

ACCESS Office Transaction Analysis

Appendix B

Data July - December 2015 (6months)

| Type of Payment | Number of transactions in ACCESS Offices | Average Per Week across the 7 ACCESS Offices | % of all transactions | % Cash payment | % Cheque payment | % Credit Card payment | % Debit Card payment | % Giro payment |
|---|--|--|-----------------------|----------------|------------------|-----------------------|----------------------|----------------|
| HIGHER VOLUME SERVICES | | | | | | | | |
| Housing Rents | 24,041 | 925 | 33.06% | 69% | 3% | 1% | 27% | 1% |
| Council Tax | 40,879 | 1,572 | 56.21% | 64% | 9% | 2% | 26% | n/a |
| Angus Council Invoice (Sales Ledger) | 4,602 | 177 | 6.33% | 59% | 19% | 1% | 21% | n/a |
| Sub-total | 69,522 | 2,674 | 95.59% | | | | | |
| LOW VOLUME SERVICES | | | | | | | | |
| First Debtors (Benefit Overpayments) | 417 | 16 | 0.57% | 69% | 2% | 1% | 29% | n/a |
| Non-Domestic Rates | 101 | 4 | 0.14% | 58% | 32% | 0% | 10% | n/a |
| Special Uplifts | 230 | 9 | 0.32% | 66% | 1% | 5% | 28% | n/a |
| Commercial Waste | 21 | 1 | 0.03% | 43% | 14% | 14% | 29% | n/a |
| Recycling Permits | 529 | 20 | 0.73% | 44% | 5% | 14% | 37% | n/a |
| Dog Faeces Bags | 219 | 8 | 0.30% | 96% | 0% | 1% | 3% | n/a |
| Refuse Sacks | 12 | 0 | 0.02% | 100% | 0% | 0% | 0% | n/a |
| Pest Control Service Requests | 42 | 2 | 0.06% | 43% | 0% | 10% | 48% | n/a |
| Sale of Radar Key (Disabled Toilets) | 40 | 2 | 0.05% | 80% | 0% | 5% | 15% | n/a |
| Sale of Wheelie Bins | 7 | 0 | 0.01% | 43% | 0% | 29% | 29% | n/a |
| Fixed Penalty (Dog Fouling, Littering, smoking) | 37 | 1 | 0.05% | 62% | 8% | 11% | 19% | n/a |
| HACCP (Food Safety) Form Books | 85 | 3 | 0.12% | 95% | 0% | 0% | 5% | n/a |
| Dog Kennel Service Charge and Dog Kennel Daily Rate | 22 | 1 | 0.03% | 9% | 0% | 45% | 45% | n/a |
| Env Health General Training | 0 | 0 | 0.00% | 0% | 0% | 0% | 0% | n/a |
| Blue Badges | 839 | 32 | 1.15% | 82% | 4% | 2% | 12% | n/a |
| Licenses | 424 | 16 | 0.58% | 91% | 5% | 1% | 4% | n/a |
| Guest room charges in sheltered housing complexes | 64 | 2 | 0.09% | 88% | 13% | 0% | 0% | n/a |
| Roads Service Charges | 16 | 1 | 0.02% | 25% | 31% | 6% | 38% | n/a |
| Key fobs | 20 | 1 | 0.03% | 55% | 30% | 0% | 15% | n/a |
| Parking Fines | 47 | 2 | 0.06% | 53% | 11% | 2% | 34% | n/a |
| Angus Credit Union Payments* | 35 | 1 | 0.05% | 83% | 0% | 0% | 17% | n/a |
| GRAND TOTAL (High & Low Volume Transactions) | 72,729 | 2,796 | 100% | 64% | 7% | 1% | 25% | 1% |

* - no longer a service required/offered