

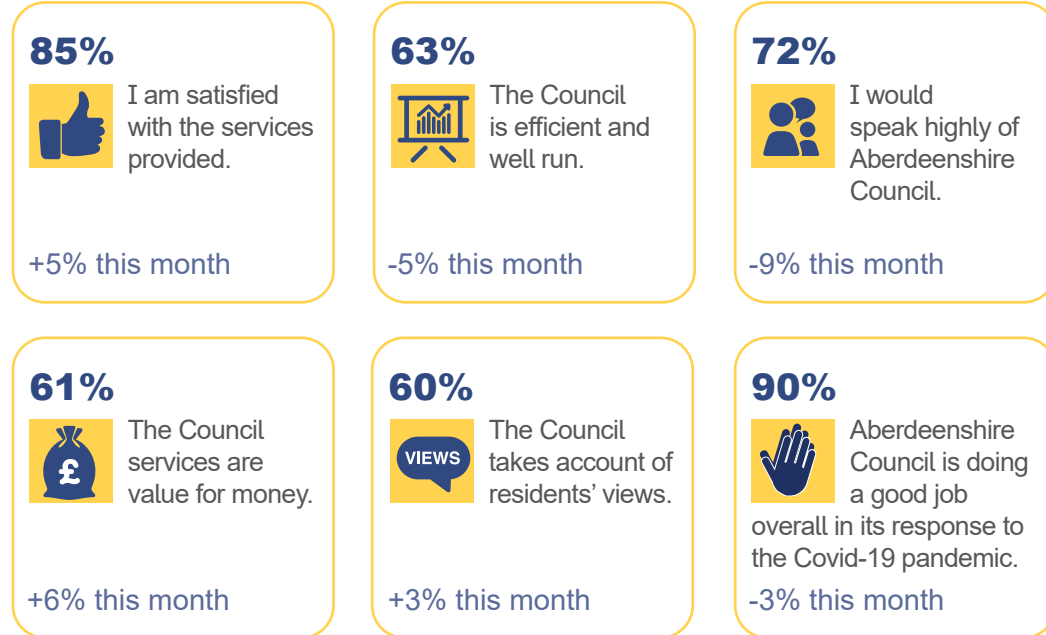
Aberdeenshire Council Reputation Tracker SEPT 2021



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

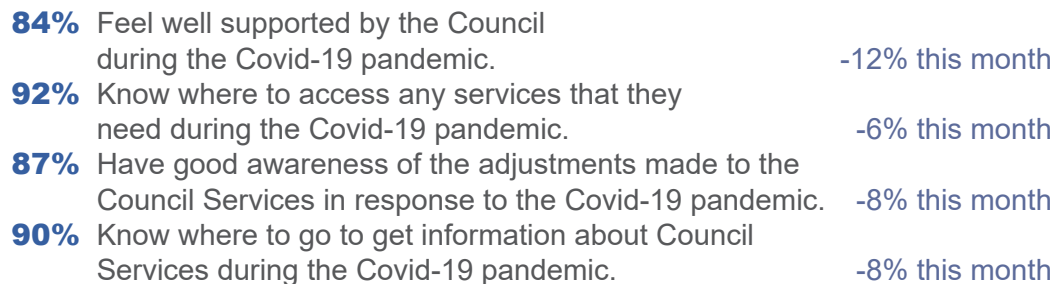
Reputation:

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:

September		August		July	
					
Telephone Calls		Telephone Calls		Telephone Calls	
Calls Queued to Customer Services	13,953	Calls Queued to Customer Services	15,941	Calls Queued to Customer Services	15,179
Answered Call Volumes	10,580	Answered Call Volumes	10,879	Answered Call Volumes	9,988
					
Queries/Cases		Queries/Cases		Queries/Cases	
Total Queries	11,244	Total Queries	11,157	Total Queries	10,304
Queries solved at first point of contact	9,782	Queries solved at first point of contact	9,483	Queries solved at first point of contact	8,655
% of Queries solved at first point of contact (75% target)	87%	% of Queries solved at first point of contact (75% target)	85%	% of Queries solved at first point of contact (75% target)	84%
					
Email		Email		Email	
Email Queries	2,366	Email Queries	2,307	Email Queries	2,307
% of email Queries solved at first point of contact	98%	% of email Queries solved at first point of contact	97%	% of email Queries solved at first point of contact	98%
Webchat Queries	1,843	Webchat Queries	2,233	Webchat Queries	2,106
% of Webchat Queries solved at first point of contact	99%	% of Webchat Queries solved at first point of contact	99%	% of Webchat Queries solved at first point of contact	97%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 38,153

Owing to drainage works we are carrying out, it will be necessary to close the B9093 Strichen to Sandhole for 5 days from Monday next week (Sept 27).

