

## Priority 4

Objective 1:

Equity of access for all residents



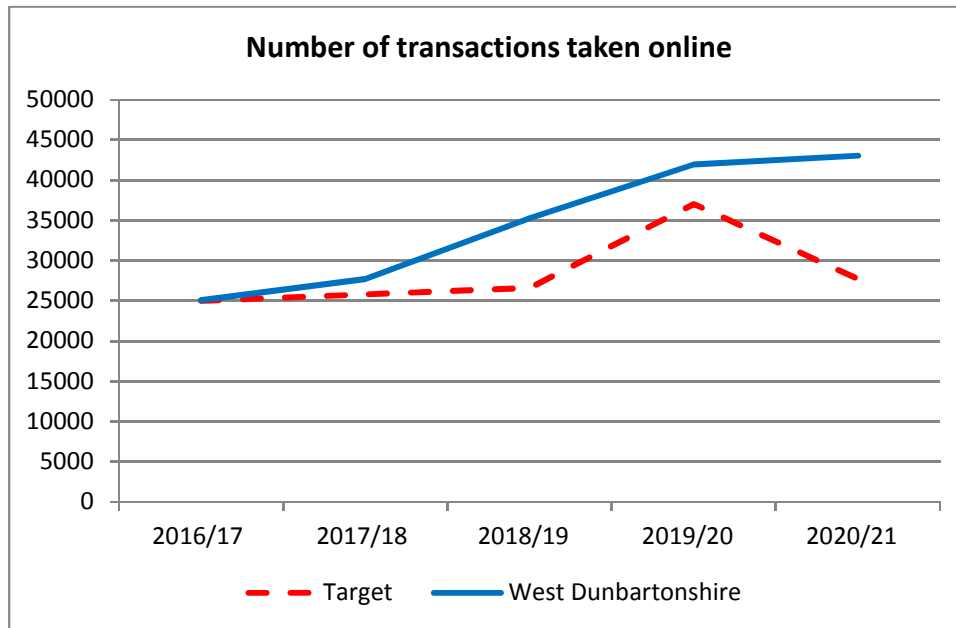
Indicator:

Number of transactions undertaken online



Target:

27,687



### *What does the data say?*

Results for 2020/21 show that this measure continues to perform very well and has increased by 2.62% from the previous year and exceeded the 2020/21 reduced target.

With the increased use of the online payment system including payment integration and additional online forms to enable citizens to self-serve at a time that suits them, this allows for greater convenience for citizens.