



MONTHLY PERFORMANCE REPORT

November 2015

Service Achievements – Disclosures November 2015

This month AccessNI processed 10,089 applications

Target	Achieved	Average days to issue
95% Basics delivered within 14 days	98.8%	2 days
95% Standards delivered within 14 days	99.6%	1 days
70% Enhanced delivered within 14 days	86.6%	4 days
90% Enhanced delivered within 28 days	98.3.%	

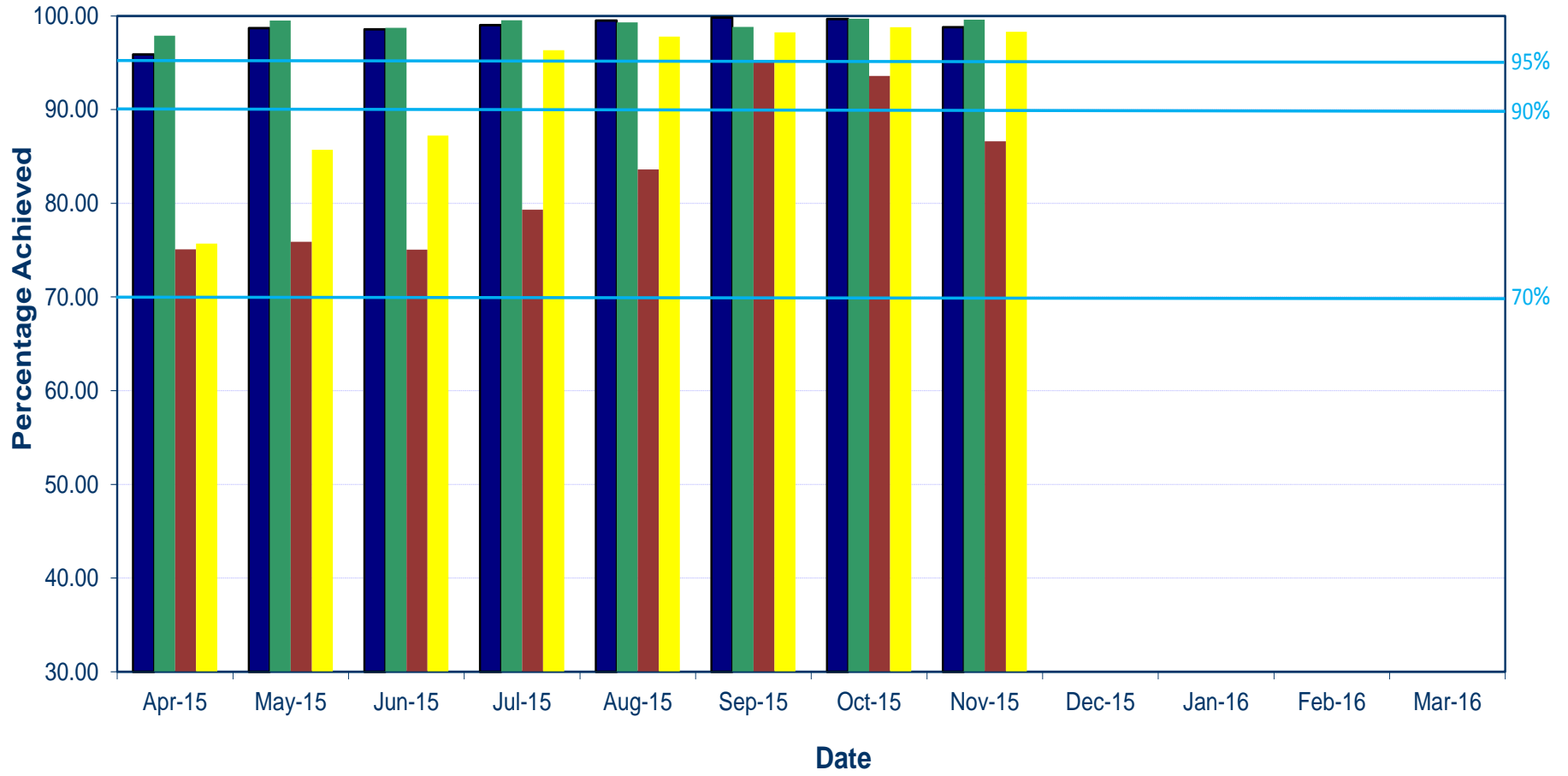
Monthly Summary Performance Template

	Nov-15	% Nov 14	Total 15/16	% 2014/15
Applications Received				
Basic	2,457	79.4%	13,574	12.6%
Standard	265	-5.4%	3,992	84.0%
Enhanced	7,783	-14.7%	71,680	-6.9%
Total	10,505	-2.51%	89,246	-2.1%
Applications Processed				
Basic	2,013		12,850	
Standard	247		3,918	
Enhanced	7,829		74,349	
Total	10,089		91,117	