Access will be provided for vehicles requiring access to properties but may be subject to delay until the road is cleared of construction plant to allow safe passage through the works.

The diversion is as follows: A952 via Mintlaw, A950, A981 via Strichen, Bridge Street, High Street.

2nd: PEOPLE REACHED 35,429

Plans have been lodged to refurbish Inverurie Town Hall and build an extension to provide office space and public access to council services.

The improvements to the hall, which would remain a public facility, would include a ramped access to the main door and a lift inside the building.

Further details about the proposals can be found at <https://online.aberdeenshire.gov.uk/apps/news/release.aspx...>

3rd: PEOPLE REACHED 31,162

The riders are off and the 8th and final stage of the Tour of Britain is underway! 🚴🚴

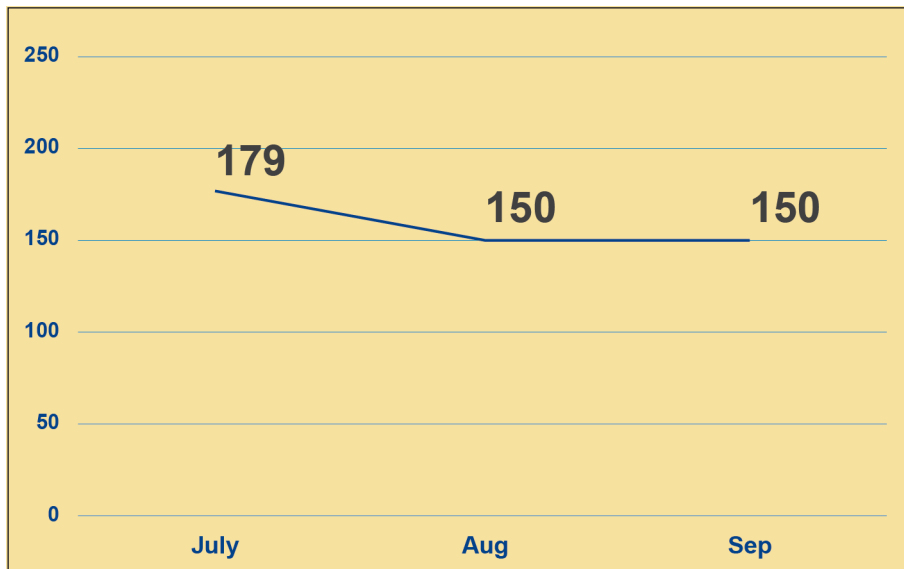
#ToBABDN



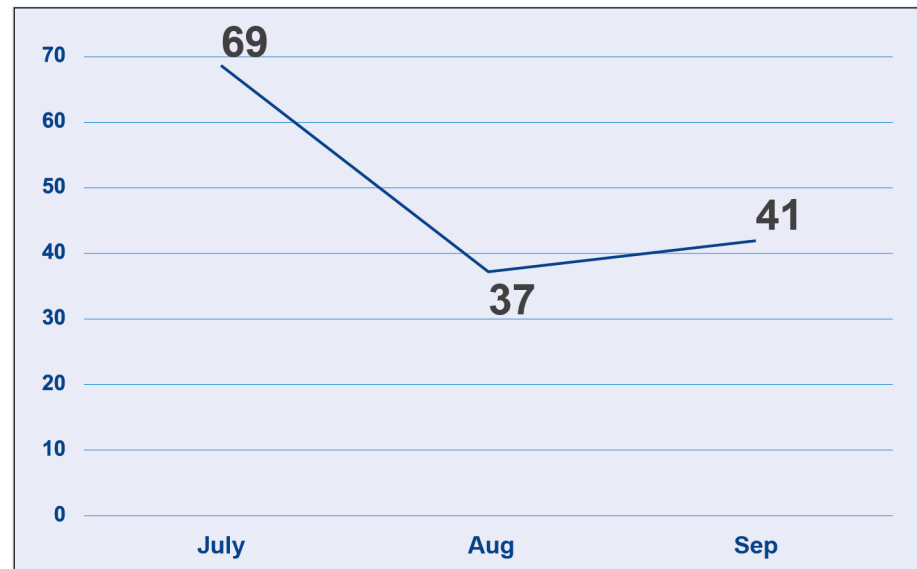
TWITTER in **SEPTEMBER**

- **216,400 Impressions** on **75 TWEETS** & **246 RETWEETS**
- **151** new **FOLLOWERS**
- **460** mentions
- **9,576** profile visits

150 Complaints Received in September



41 Compliments Received in September



161 Complaints Resolved

