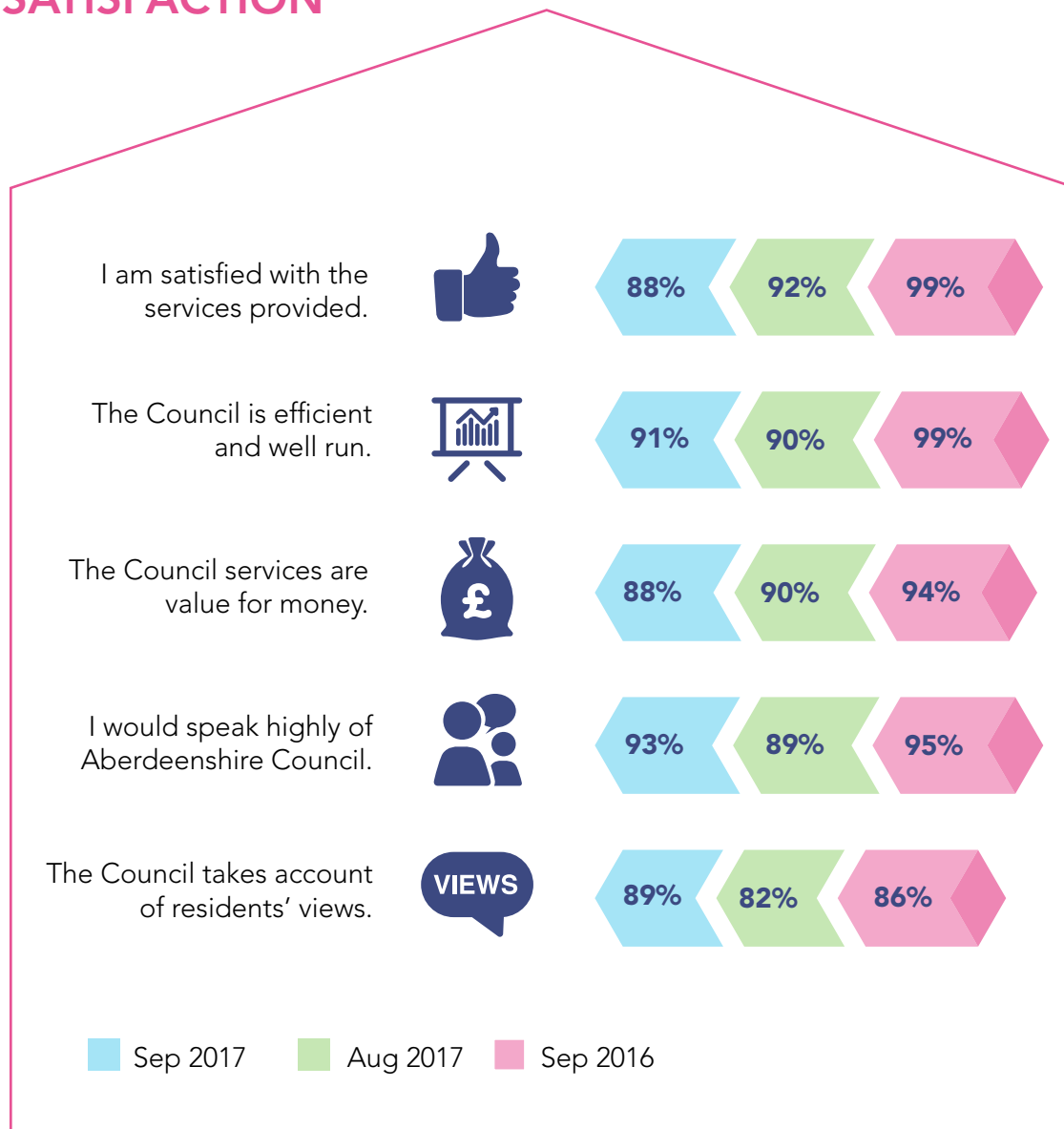
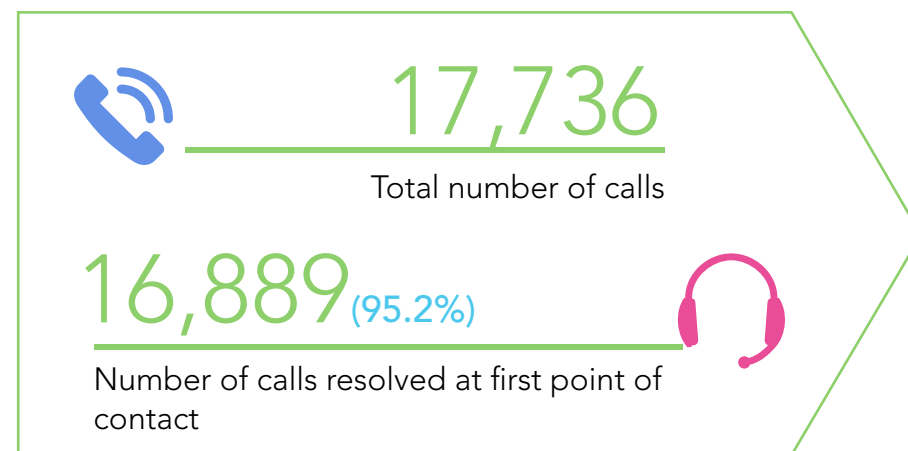


