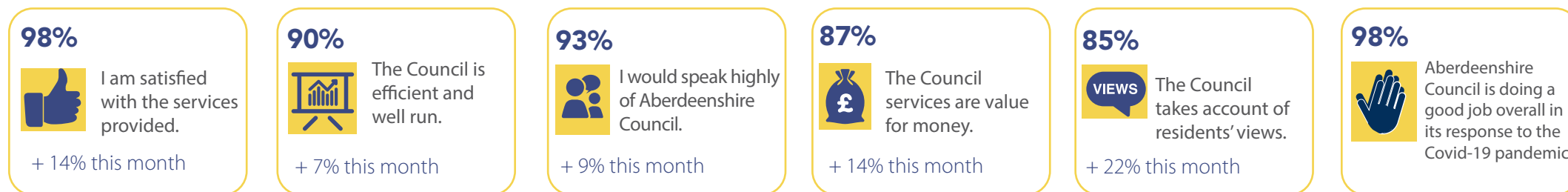


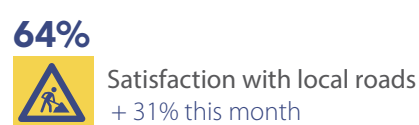
Reputation Tracker - April 2020

Aberdeenshire Reputation Tracker is a summary of statistics and information on Aberdeenshire Performance Tracker Council performance, including details of feedback provided by residents on key themes.

Reputation Percentage of respondents agreeing with the following statements

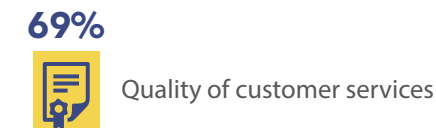
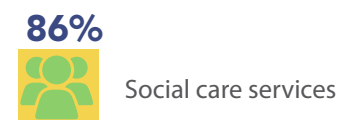
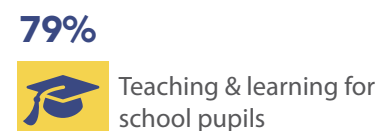


Satisfaction key services



Satisfaction with services

which are currently operating differently due to the COVID 19 pandemic



Views on communication Percentage of respondents agreeing with the following statements

89% - Feel well supported by the Council during the Covid-19 pandemic

89% - Know where to access any services that they need during the Covid-19 pandemic

89% - Have good awareness of the adjustments made to the Council Services in response to the Covid-19 pandemic

91% - Know where to go to get information about Council Services during the Covid-19 pandemic

CUSTOMER CARE

April



Telephone Calls

Calls Queued to Contact Centre 14,309

Answered Call Volumes 12,469



Queries/Cases

Total Telephone Queries 11,842

Total Telephone Queries solved at first point of contact 10,422

% of Queries solved at first point of contact 88%

Email Queries 901

% of email Queries solved at first point of contact 100%

Webchat Queries 2,462

% of Webchat Queries solved at first point of contact 91.5%

March



Total number of calls presented 19,787



Total Queries logged 11,912



Queries solved at first point of contact 10,324 (86.7%)

February



Total number of calls presented 21,935



Total Queries logged 11,281



Queries solved at first point of contact 9,131 (80.94%)

CUSTOMER CARE

SOCIAL MEDIA

Top Posts FACEBOOK

1 SEEN BY 68,496

Following below average rainfall over the winter months in Aberdeenshire, there is increasing pressure on water supplies and forecast rain is not expected to replenish supplies sufficiently. Aberdeenshire Council and Scottish Water are preparing to provide support to properties which experience water shortages and are encouraging everyone to use water wisely. Both agencies are working with the Scottish Government to assist those in the area whose private supply is running dry, at no cost...

2 SEEN BY 40,782

Big-hearted staff at Banff Academy have created more than 100 face shields for frontline workers. Principal Teacher of Design & Technology, Caroline McFarlane, and colleagues Caitlin Paton and Roisin Steele made the equipment using materials in school and a laser cutter. While adhering to the recommended social distancing proved somewhat of a challenge, it hasn't stopped the enterprising trio from making around 30 masks an hour. The equipment will now be distributed locally by the authority...

3 SEEN BY 39,232

Can we please remind all householders to put your bin out by 7am on your day of collection. While all bin collections are currently operating as normal, there may be changes to your collection time yet we are still getting reports of missed collections and we cannot return for missed bins. As the routes are perhaps not being carried out in the normal way – sometimes due to not having the regular crews - please don't wait until your normal time as the crew might pass your door...

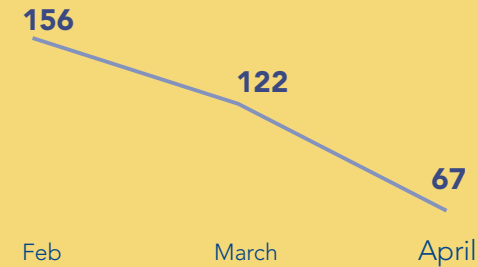
TWITTER in APRIL



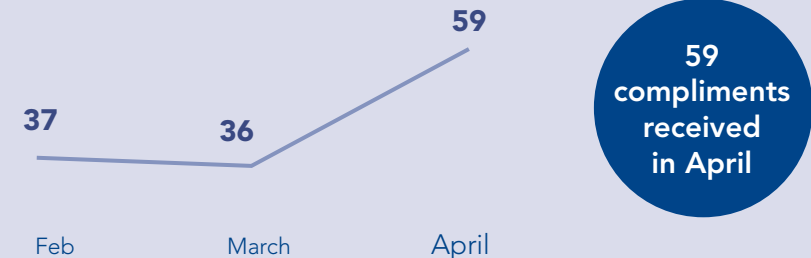
- 356,700 Impressions on 72 TWEETS
- 149 new FOLLOWERS
- 761 mentions
- 4322 profile visits
- 663 RETWEETS

FEEDBACK

Complaints received.

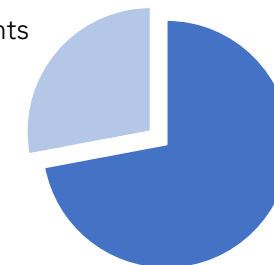


Compliments received.



Complaints resolved at level one and two.

26 complaints resolved at level two



67 complaints resolved at level one and two