Issue of Certificates

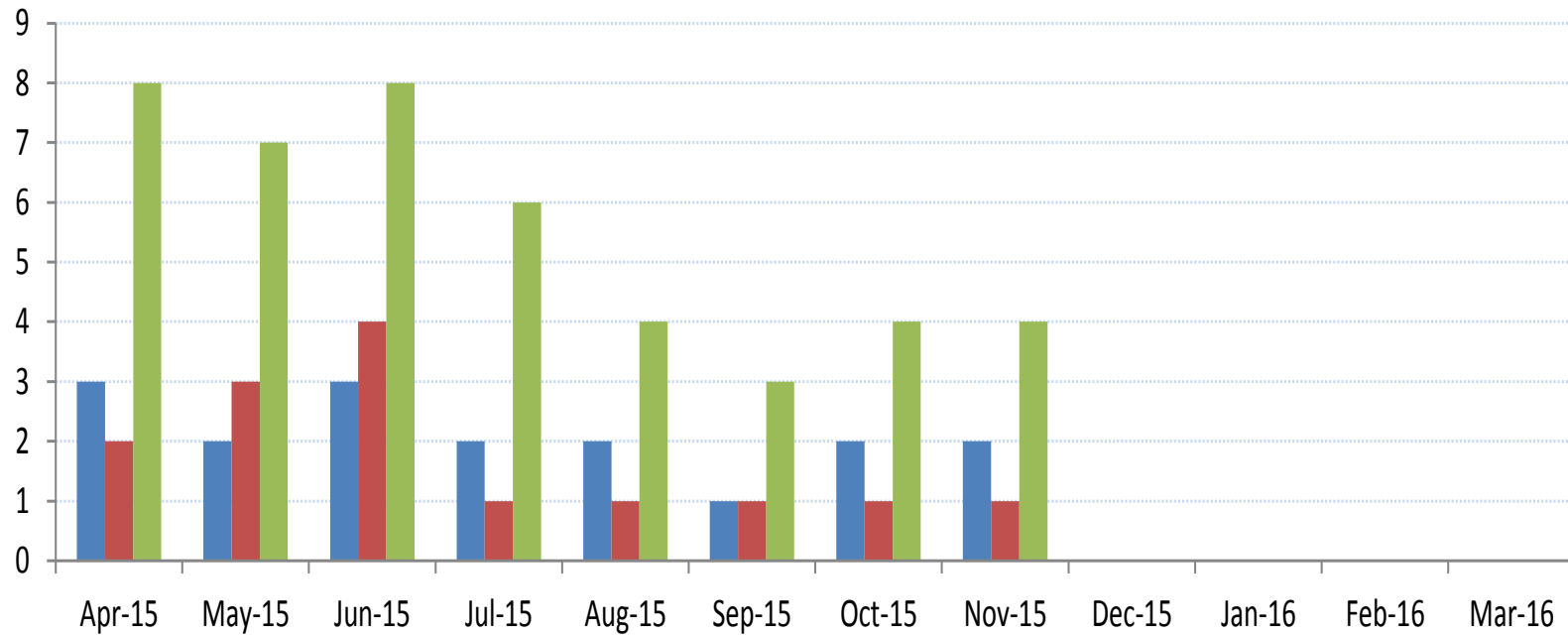
Targets

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



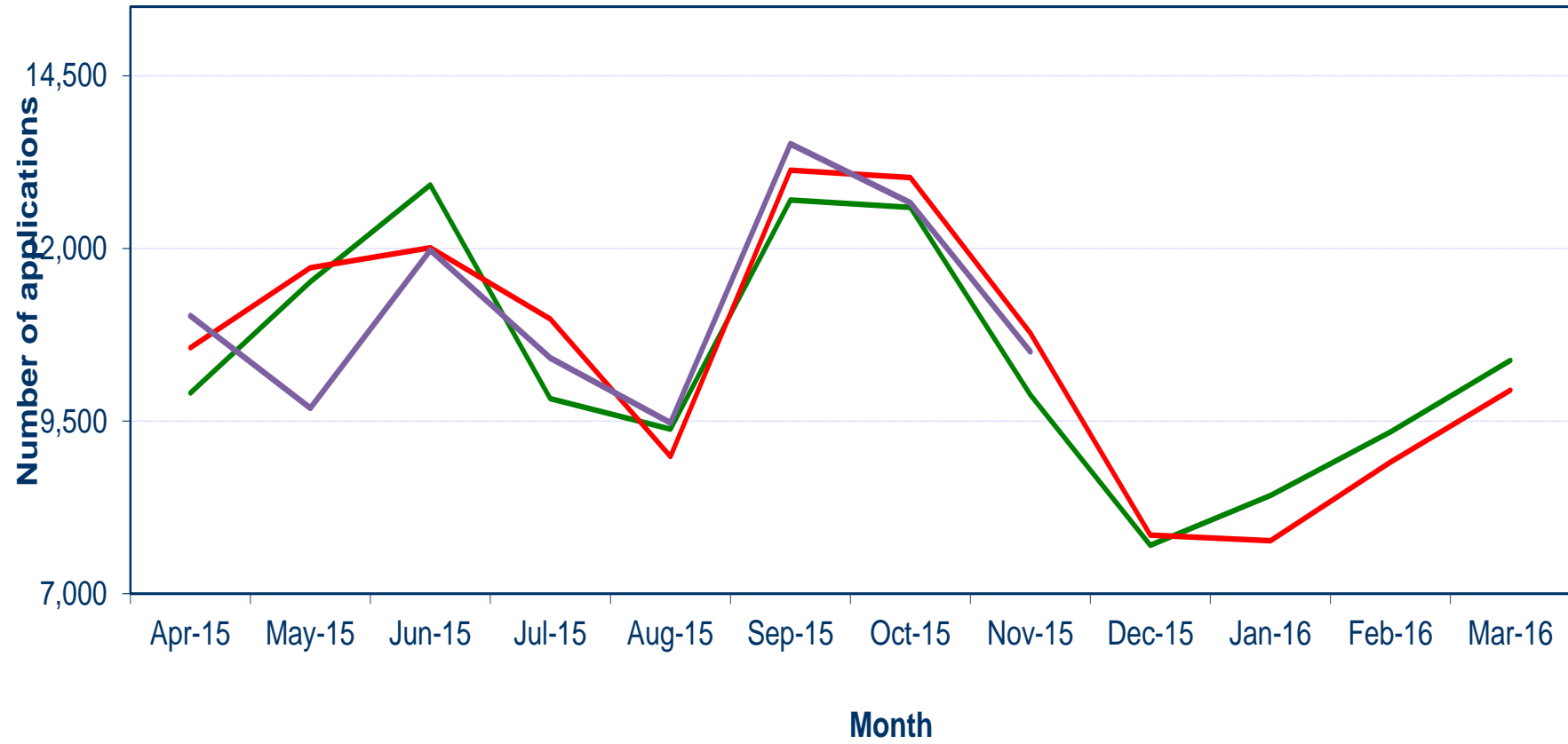
