



# **MONTHLY PERFORMANCE REPORT**

**October 2015**

## Service Achievements – Disclosures October 2015

This month AccessNI processed 12,816 applications

<b>Target</b>	<b>Achieved</b>	<b>Average days to issue</b>
95% Basics delivered within 14 days	99.6%	2 days
95% Standards delivered within 14 days	99.7%	1 days
70% Enhanced delivered within 14 days	93.6%	4 days
90% Enhanced delivered within 28 days	98.8.%	

**Monthly Summary Performance Template**

	Oct-15	%Oct 14	Total 15/16	% 2014/15
<b>Applications Received</b>				
Basic	1,849	16.0%	11,117	4.08%
Standard	337	3.1%	3,727	97.3%
Enhanced	10,478	-5.63%	63,904	-5.8%
<b>Total</b>	<b>12,664</b>	<b>-2.77%</b>	<b>78,748</b>	<b>-2.1%</b>
<b>Applications Processed</b>				
Basic	1,709		10,837	
Standard	354		3,671	
Enhanced	10,753		66,520	
<b>Total</b>	<b>12,816</b>		<b>81,028</b>	

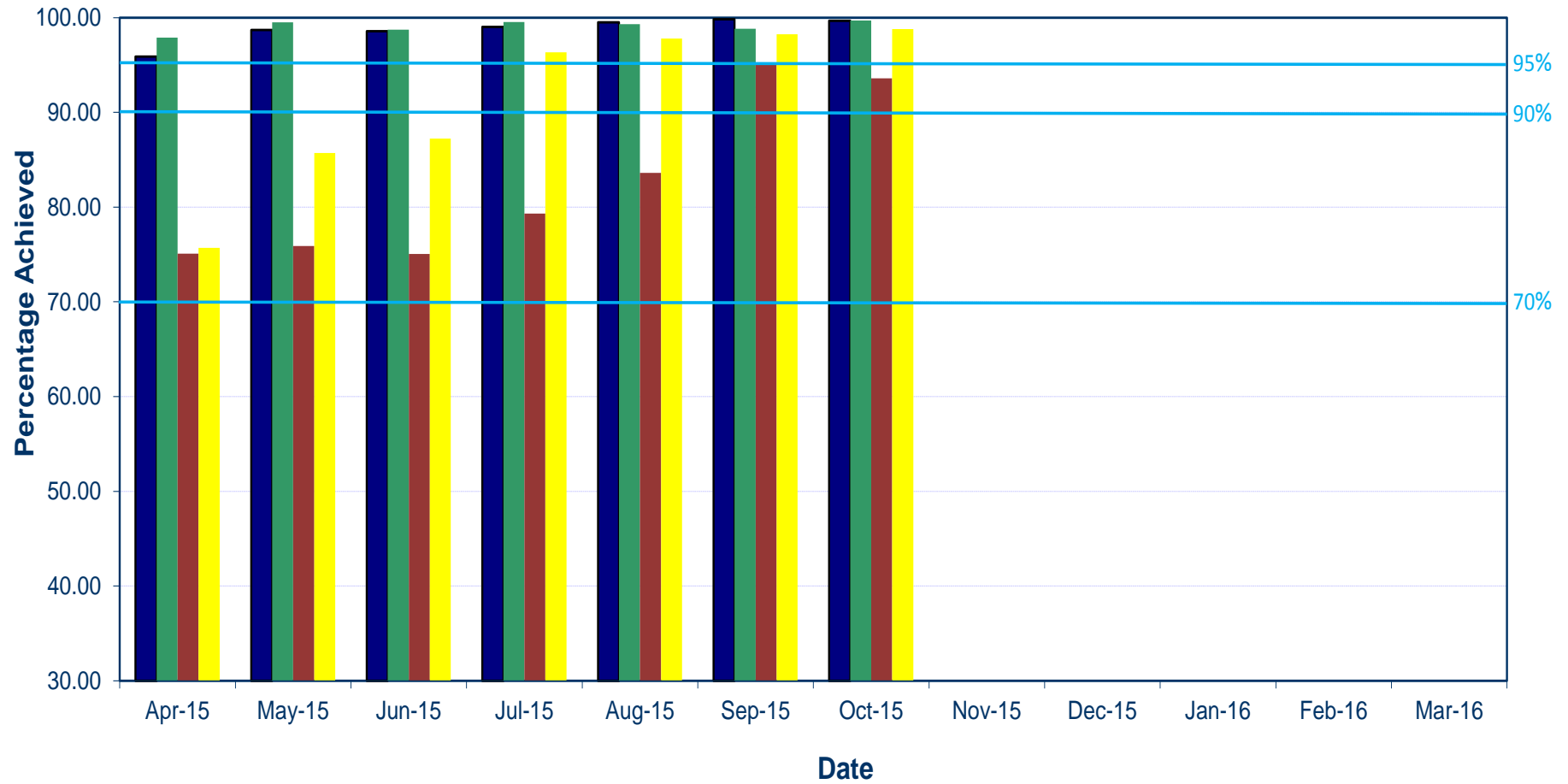
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# Issue of Certificates

