



MONTHLY PERFORMANCE REPORT

December 2015

Service Achievements – Disclosures December 2015

This month AccessNI processed 8,899 applications

Target	Achieved	Average days to issue
95% Basics delivered within 14 days	97.8%	3 days
95% Standards delivered within 14 days	100%	1 days
70% Enhanced delivered within 14 days	80.8%	5 days
90% Enhanced delivered within 28 days	97.6.%	

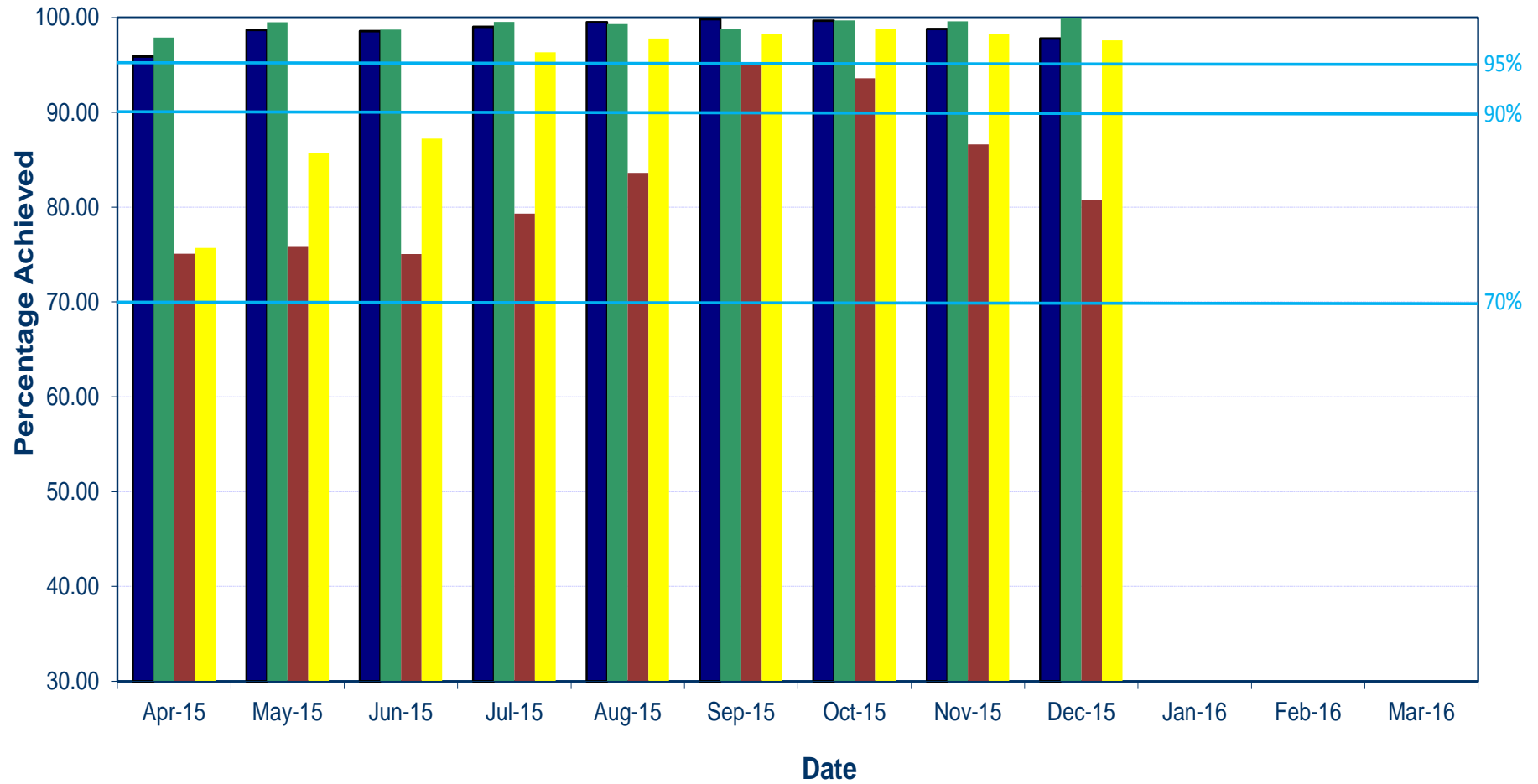
Monthly Summary Performance Template

	Dec-15	%Dec 14	Total 15/16	% 2014/15
Applications Received				
Basic	2,249	119.6%	15,823	7.9%
Standard	493	303.4%	4,485	77.1%
Enhanced	5,661	-14.8%	77,335	-7.5%
Total	8,403	-2.51%	97,643	-1.4%
Applications Processed				
Basic	2,252		15,102	
Standard	476		4,394	
Enhanced	6,171		80,517	
Total	8,899		100,013	

