

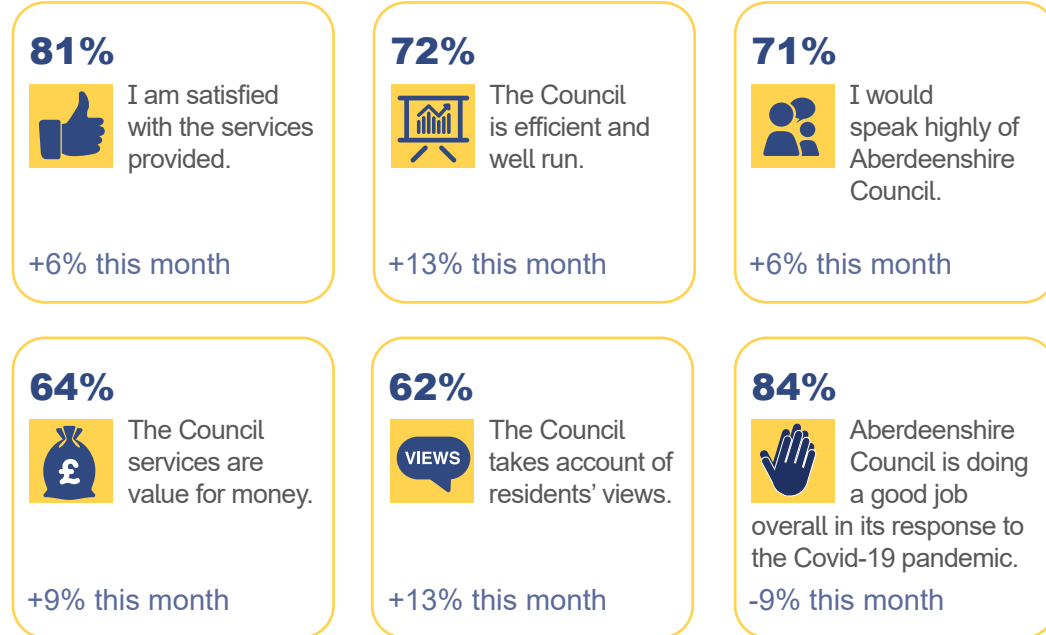
Aberdeenshire Council Reputation Tracker APR 2022



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

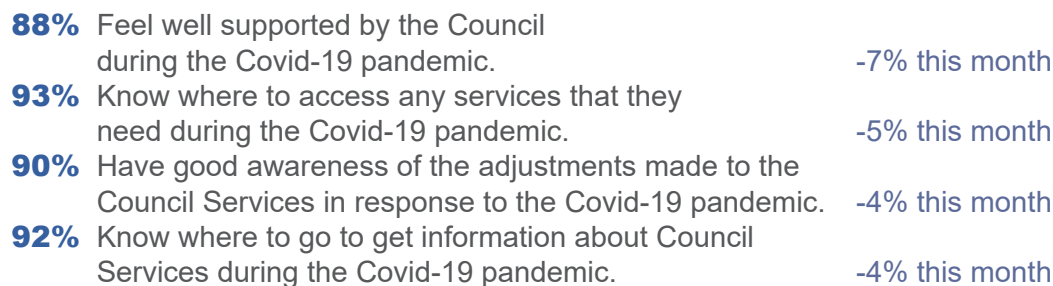
Reputation:

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:

April	
	
Telephone Calls	
Calls Queued to Customer Services	13,104
Answered Call Volumes	9,807
	
Queries/Cases	
Total Queries	9,984
Queries solved at first point of contact	8,686
% of Queries solved at first point of contact (75% target)	87%
	
Email	
Email Queries	2,024
% of email Queries solved at first point of contact	96%
Webchat Queries	1,497
% of Webchat Queries solved at first point of contact	99%

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%

Customer Care: Social Media



Top Posts: **FACEBOOK**

1st: PEOPLE REACHED 61,035

Residents in Scotland are being encouraged to check online for the range of financial support available from HM Revenue and Customs (HMRC) to help with living costs.

HMRC has listed the support available on the gov.uk website to ensure people are not missing out and can easily find out online if they are eligible and how to claim.

