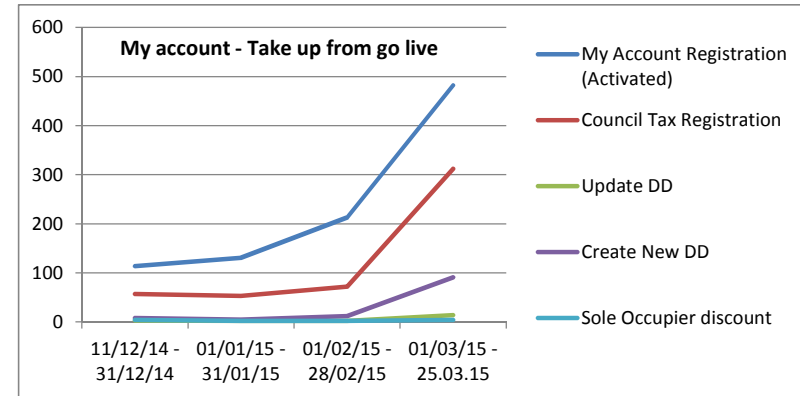


Transformational Change Programme - Apr 15 - APPENDIX A

My account - Take up 11.12.15 - 30.03.15						No of CT properties
	11/12/14 - 31/12/14	01/01/15 - 31/01/15	01/02/15 - 28/02/15	01/03/15 - 25.03.15	Total	
						22,458
My Account Registration (Activated)	114	131	213	482	940	4.19%
Council Tax Registration	57	53	72	312	494	2.20%
Update DD	3	2	2	14	21	
Create New DD	8	5	12	91	116	
Sole Occupier discount	4	2	2	4	12	



Digital Benefit New Claims - 10.02.15 - 30.03.15		
	Feburary	March
Submitted NC - Self Serve	20	40
Submitted NC - Customer Assisted	17	28
Total	37	68
% Self serve	54	59
% Assisted	46	41

