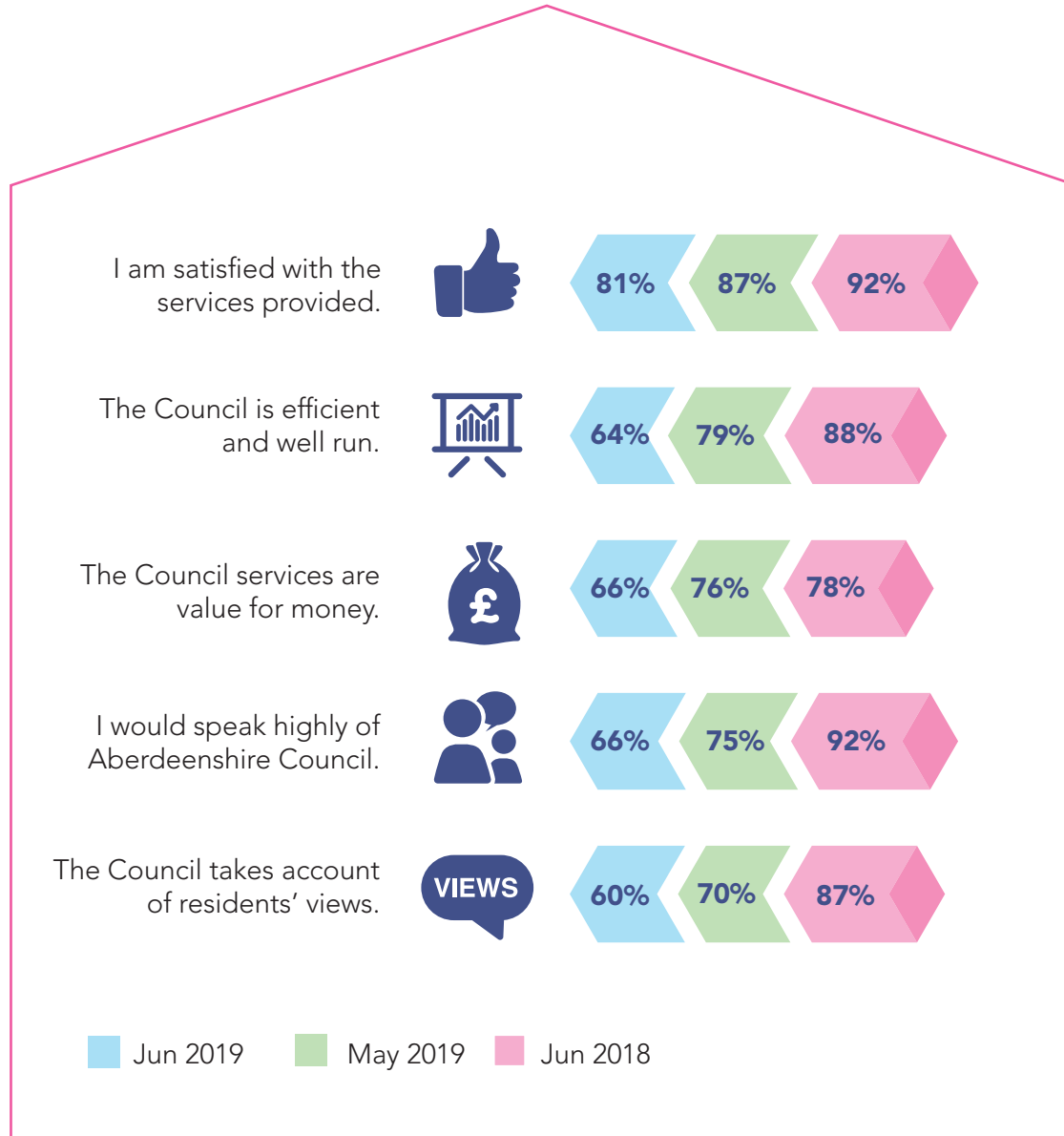





SATISFACTION






CUSTOMER CARE




June

	Total number of calls presented	20,932
	Calls answered	10,126
	Number of answered calls resolved at first point of contact	9,901 (97.8%)

May

	Total number of calls presented	23,500
	Calls answered	12,414
	Number of answered calls resolved at first point of contact	11,941 (96.19%)

April

	Total number of calls presented	20,520
	Calls answered	13,242
	Number of answered calls resolved at first point of contact	12,929 (96.7%)

FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 SEEN BY **37,220**

Knitted bears have been hidden by Live Life Aberdeenshire Libraries to mark the 30th anniversary of the publication of children's classic We're Going on a Bear Hunt...

2 SEEN BY **21,448**

REMINDER: Four bridges on the A957 Stonehaven to Crathes Slug Road will be closed while essential maintenance is carried out from next month...

3 SEEN BY **18,270**

Four bridges on the A957 Stonehaven to Crathes Slug Road will be closed while essential maintenance is carried out from next week ...



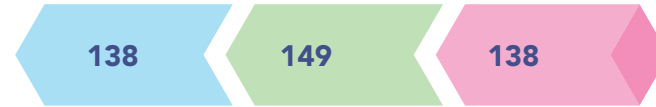
TWITTER in **JUNE**

Number of **TWEETS & RE-TWEETS**

81 from @aberdeenshire
which made **266.9k Impressions***

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

COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ June 19 ■ May 19 ■ Apr 19

SATISFACTION - Services

Reputation Tracker - June 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		June	May	Apr	June	May	Apr	June	May	Apr	June	May	Apr	June	May	Apr	June	May	Apr
Local Schools		88%	93%	96%	14%	16%	20%	74%	77%	76%	-	2%	-	3%	5%	2%	9%	-	1%
Social care or social work services		69%	68%	100%	19%	14%	22%	50%	54%	78%	-	-	-	6%	18%	-	25%	14%	-
Libraries		95%	99%	93%	34%	35%	13%	61%	64%	80%	-	2%	2%	4%	-	5%	1%	-	-
Museums and Galleries		96%	96%	80%	33%	38%	10%	63%	58%	70%	-	-	10%	3%	4%	10%	-	-	-
Parks and open places		85%	90%	88%	13%	29%	6%	72%	61%	82%	-	-	3%	14%	9%	8%	2%	1%	-
Leisure facilities		83%	84%	91%	12%	7%	4%	71%	77%	87%	-	1%	1%	15%	11%	8%	2%	4%	-
Refuse collection		71%	88%	83%	9%	16%	-	62%	72%	83%	1%	1%	1%	20%	7%	17%	7%	5%	-
Street cleansing		81%	90%	69%	17%	27%	2%	64%	63%	67%	2%	1%	12%	15%	5%	19%	2%	4%	1%
The quality of customer services		90%	86%	82%	23%	36%	4%	67%	50%	78%	2%	2%	-	5%	8%	15%	2%	4%	3%
Roads maintenance		30%	33%	41%	1%	1%	-	29%	32%	41%	1%	1%	1%	36%	35%	53%	33%	30%	5%
Housing Provision		65%	60%	78%	1%	2%	-	64%	58%	78%	1%	2%	-	27%	18%	19%	7%	20%	3%