

Priority 4

Objective 1:

Equity of access for all residents



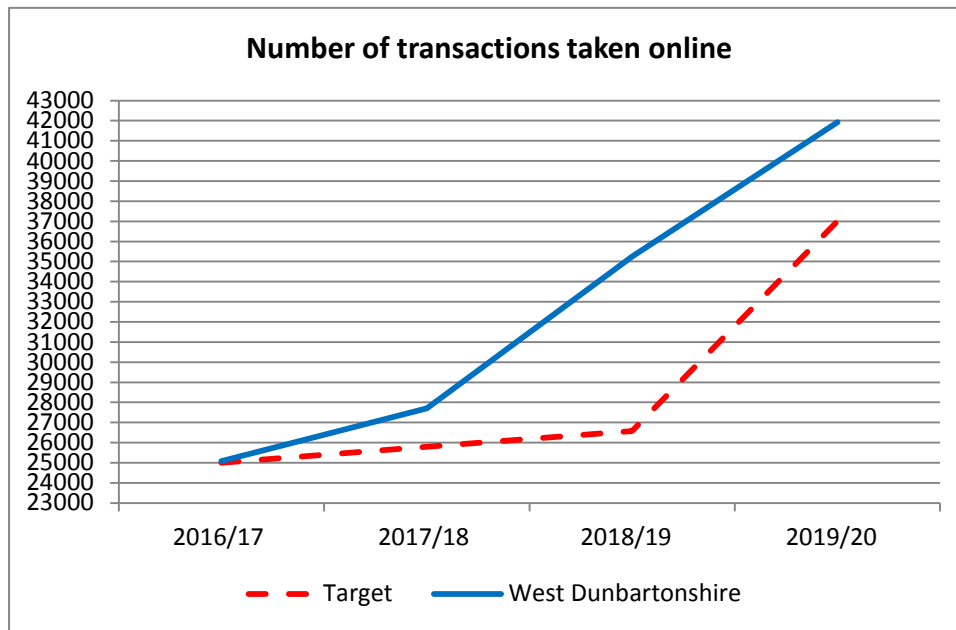
Indicator:

Number of transactions undertaken online



Target:

37,017



What does the data say?

Results for 2019/20 show that performance has continued to perform very well and has increased by 19% from the previous year and exceeded the 2019/20 target by 13%.

Over the last year the new online payment system was introduced with payment integration and additional online forms to enable citizens to self-serve at a time that suits them, allowing for greater convenience for citizens.