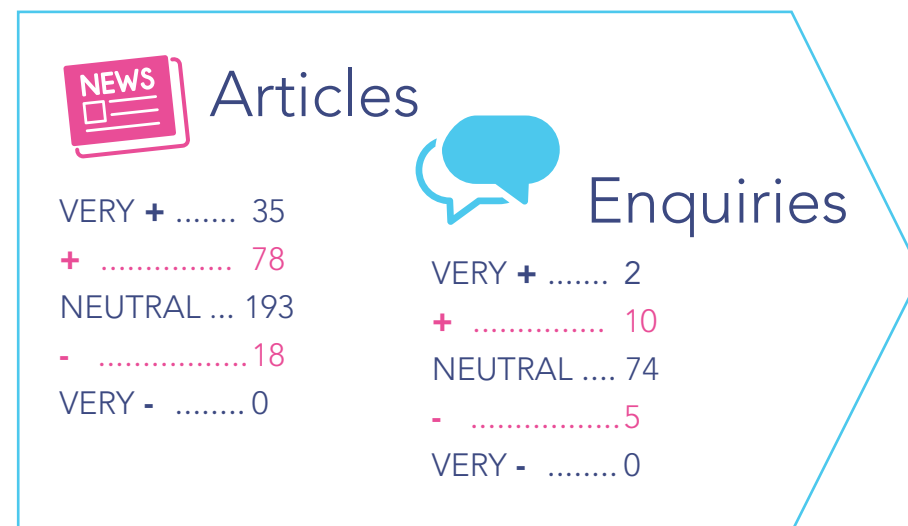
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1

SEEN BY 29,914

Round four of our capacity grants scheme is now open and we're looking for applications from groups and individuals across Aberdeenshire...

2

SEEN BY 22,375

****UPDATE****This closure has been delayed****It will now start on Monday 25th September**** Part of the B979 Netherley Road will be closed for five days for essential resurfacing work to be completed...

3

SEEN BY 13,354

A Flood Protection Scheme for Stonehaven has been legally confirmed, meaning engineers can proceed to tender for the £16million of works to be carried out in the town...



TWITTER in SEPTEMBER

We **TWEETED 371** times from @aberdeenshire which made **247.7k Impressions***

* Impressions: Times a user is served a Tweet in timeline or search results

COMPLAINTS/COMPLIMENTS

90

130

167

Complaints received.

42

44

42

Compliments received.

126

104

167

Complaints completed and closed.

82

60

95

Number of complaints resolved at level one.

44

44

70

Number of complaints resolved at level two.












Jul17

Aug 17

Sep 17

SATISFACTION - Services

Reputation **Tracker** - September 2017

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul
Local Schools		89%	96%	100%	16%	22%	8%	73%	74%	92%	5%	1%	-	4%	2%	-	2%	1%	-
Social care or social work services		95%	89%	95%	5%	27%	28%	90%	62%	67%	3%	4%	2%	1%	8%	4%	1%	-	-
Libraries		98%	98%	96%	9%	26%	3%	89%	72%	93%	1%	1%	4%	1%	-	-	-	-	-
Museums and Galleries		92%	92%	99%	1%	20%	10%	91%	72%	89%	5%	4%	1%	3%	1%	-	-	1%	-
Parks and open places		90%	97%	90%	7%	22%	9%	83%	75%	81%	3%	3%	9%	7%	1%	1%	1%	-	-
Leisure facilities		86%	92%	97%	6%	18%	19%	80%	74%	78%	6%	2%	3%	8%	5%	1%	1%	1%	-
Refuse collection		85%	91%	97%	13%	23%	18%	72%	68%	79%	6%	4%	1%	7%	4%	2%	1%	1%	-
Street cleansing		91%	83%	87%	8%	14%	8%	83%	69%	79%	4%	5%	11%	3%	8%	1%	1%	3%	-
The quality of customer services		92%	91%	100%	11%	32%	33%	81%	59%	67%	4%	5%	-	3%	4%	-	1%	1%	-
Roads maintenance		53%	49%	57%	3%	6%	2%	50%	43%	55%	9%	14%	7%	21%	28%	29%	17%	9%	7%
Housing Provision		70%	77%	85%	2%	8%	1%	68%	69%	84%	4%	4%	4%	19%	13%	9%	8%	6%	1%