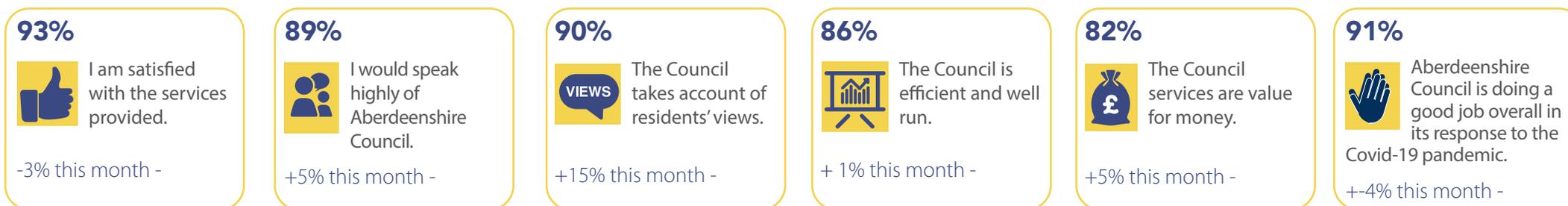


# Aberdeenshire Council Reputation Tracker - AUGUST 2020 -

- 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 -

**96%** - Feel well supported by the Council during the Covid-19 pandemic -3% this month

**89%** - Know where to access any services that they need during the Covid-19 pandemic -5% this month

**94%** - Have good awareness of the adjustments made to the Council Services in response to the Covid-19 pandemic -3% this month

**65%** - Know where to go to get information about Council Services during the Covid-19 pandemic -6% this month

## CUSTOMER CARE -

### 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% -**

### July -



#### Telephone Calls -

Calls Queued to Customer Services **25,959 -**

Answered Call Volumes **14,137 -**



#### Queries/Cases -

Total Queries **14,058 -**

Queries solved at first point of contact **12,749 -**

% of Queries solved at first point of contact (75% target) **90.69% -**



#### Email -

Email Queries **1,799 -**

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

Webchat Queries **3,357 -**

% of Webchat Queries solved at first point of contact **95.65% -**

### June -



#### Telephone Calls -

Calls Queued to Customer Services **17,646 -**

Answered Call Volumes **13,901-**



#### Queries/Cases -

Total Queries **13,296 -**

Queries solved at first point of contact **12,026 -**

% of Queries solved at first point of contact (75% target) **90.45% -**



#### Email -

Email Queries **1,259 -**

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

Webchat Queries **3,764 -**

% of Webchat Queries solved at first point of contact **97.50% -**

## CUSTOMER CARE - SOCIAL MEDIA

### -Top Posts FACEBOOK

#### **1st - PEOPLE REACHED 119,848**

From this weekend (Sat, Aug 15), traffic will be managed at two Deeside locations to protect public safety and ensure that two of the Cairngorms National Park's best known beauty spots are not damaged by off-road parking.

Access to Loch Muick will be limited at the entrances to Glen Muick once the car park is full, with barriers staffed and cars only being permitted entry if there is capacity at the car park. It is crucial people have an alternative plan if they cannot access Glen Muick.

At Linn of Dee - once the Quoich and Linn of Dee car parks are full - people will be asked to park in a new overflow car park just before Linn of Dee. If this also becomes full people will be asked to find an alternative location to enjoy a walk...

#### **2nd - PEOPLE REACHED 83,569**

Are you interested in volunteering with the Council?

We are currently accepting offers of assistance from community groups, individuals, farmers, and agricultural contractors to help with local grass cutting.

While our teams have been hard at work catching up on the backlog of grass cutting, we appreciate that many open spaces still require plenty of work before pupils return to schools this month...

#### **3rd - PEOPLE REACHED 49,310**

We understand that you have questions today about the local lockdown in place in Aberdeen City.

The restrictions can be read here: <https://www.gov.scot/p.../coronavirus-covid-19-local-measures/>

The lockdown does not apply to Aberdeenshire addresses. You can continue to travel into and out of the city for work and/or education purposes. However you are asked to not travel into the city otherwise, and likewise we hope people in the city will not breach the travel limits into parts of Aberdeenshire...

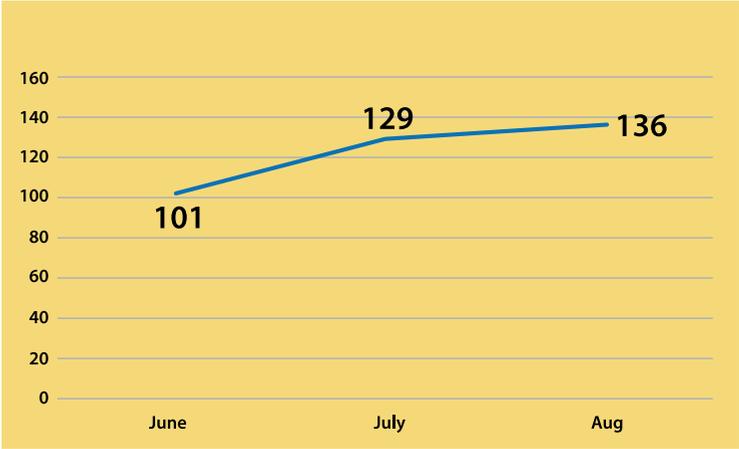
### -TWITTER in AUGUST -



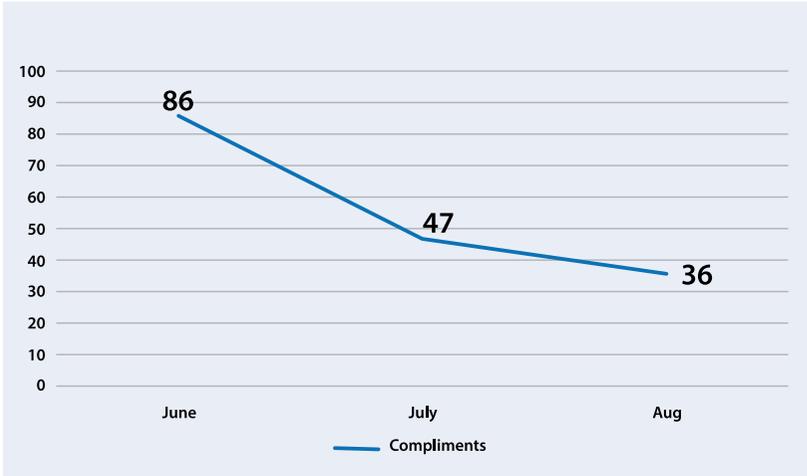
- **33,700 followers** on TWITTER
- **384,600 Impressions** on **81 TWEETS** & **524 RETWEETS**
- **155 new FOLLOWERS**
- **746 mentions**
- **5040 profile visits**

# FEEDBACK -

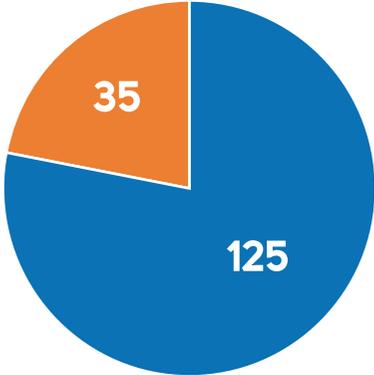
### 129 Complaints Received in August



### 47 Compliments Received in August



### Complaints resolved at level one and two -



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