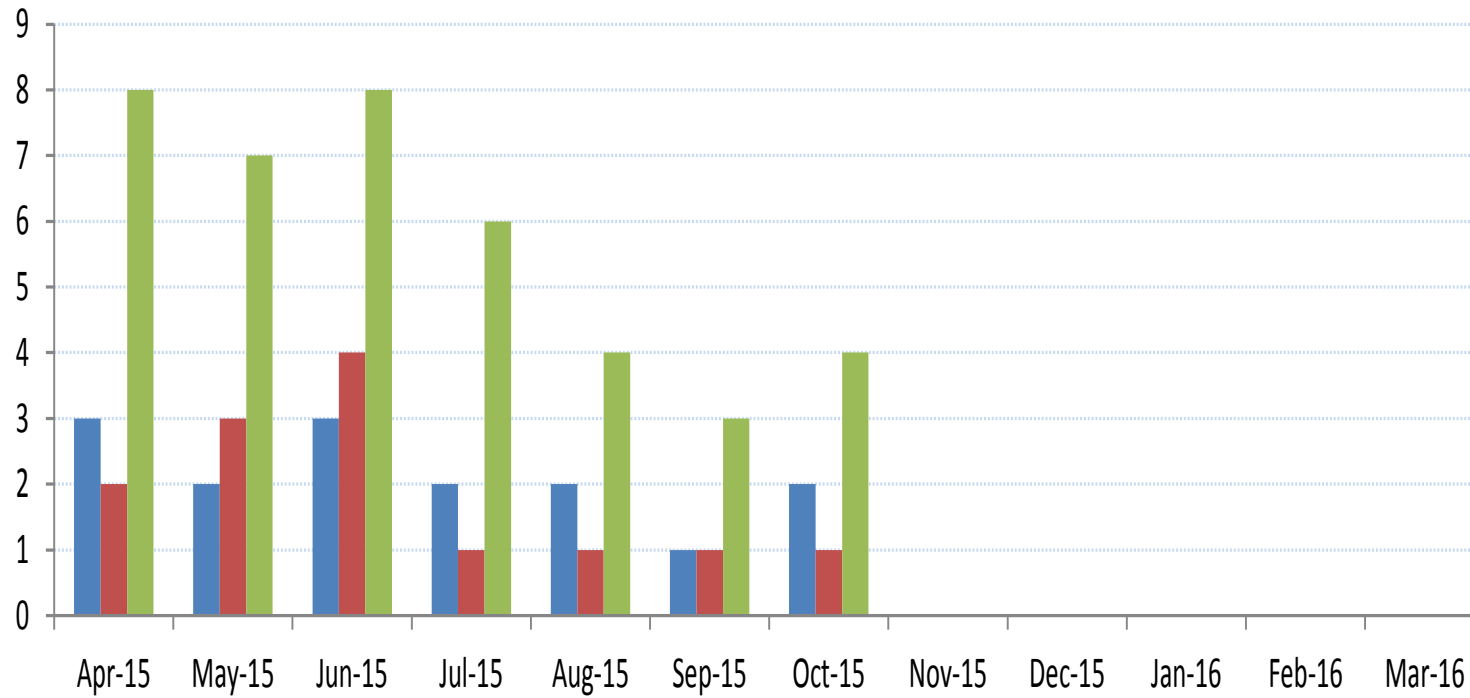
## Targets

- 95% Basic within 14 days
- 95% Standard within 14 days
- 70% Enhanced within 14 days
- 90% Enhanced within 28 days