2nd: PEOPLE REACHED 41,613

The C8M Glen Muick Road will be closed from Monday, April 25, for up to 5 days to allow essential repairs to a landslip near Aucholzie.

To enable our contractor to carry out the repairs safely & efficiently, the road will be closed between the B976 junction and Linn of Muick Cottage.

3rd: PEOPLE REACHED 38,701

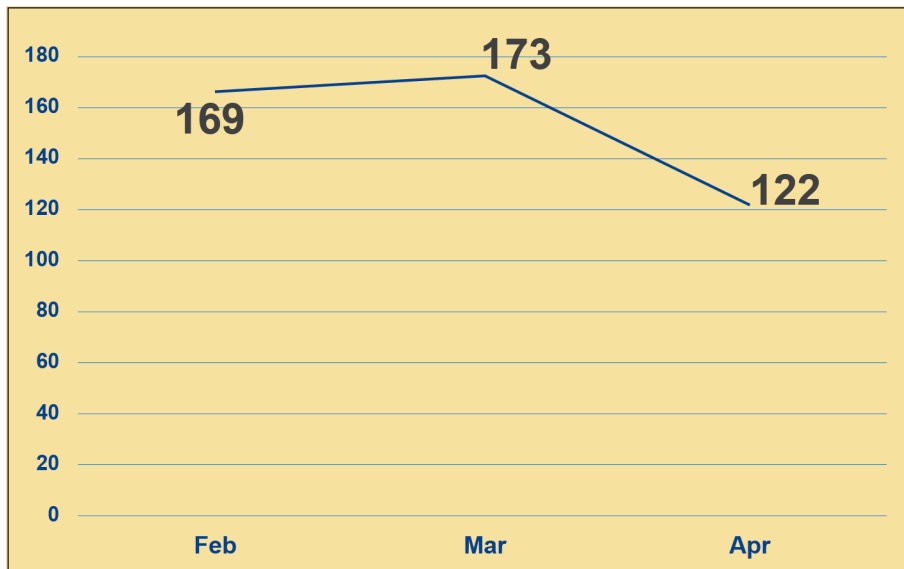
Remember all schools will be OPEN this year on May Day (Mon 2 May) with the exception of the Peterhead cluster which will be closed.



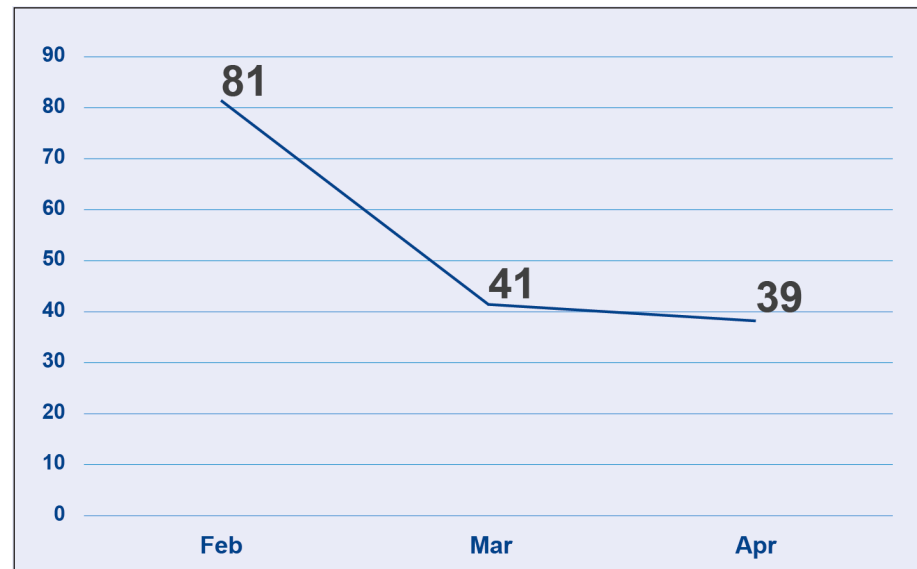
TWITTER in **APRIL**

- **109,000 Impressions** on **66 TWEETS**
- **159** new **FOLLOWERS**
- **336** mentions
- **9,939** profile visits

122 Complaints Received in April



39 Compliments Received in April



105 Complaints Resolved

