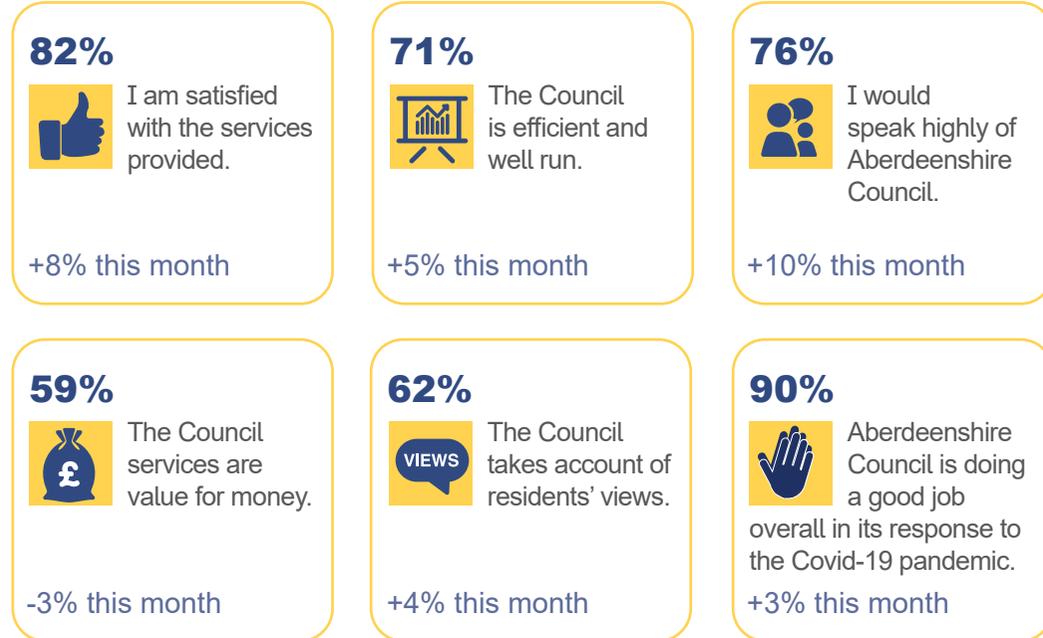


Aberdeenshire Council Reputation Tracker JULY 2022

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

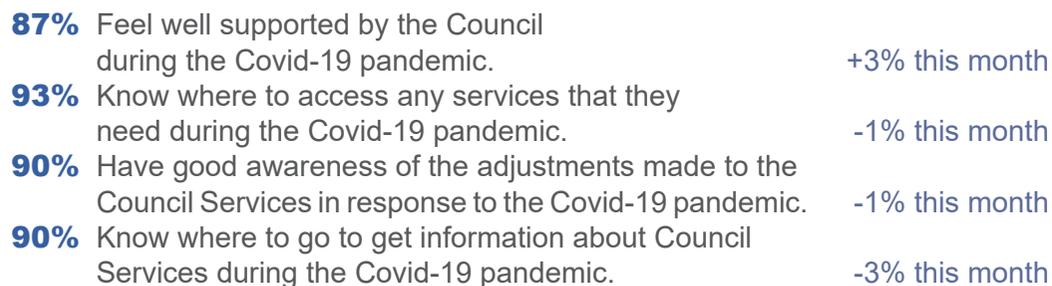
Reputation:

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



Teaching & learning for school pupils



Social work services



Social care services



Library services



Museums and visitor attractions



Sports and physical activities



Customer Care:

July	
	
Telephone Calls	
Calls Queued to Customer Services	12,195
Answered Call Volumes	7,872
	
Queries/Cases	
Total Queries	8,026
Queries solved at first point of contact	6,983
% 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	97%
Webchat Queries	1,742
% of Webchat Queries solved at first point of contact	98%

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%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 41,168

It has been a very challenging week for our Landscape Services staff who have been undertaking the removal of dead seabirds from the many shorelines around Aberdeenshire. Kitted out in full PPE, these frontline teams have been carrying out the safe removal of hundreds of birds which, it is suspected, carry Avian Influenza, and we thank them for all their continuing efforts. At Cruden Bay alone, more than 120 birds were removed from the beach over the course of a day.

