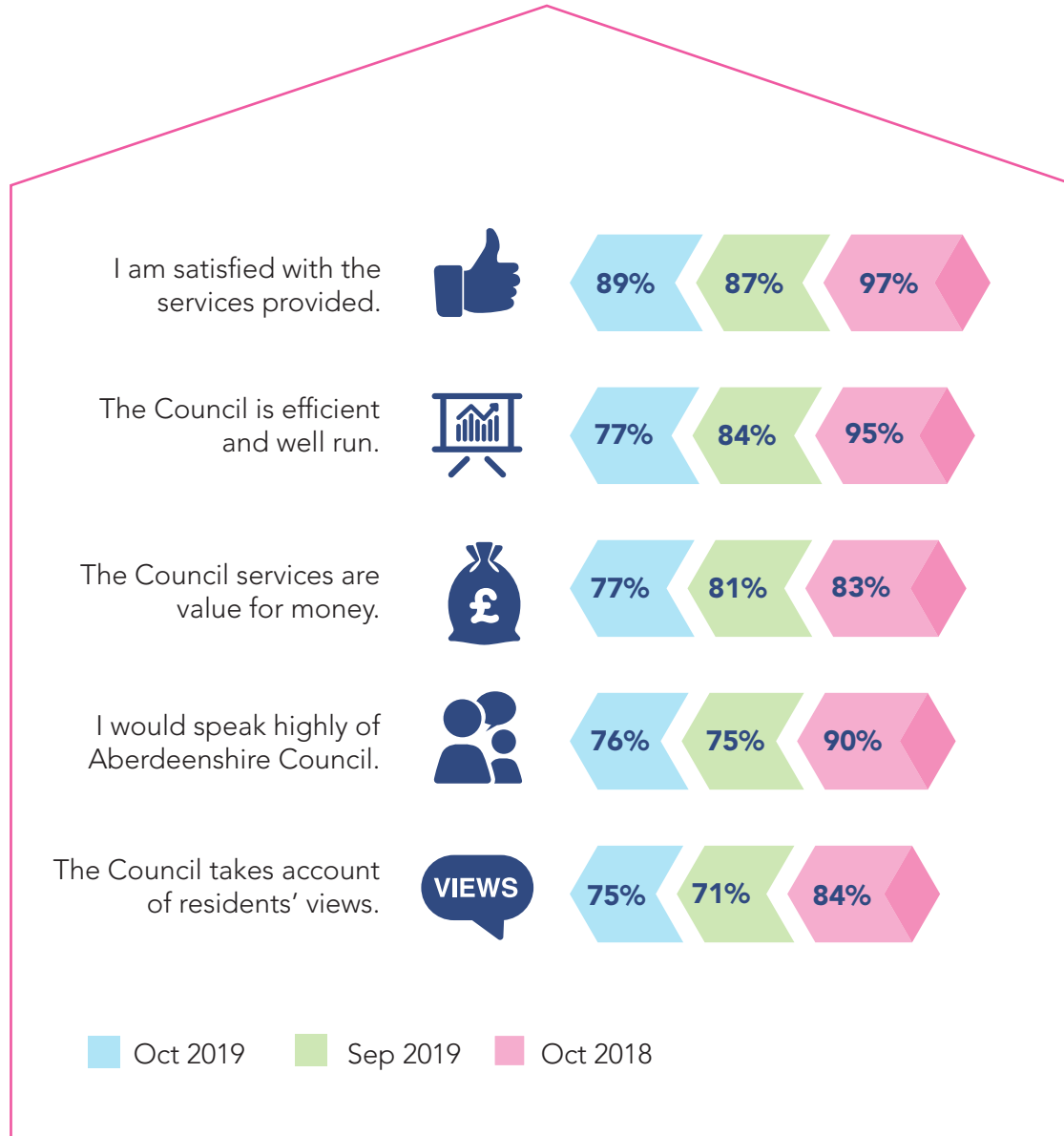





SATISFACTION






CUSTOMER CARE




October

 Total number of calls presented	24,409
 Total queries logged	10,812
 Queries solved at first point of contact	9,694 (89.6%)

