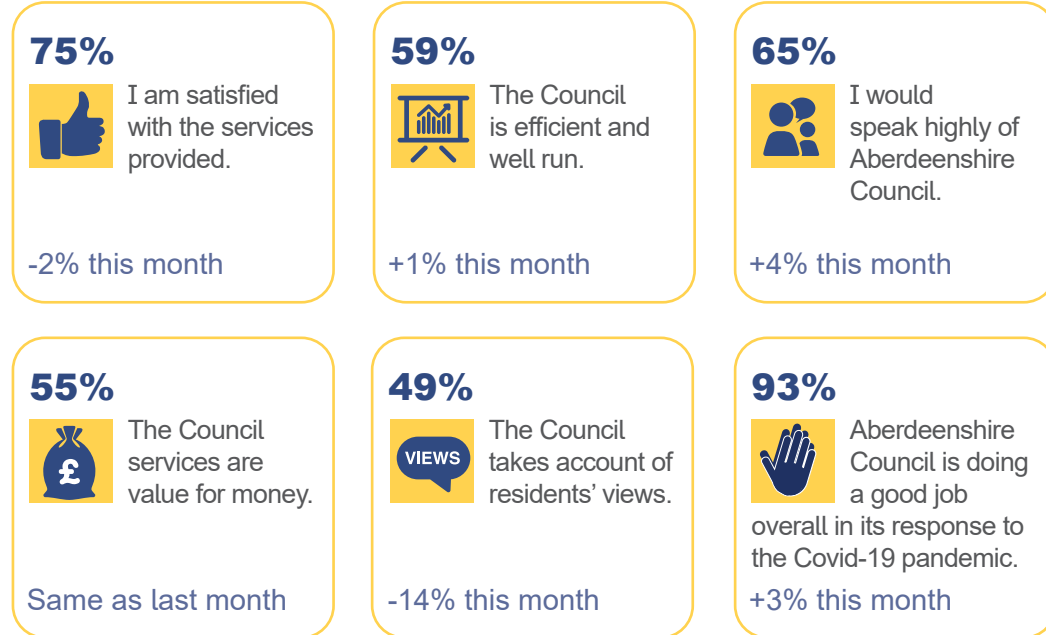


Aberdeenshire Council Reputation Tracker MAR 2022

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

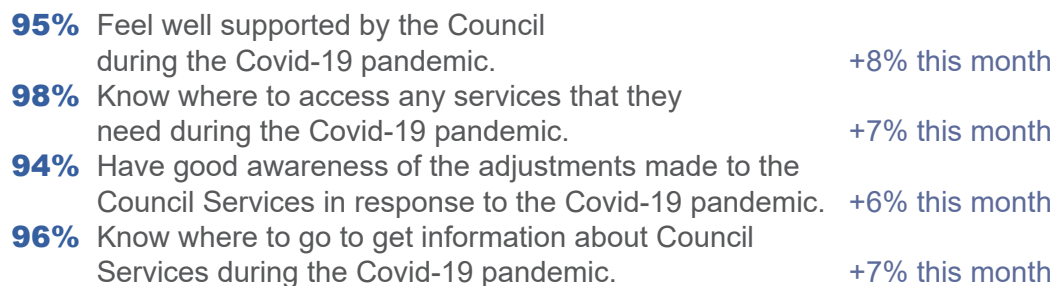
Reputation:

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:

March	
	
Telephone Calls	
Calls Queued to Customer Services	16,423
Answered Call Volumes	11,471
	
Queries/Cases	
Total Queries	11,695
Queries solved at first point of contact	10,058
% of Queries solved at first point of contact (75% target)	86%
	
Email	
Email Queries	2,566
% of email Queries solved at first point of contact	96%
Webchat Queries	1,733
% of Webchat Queries solved at first point of contact	100%

February	
	
Telephone Calls	
Calls Queued to Customer Services	12,956
Answered Call Volumes	10,279
	
Queries/Cases	
Total Queries	10,589
Queries solved at first point of contact	9,318
% of Queries solved at first point of contact (75% target)	88%
	
Email	
Email Queries	2,195
% of email Queries solved at first point of contact	95%
Webchat Queries	1,442
% of Webchat Queries solved at first point of contact	100%

January	
	
Telephone Calls	
Calls Queued to Customer Services	13,847
Answered Call Volumes	9,808
	
Queries/Cases	
Total Queries	9,987
Queries solved at first point of contact	8,689
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,461
% of email Queries solved at first point of contact	96%
Webchat Queries	1,438
% of Webchat Queries solved at first point of contact	98%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 108,898

We currently have a major incident on our phone lines. This is affecting all inbound calls, in short if you are trying to phone any council phone number it won't currently work. This will impact things like calling our contact centre, calling your local school or calling our A2B transport booking line. We are working hard with our providers to fix the issue as fast as we can. Please use our website to find out any information you might need or try again back later. We will update you as soon as this is resolved.

