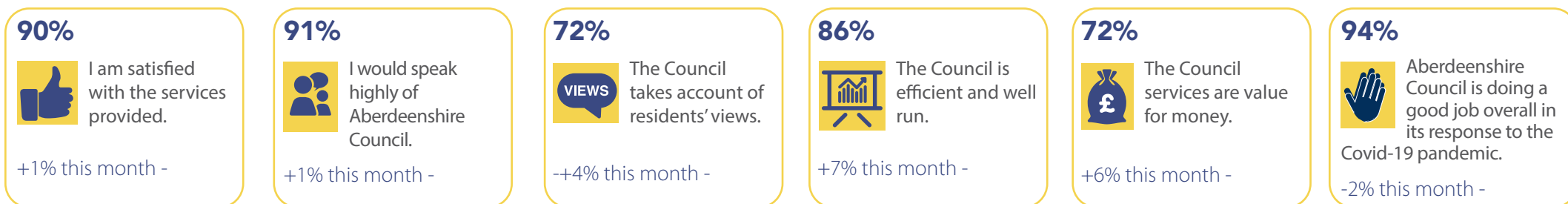


Aberdeenshire Council Reputation Tracker - OCTOBER 2020 -

- 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 -

Parks & open spaces



Provision of appropriate housing



Refuse collection



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



Views on communication Percentage of respondents agreeing with the following statements -

82% - Feel well supported by the Council during the Covid-19 pandemic -13% this month

92% - Know where to access any services that they need during the Covid-19 pandemic -36% this month

92% - Have good awareness of the adjustments made to the Council Services in response to the Covid-19 pandemic -6% this month

94% - Know where to go to get information about Council Services during the Covid-19 pandemic +3% this month

CUSTOMER CARE -

October -



Telephone Calls -

Calls Queued to Customer Services 22,827 -

Answered Call Volumes 9,017 -



Queries/Cases -

Total Queries 9,638 -

Queries solved at first point of contact 8,479 -

% of Queries solved at first point of contact (75% target) 87% -



Email -

Email Queries 2,502 -

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

Webchat Queries 2,876 -

% of Webchat Queries solved at first point of contact 97.5% -

September -



Telephone Calls -

Calls Queued to Customer Services 23,919 -

Answered Call Volumes 9,639 -



Queries/Cases -

Total Queries 11,481 -

Queries solved at first point of contact 10,140 -

% of Queries solved at first point of contact (75% target) 88.32% -



Email -

Email Queries 2,810 -

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

Webchat Queries 3,097 -

% of Webchat Queries solved at first point of contact 97.3% -

August -



Telephone Calls -

Calls Queued to Customer Services 25,479 -

Answered Call Volumes 11,421 -



Queries/Cases -

Total Queries 11,914 -

Queries solved at first point of contact 10,788 -

% of Queries solved at first point of contact (75% target) 90.54% -



Email -

Email Queries 1774-

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

Webchat Queries 3,665 -

% of Webchat Queries solved at first point of contact 98.2% -

CUSTOMER CARE - SOCIAL MEDIA

-Top Posts FACEBOOK

1st - PEOPLE REACHED 112,015

Kintore will see the return of rail services after almost 60 years on Thursday next week (Oct 15).

Funded by Transport Scotland, Aberdeenshire Council and Nestrans, the £15 million station was built by Network Rail and has fully accessible, step-free access between platforms via a footbridge with lifts.

The station, which will be managed by ScotRail, is also the largest electric vehicle charging location in north east Scotland, with 24 of the 168 spaces at the new transport hub fitted with charging points. Read the full story here: <https://online.aberdeenshire.gov.uk/apps/news/release.aspx...>

2nd - PEOPLE REACHED 77,294

Work has commenced on the resurfacing of sections of the popular Deeside Way cycling and walking route.

We are undertaking the improvements in three sections - from Cambus O'May to Ballater, Aboyne to Cambus O'May and from Milton of Crathes to Banchory.

