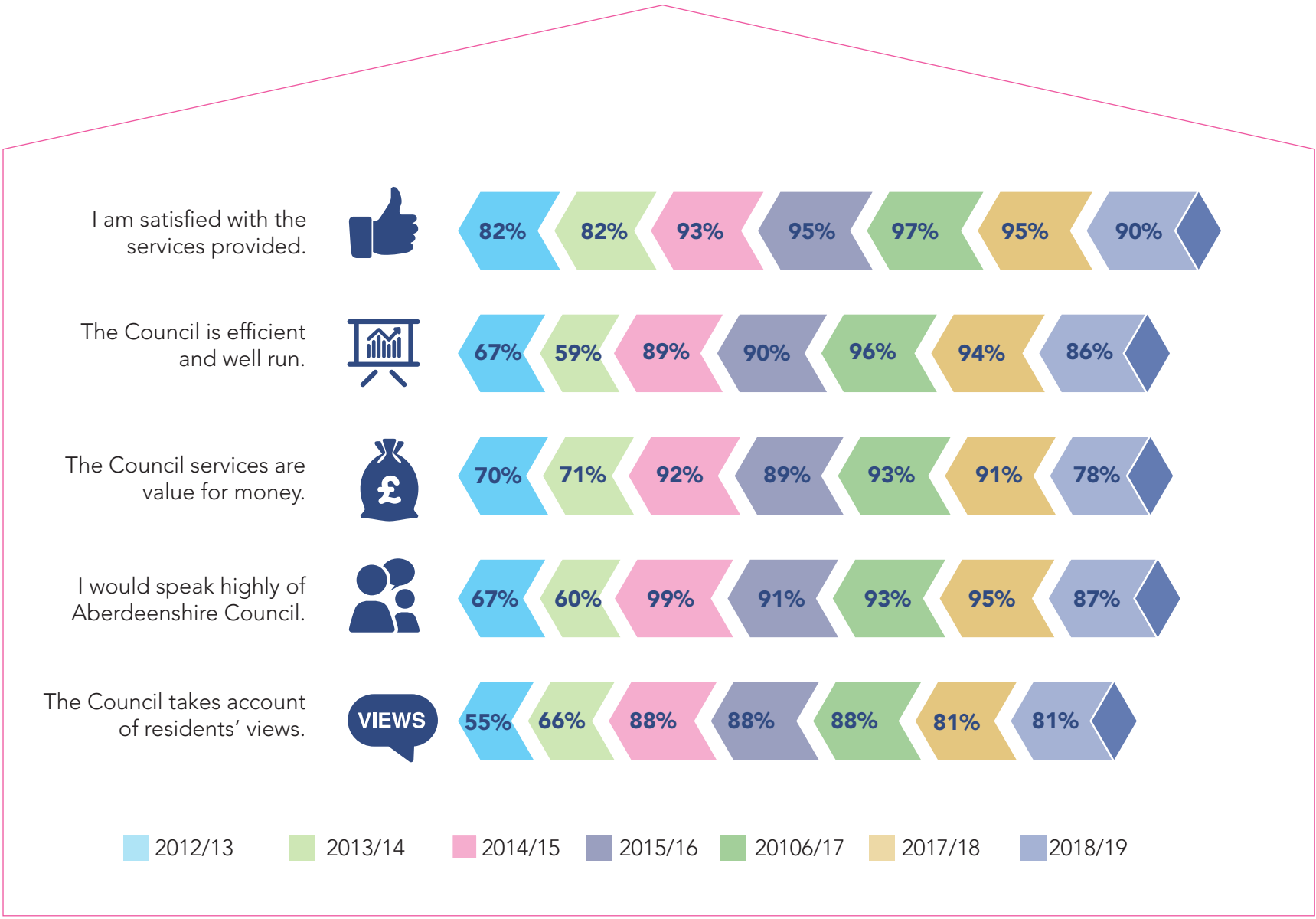


# Annual Reputation Tracker



# FEEDBACK 2018 - 2019

## SOCIAL MEDIA

### Top Posts **FACEBOOK**

**1 SEEN BY 60,938 (07/01/2019)**

Registrations for primary one in Aberdeenshire will open shortly...

**2 SEEN BY 53,188 (11/03/2019)**

Children, young people and families visiting Aden Country Park, in Mintlaw, Aberdeenshire, are set to get a new and improved play area thanks to a significant grant from funding body WREN...

**3 SEEN BY 46,572 (06/09/2018)**

An articulated lorry collided with one of our historic bridges last night or this morning, forcing an emergency closure of the B974 Cairn O'Mount Road for an expected four weeks...



TWITTER in **2018 - 2019**

**971 TWEETS** from @aberdeenshire which made **2,453,800 Impressions\***

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



## CUSTOMER CARE



Calls answered

**161,259**



Number of answered calls resolved at first point of contact

**154,727 (96%)**

## COMPLAINTS/COMPLIMENTS



**1857**












Complaints received.



**610**

Compliments received.

## Satisfaction with Services

		SATISFIED 2018/19	SATISFIED 2017/18	SATISFIED 2016/17
Local Schools		93%	97%	91%
Social care or social work services		86%	92%	76%
Libraries		98%	96%	82%
Museums and Galleries		97%	98%	75%
Parks and open places		91%	92%	87%
Leisure facilities		91%	93%	73%
Refuse collection		85%	95%	92%
Street cleansing		86%	89%	79%
The quality of customer services		91%	97%	90%
Roads maintenance		43%	42%	36%
Housing Provision		68%	70%	N/A