Average Certificate Issue time

- Basic
- Standard
- Enhanced

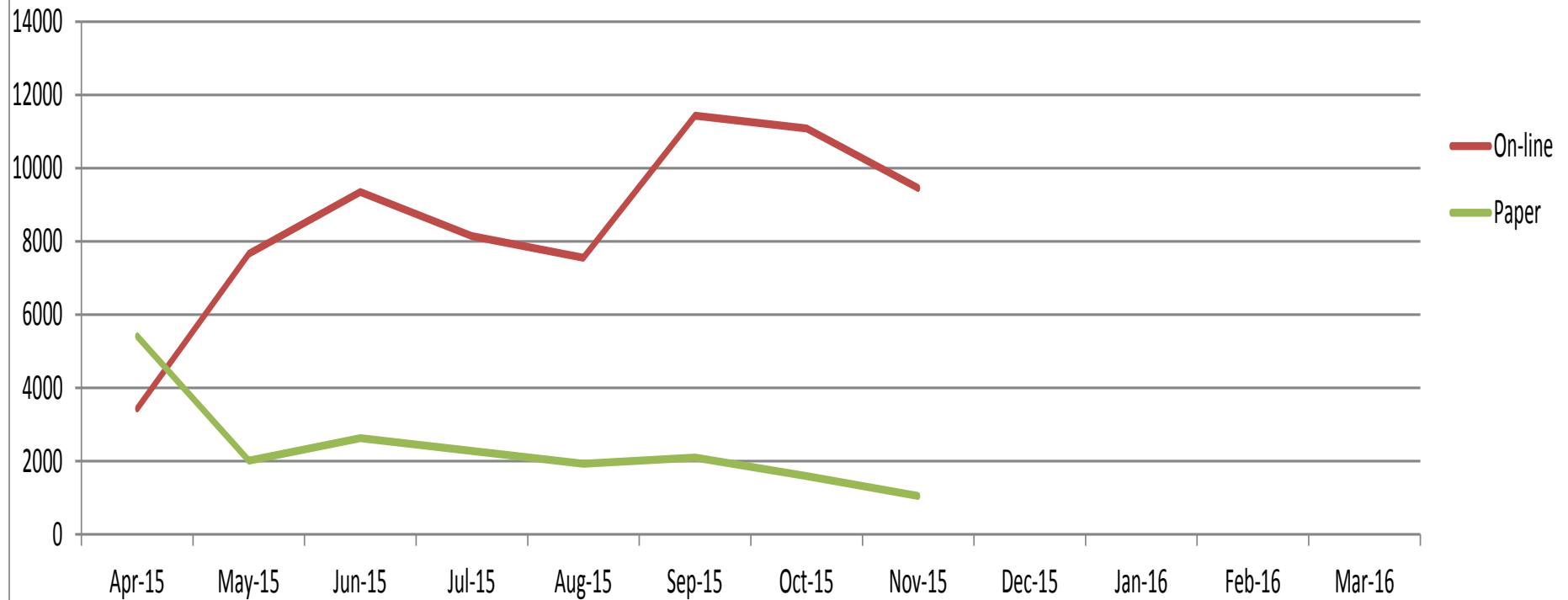


Monthly Volumes of Applications Received

2013/14
2014/15
2015/16

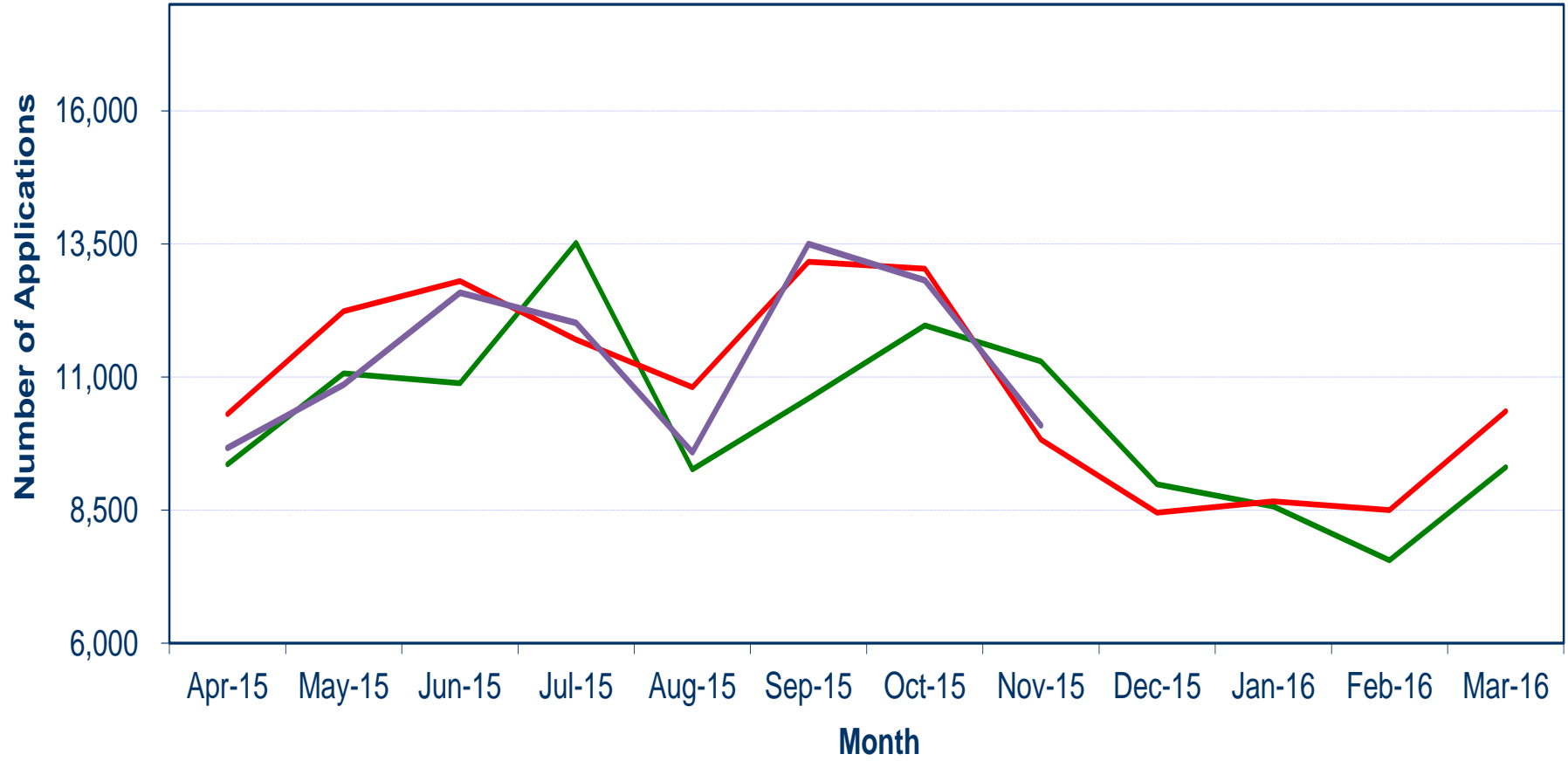


On-line vs paper applications - 2015/16



Monthly Volumes of Applications Processed

- 2013/14
- 2014/15
- 2015/16



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