A significant increase in use and erosion caused by drainage issues – together with the impact felt by Storm Frank in 2016 - has seen a distinct deterioration of the path surface over the years.

Nestrans was successful in applying for 100% of the £250,000 project cost from Sustrans Scotland to enable us to make substantial improvements to one of the region's favourite walking and cycling routes. More here: <https://online.aberdeenshire.gov.uk/apps/news/release.aspx...>

3rd - PEOPLE REACHED 37,924

After a very wet weekend, ongoing partnership working with the emergency services and continued monitoring of water levels last night, the majority of SEPA flood warnings across Aberdeenshire are no longer in place.

Some road closures may remain until routes are assessed as safe and fully operational, and those in high risk areas where flood warnings remain should remain vigilant and take steps to continue to protect your property. Updated details at: <https://floodline.sepa.org.uk/floodupdates/>

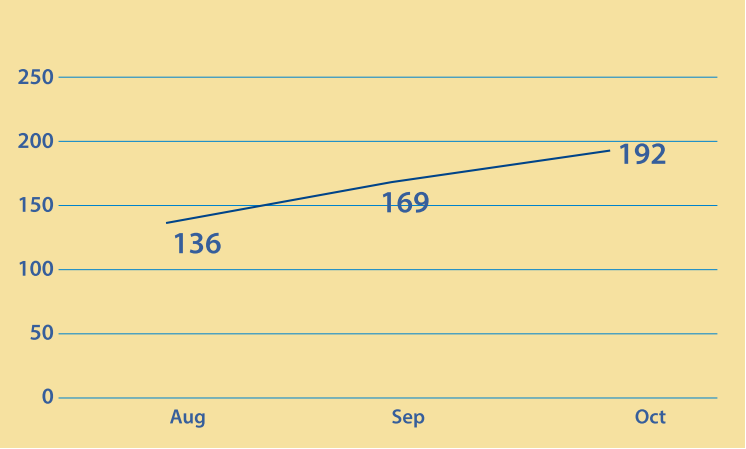
-TWITTER in OCTOBER -



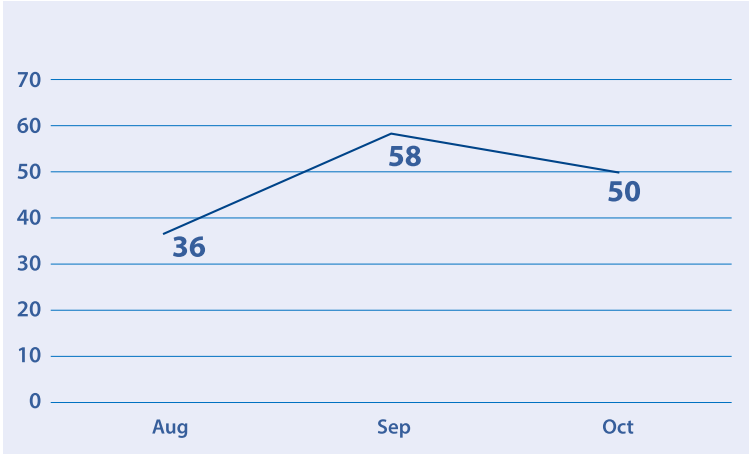
- 338,400 Impressions on 82 TWEETS & 453 RETWEETS
- 120 new FOLLOWERS
- 1247 mentions
- 3732 profile visits

FEEDBACK -

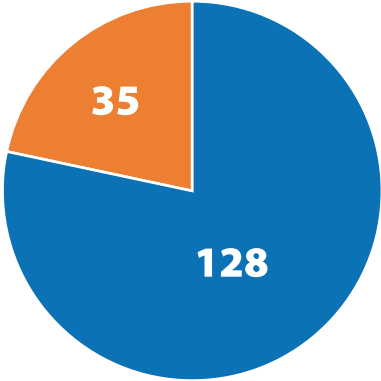
192 Complaints Received in October



50 Compliments Received in October



Complaints resolved at level one and two -



■ 128 complaints resolved at level one - ■ 35 complaints resolved at level two -