September

 Total number of calls presented	21,885
 Total queries logged	9,468
 Queries solved at first point of contact	8,616 (91%)

August

 Total number of calls presented	23,990
 Calls answered	9,970
 Number of answered calls resolved at first point of contact	9,068 (91.1%)

FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

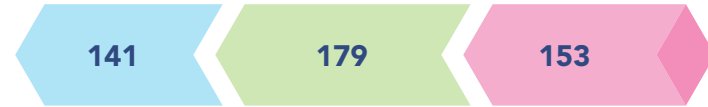
- 1 SEEN BY 44,118**
As part of a new initiative to improve green spaces and biodiversity in Aberdeenshire, the Council is launching a project to increase the number of natural spaces, woodland areas, wildflower meadows, and trees planted across the north east.
- 2 SEEN BY 24,076**
Aberdeenshire Council's Roads teams have just confirmed that water levels at the Carron River at Stonehaven have remained within the main channel overnight.
- 3 SEEN BY 21,619**
A reminder to motorists that Banff Bridge will be closed for one day this Sunday (October 27) to enable a routine inspection to be undertaken by Aberdeenshire Council.



TWITTER in **OCTOBER**

- **321,700 Impressions** on **95 TWEETS**
- **54** new **FOLLOWERS**
- **775** mentions
- **5913** profile visits
- **312 RETWEETS**

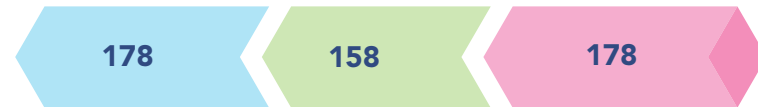
COMPLAINTS/COMPLIMENTS



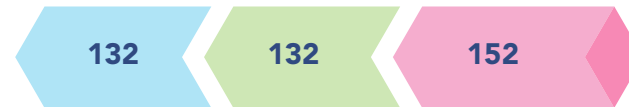
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Oct 19 Sep 19 Aug 19

SATISFACTION - Services

Reputation Tracker - October 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug
Local Schools		91%	96%	95%	50%	68%	16%	41%	28%	79%	-	1%	-	8%	3%	-	1%	1%	4%
Social care or social work services		92%	92%	94%	54%	69%	33%	38%	23%	61%	1%	2%	-	6%	3%	-	1%	2%	6%
Libraries		98%	100%	93%	62%	74%	44%	36%	26%	49%	-	-	2%	2%	-	5%	-	-	-
Museums and Galleries		94%	98%	97%	51%	69%	35%	43%	29%	62%	3%	-	2%	4%	-	2%	-	1%	-
Parks and open places		85%	93%	93%	43%	60%	22%	42%	33%	71%	1%	1%	1%	14%	4%	6%	-	1%	-
Leisure facilities		90%	93%	77%	44%	62%	12%	46%	31%	65%	3%	1%	2%	5%	4%	21%	2%	2%	-
Refuse collection		79%	92%	81%	42%	63%	9%	37%	29%	72%	3%	1%	1%	16%	3%	13%	1%	4%	6%
Street cleansing		84%	93%	87%	39%	59%	17%	45%	34%	70%	4%	-	7%	11%	5%	5%	1%	2%	2%
The quality of customer services		94%	89%	97%	56%	62%	38%	38%	27%	59%	1%	2%	-	5%	6%	1%	-	3%	2%
Roads maintenance		40%	41%	33%	18%	1%	-	22%	40%	33%	2%	3%	2%	43%	38%	48%	14%	18%	16%
Housing Provision		76%	84%	64%	41%	53%	1%	35%	31%	63%	-	2%	-	18%	4%	26%	5%	10%	10%