

Appendix 2 – ASC Scrutiny Commission 12.12.16

Overview of ASC Portal usage October 2016

(01-31/10/16)

Total visits to the Portal	Customers that progress to needs analysis page	Customers that progress to Online Financial Assessment (OFA)	Customers that carry on after OFA	Total requests submitted to Contact and Response	Progress to a new case/link to existing case
670	130	19	9	12	5