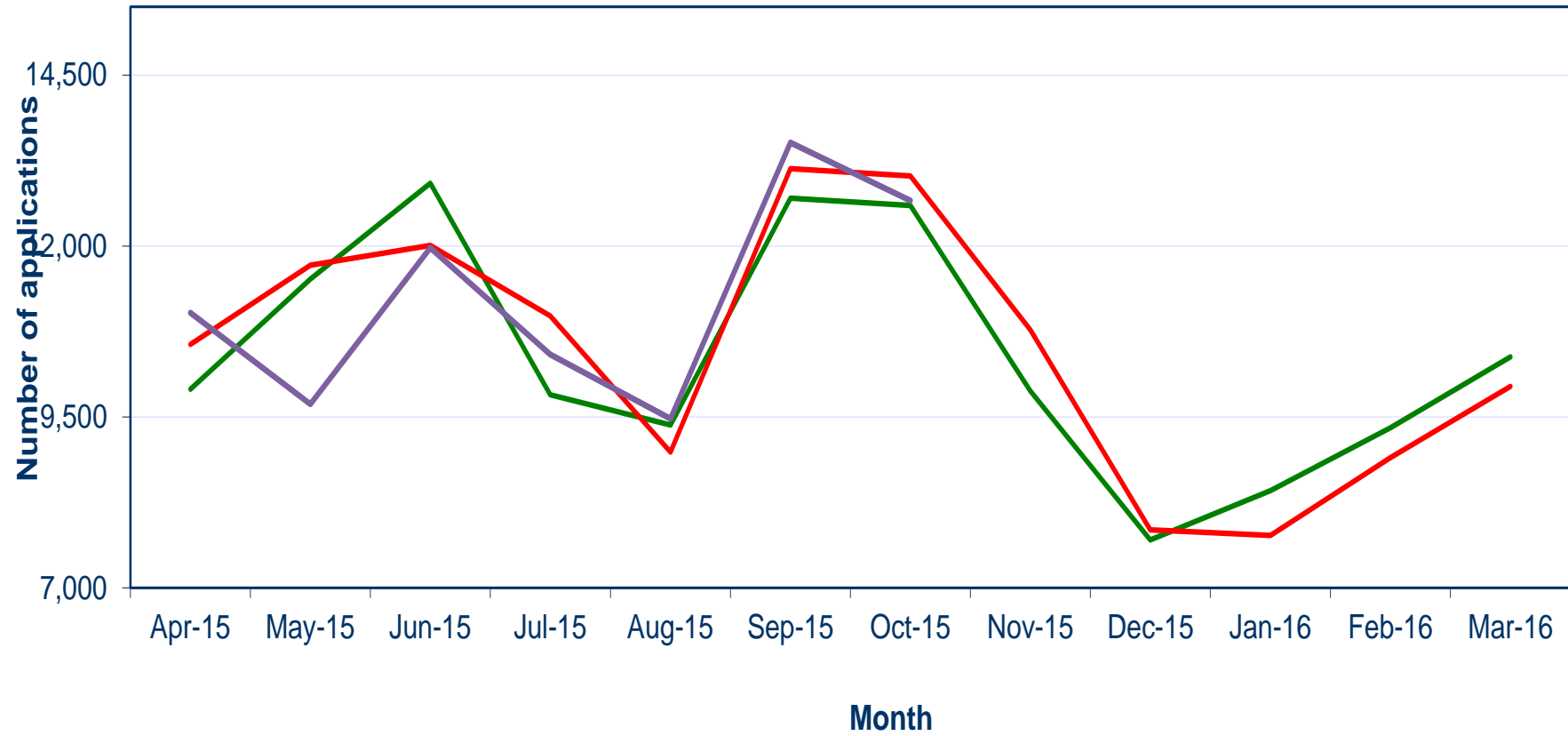
# Average Certificate Issue time

- Basic
- Standard
- Enhanced

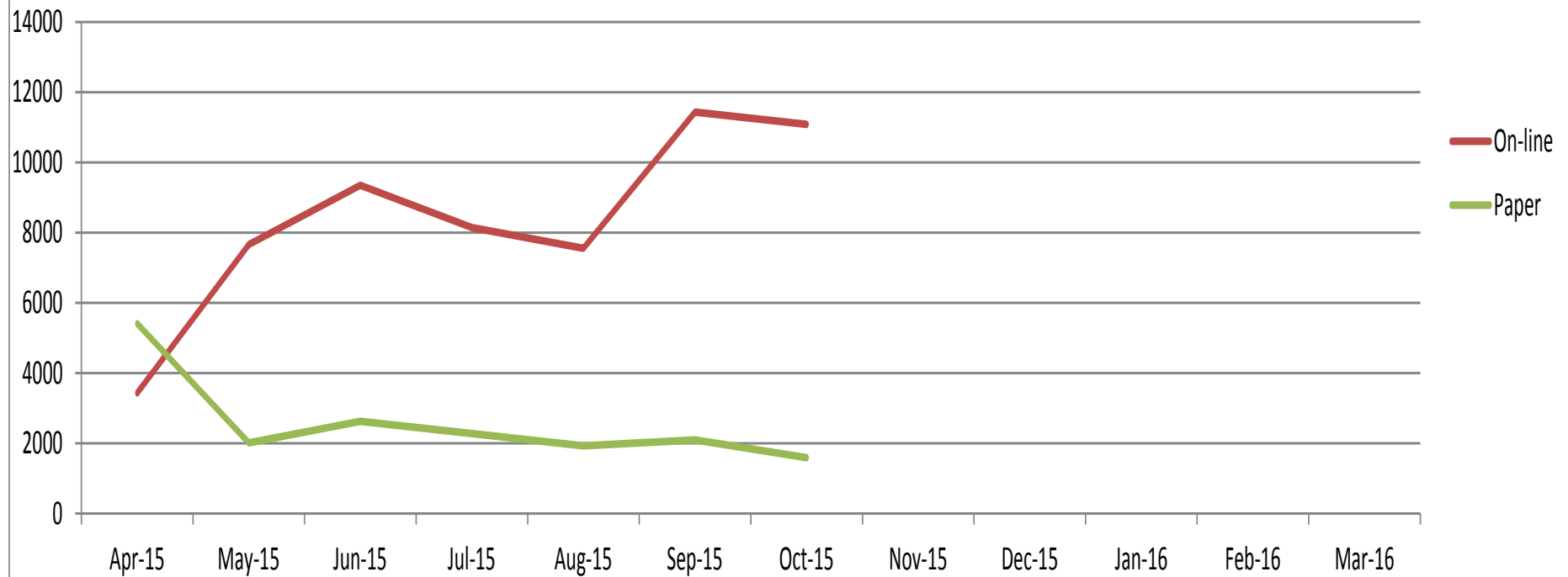


