls	
Calls Queued to Customer Services	12,134
Answered Call Volumes	8,785
	
Queries/Cases	
Total Queries	9,104
Queries solved at first point of contact	7,920
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,075
% of email Queries solved at first point of contact	96%
Webchat Queries	1,359
% of Webchat Queries solved at first point of contact	100%

May	
	
Telephone Calls	
Calls Queued to Customer Services	13,696
Answered Call Volumes	11,241
	
Queries/Cases	
Total Queries	11,488
Queries solved at first point of contact	9,995
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	1,993
% of email Queries solved at first point of contact	95%
Webchat Queries	1,426
% of Webchat Queries solved at first point of contact	99%

April	
	
Telephone Calls	
Calls Queued to Customer Services	13,104
Answered Call Volumes	9,807
	
Queries/Cases	
Total Queries	9,984
Queries solved at first point of contact	8,686
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,024
% of email Queries solved at first point of contact	96%
Webchat Queries	1,497
% of Webchat Queries solved at first point of contact	99%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 132,684

As a result of new energy tariffs, we are introducing new charges to our electric vehicle charging points from July 1. The new rate will rise from 21p to 24p per kWh.

Our chargers form part of the Charge Place Scotland network and we're working closely with them to resolve any issues with EV points across the region.

2nd: PEOPLE REACHED 37,054

Aberdeenshire Council tenants are being urged to be cautious following reports of fake calls claiming to be from the council's housing repair team. The calls are being made from various 0330 numbers and are asking for personal details. These are not genuine.

3rd: PEOPLE REACHED 28,252

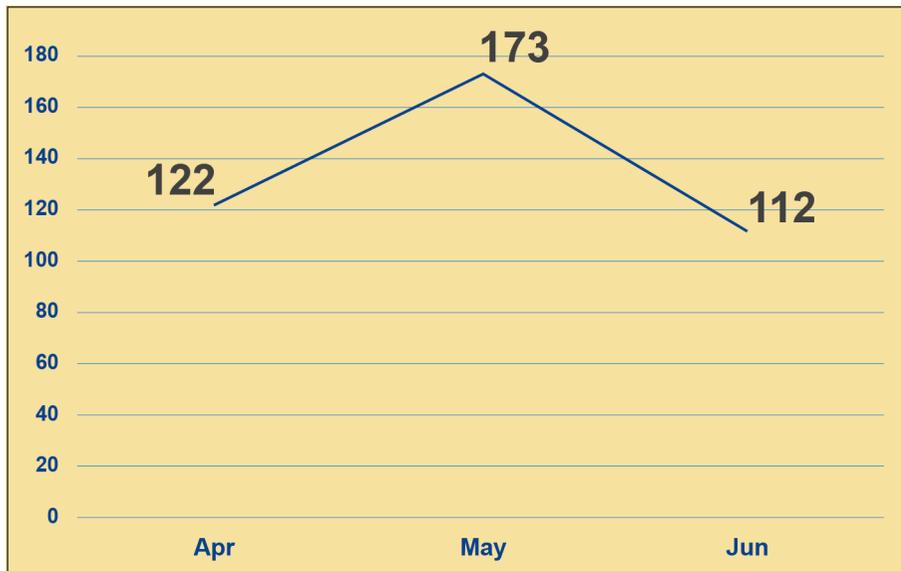
With funding from the Scottish Government, Aberdeenshire Council now provides access to free period products, including re-usable alternatives to disposable pads and tampons. General feedback has been positive, especially as many families may be struggling with the rising cost of living. An app has been created to help make it easier for you to access the free products in your local area. Just search 'Pick Up My Period' in the app store on your Apple or Android device and the app will provide you with an interactive map of all locations products are available from. The app is also signposted via the MyAberdeenshire app.



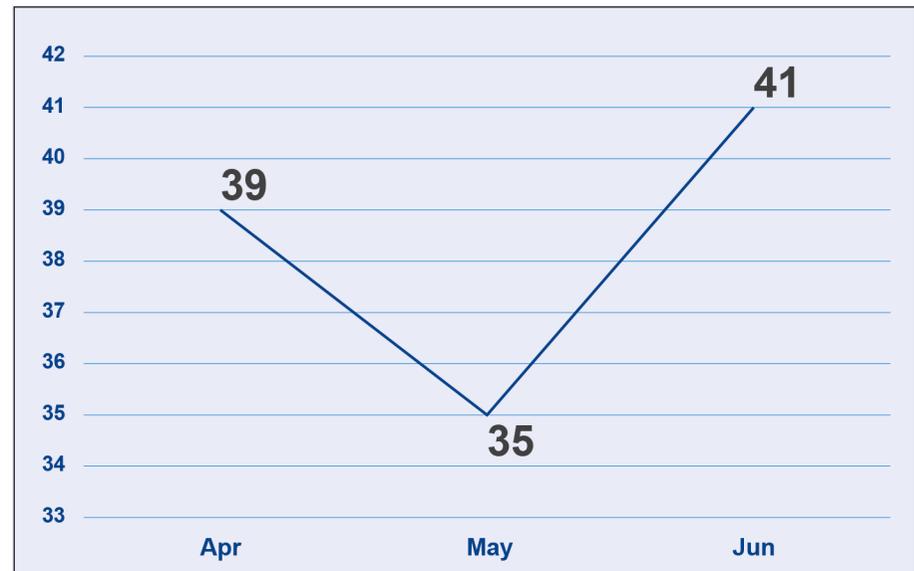
TWITTER in **JUNE**

- **115,000 Impressions** on **76 TWEETS**
- **200** new **FOLLOWERS**
- **399** mentions
- **10,700** profile visits

112 Complaints Received in June



41 Compliments Received in June



181 Complaints Resolved