2nd: PEOPLE REACHED 39,920

Today, Aberdeenshire Council remembers the 167 offshore oil and gas workers who died on this day in 1988. The Piper Alpha disaster and the tragic loss of life will never be forgotten in the north-east of Scotland. Our sympathies will always remain with the families, friends and colleagues who lost so many loved ones on July 6th.

Provost of Aberdeenshire, Cllr Judy Whyte

3rd: PEOPLE REACHED 34,539

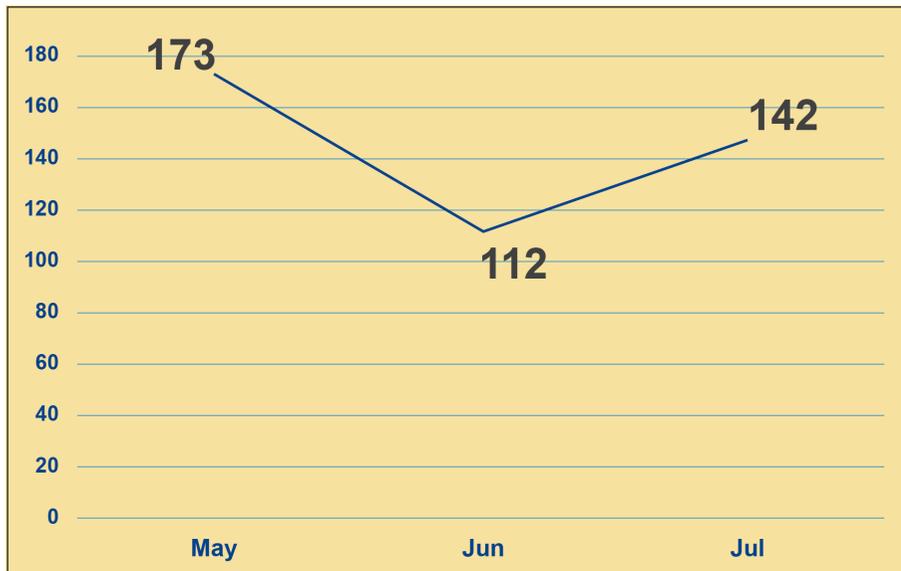
Applications are now open for the Education Maintenance Allowance (EMA) 2022-2023 scheme. An EMA is an allowance of £30 per week which can be paid to eligible students who stay on in education after the age of 16 years. area. Just search 'Pick Up My Period' in the app store on your Apple or Android device 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.



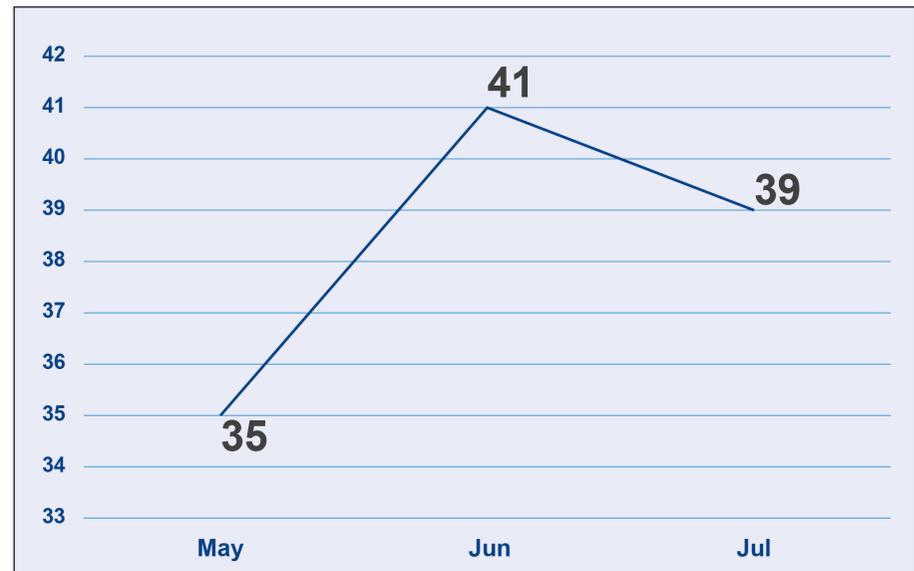
TWITTER in **JULY**

- **90,937 Impressions** on **49 TWEETS**
- **75** new **FOLLOWERS**
- **331** mentions
- **8,900** profile visits

142 Complaints Received in July



39 Compliments Received in July



155 Complaints Resolved