2nd: PEOPLE REACHED 73,685

A new app to help young people access free bus travel is now available.

Did you know all children and young people aged under 22 can now access free bus travel across Scotland? A new Transport Scot Pass Collect app lets people aged 16 – 21, who already have a Young Scot National Entitlement Card (NEC) (or non-Young Scot branded NEC), to download free bus travel onto their existing card. This means they may not need to apply for a replacement.

3rd: PEOPLE REACHED 39,106

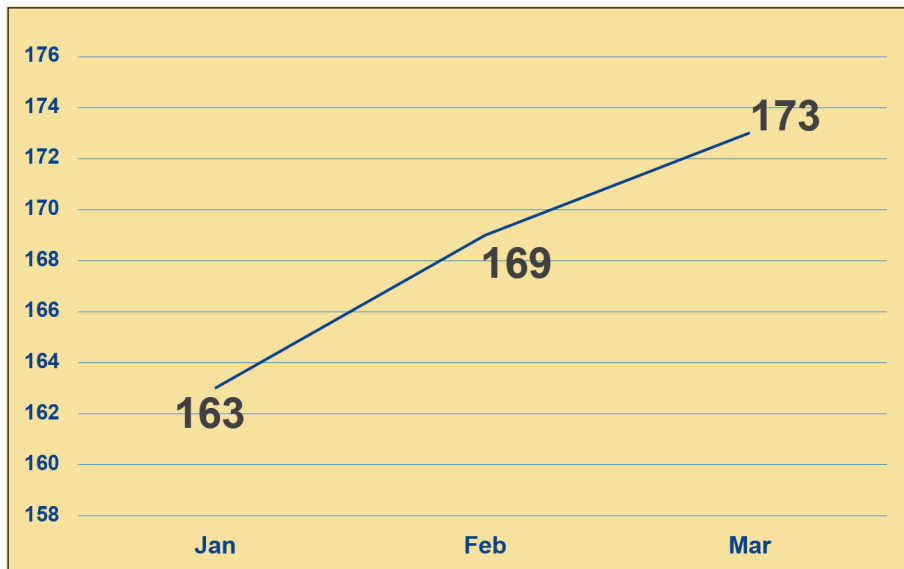
All 32 priority routes across Aberdeenshire will be treated later today with the Met Office issuing a Yellow Warning for snow and ice from 10pm tonight until 10am tomorrow. Road surface temperatures will fall below zero with ice likely and we're expecting 1-2cm of snow on higher roads in the north from overnight snow showers, with a slight covering possible even at lower levels.



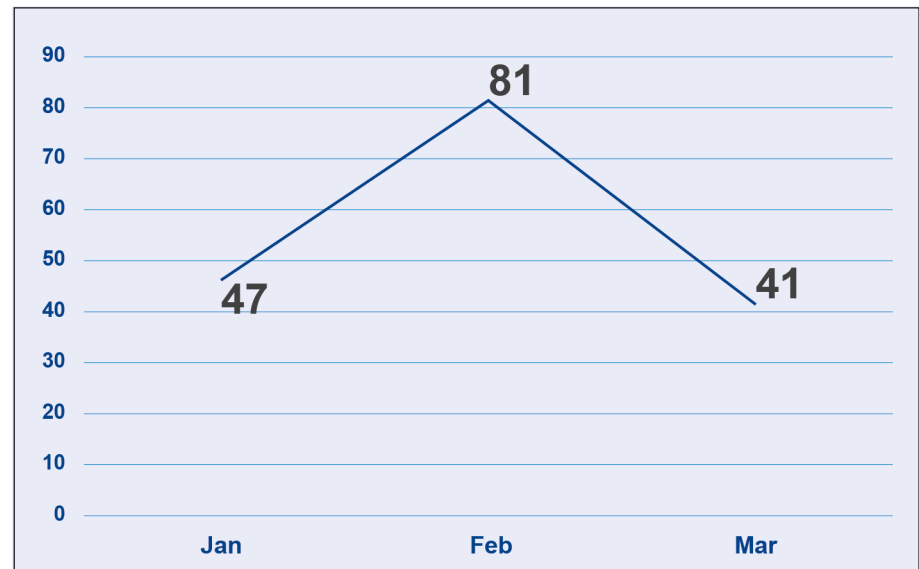
TWITTER in **MARCH**

- **157,000 Impressions** on **101 TWEETS**
- **280** new **FOLLOWERS**
- **432** mentions
- **15,500** profile visits

173 Complaints Received in March



41 Compliments Received in March



202 Complaints Resolved

