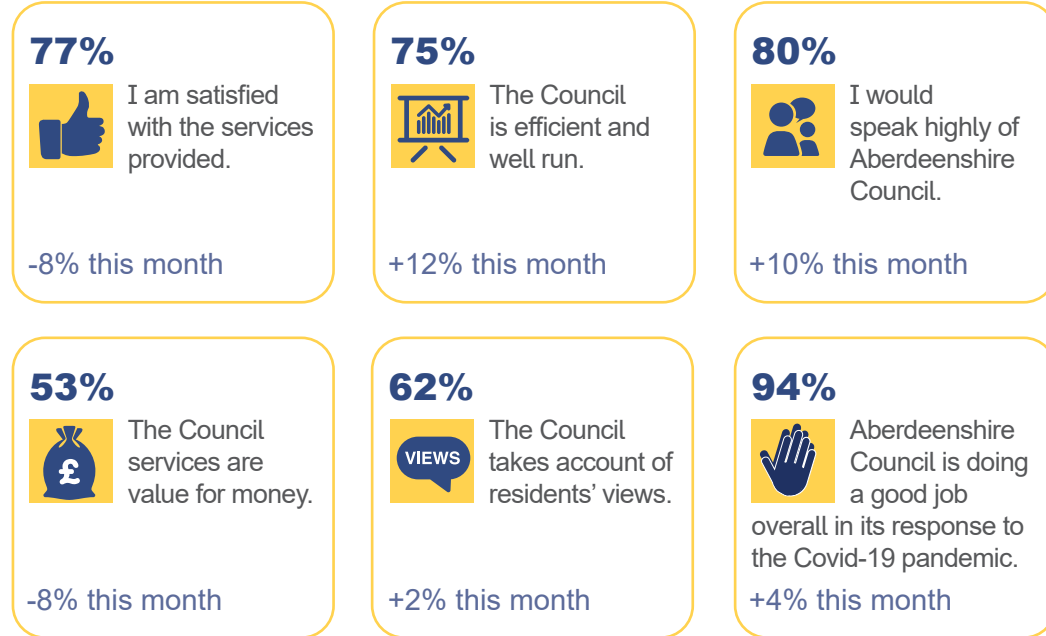


Aberdeenshire Council Reputation Tracker OCT 2021

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

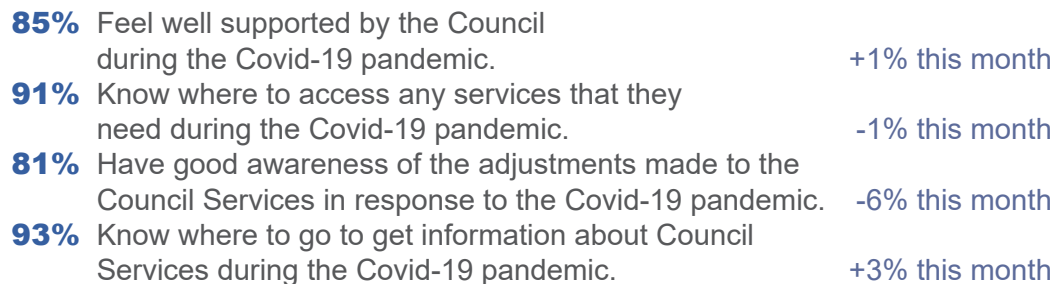
Reputation:

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:

October	
	
Telephone Calls	
Calls Queued to Customer Services	13,279
Answered Call Volumes	9,983
	
Queries/Cases	
Total Queries	10,177
Queries solved at first point of contact	8,549
% of Queries solved at first point of contact (75% target)	84%
	
Email	
Email Queries	2,031
% of email Queries solved at first point of contact	96%
Webchat Queries	1,325
% of Webchat Queries solved at first point of contact	98%

September	
	
Telephone Calls	
Calls Queued to Customer Services	13,953
Answered Call Volumes	10,580
	
Queries/Cases	
Total Queries	11,244
Queries solved at first point of contact	9,782
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,366
% of email Queries solved at first point of contact	98%
Webchat Queries	1,843
% of Webchat Queries solved at first point of contact	99%

August	
	
Telephone Calls	
Calls Queued to Customer Services	15,941
Answered Call Volumes	10,879
	
Queries/Cases	
Total Queries	11,157
Queries solved at first point of contact	9,483
% of Queries solved at first point of contact (75% target)	85%
	
Email	
Email Queries	2,307
% of email Queries solved at first point of contact	97%
Webchat Queries	2,233
% of Webchat Queries solved at first point of contact	99%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 142,650

SEPA has issued a Flood Alert for Aberdeenshire and Aberdeen City.

Heavy rain is forecast to affect this area for the remainder of today (Fri) and into tomorrow.

This could lead to flooding of land and roads from rivers and surface water, with the potential to cause disruption to travel.