## Monthly Volumes of Applications Received

2013/14  
2014/15  
2015/16



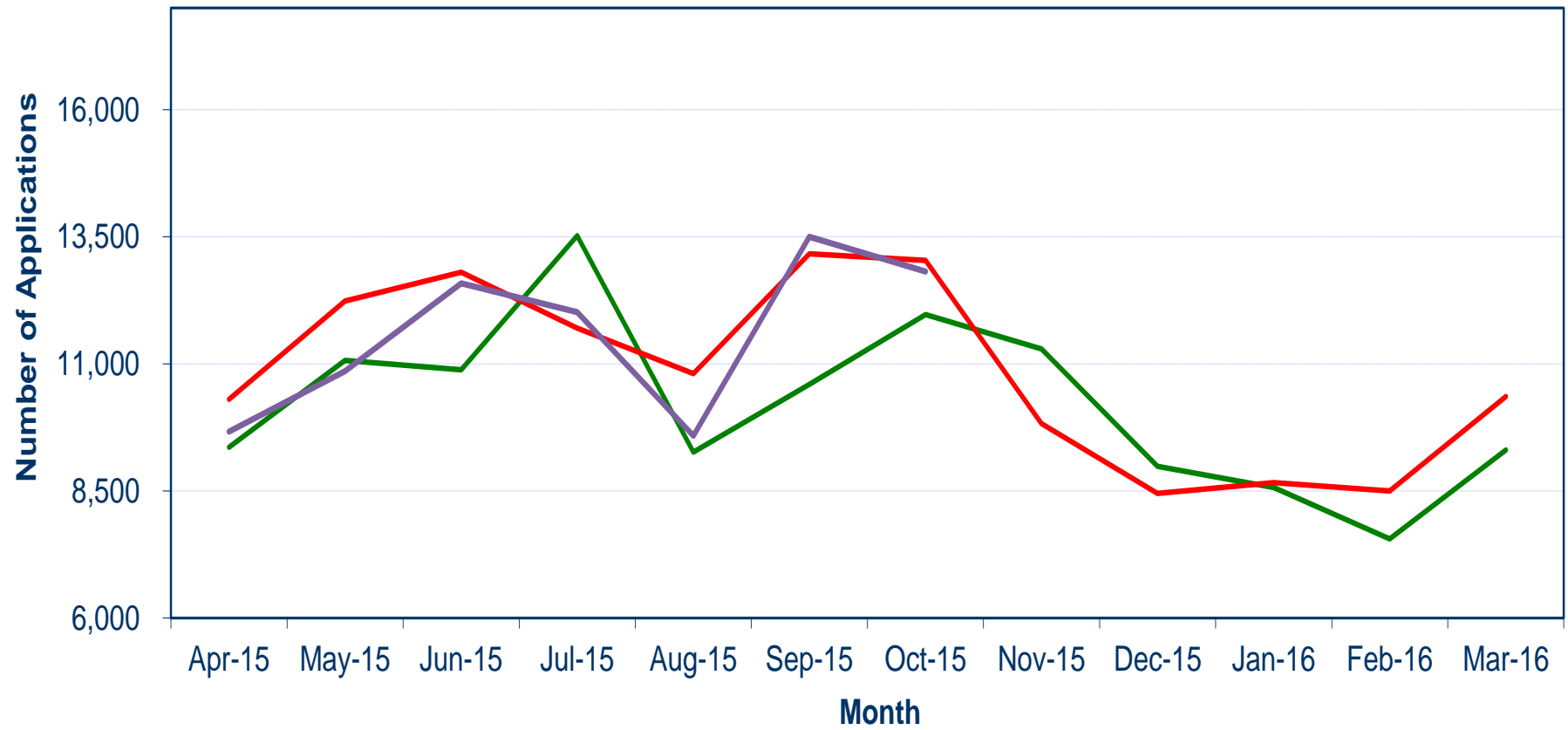
## On-line vs paper applications - 2015/16





## Monthly Volumes of Applications Processed

2013/14  
2014/15  
2015/16



## Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