Remain vigilant and remember, it is your responsibility to take actions which help protect yourself and your property. Advice and information is also available through Floodline on 0345 9881188 - your Floodline quick dial number for this area is 21100.

If you haven't already signed up to receive free flood messages, please call Floodline or register online at sepa.org.uk/floodingsignup

2nd: PEOPLE REACHED 61,261

We're delighted to announce that the new Beach Bridge at Stonehaven opened on Wednesday this week with local resident Mrs Busby being the first person to walk across the raised and widened structure which forms part of the town's major Flood Protection Scheme,

3rd: PEOPLE REACHED 34,324

Absolutely delighted to hear the news that the 2022 Tour of Britain will run from September 4-11 departing from Aberdeen before heading off through the stunning Aberdeenshire countryside.

We were all really proud to see the world's cycling elite enjoy the incredible route and stunning scenery the region has to offer last month and we're sure it inspired more than a few to get out on their bike again and explore Aberdeenshire.

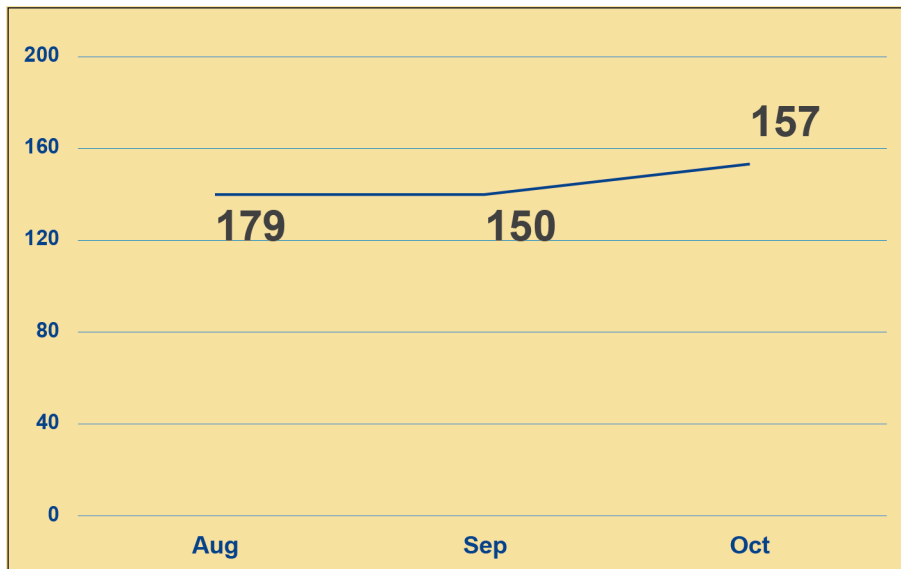
Although the full route has not yet been confirmed, we know local folk and visitors alike will be ready to support the riders when they pass through our communities next year



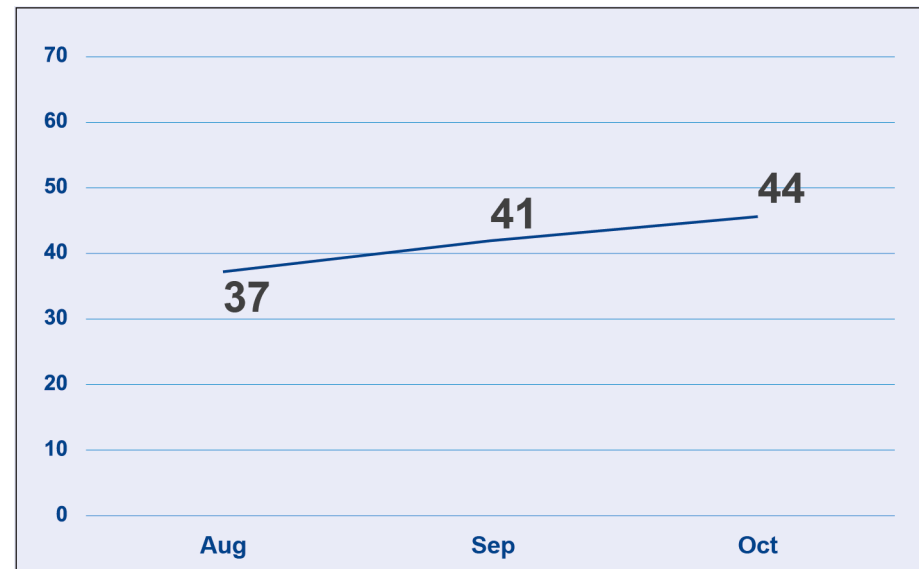
TWITTER in **OCTOBER**

- **171,000 Impressions** on **81 TWEETS & 200 RETWEETS**
- **140** new **FOLLOWERS**
- **317** mentions
- **8,338** profile visits

157 Complaints Received in October



44 Compliments Received in October



154 Complaints Resolved