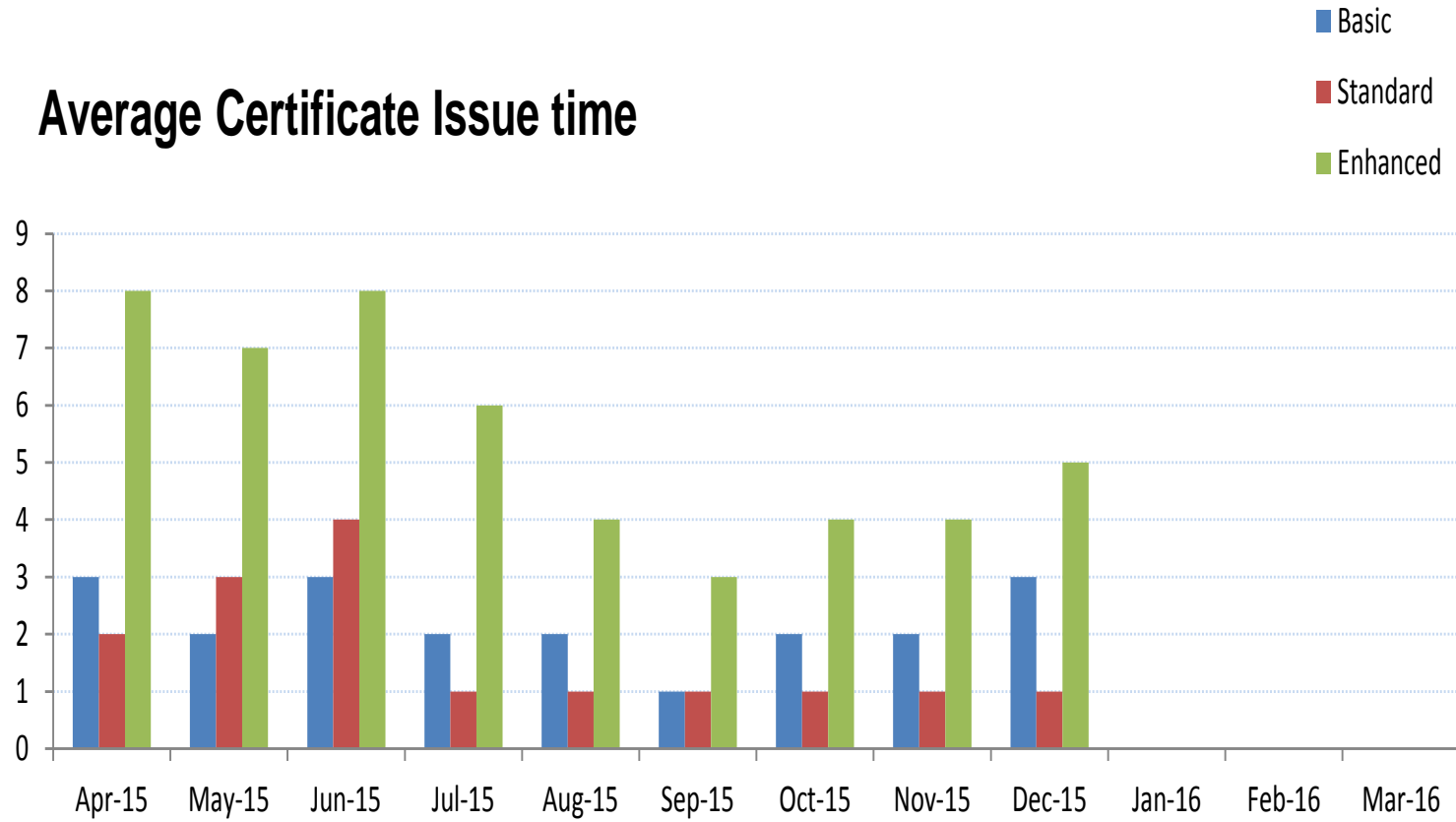
Issue of Certificates

Targets

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

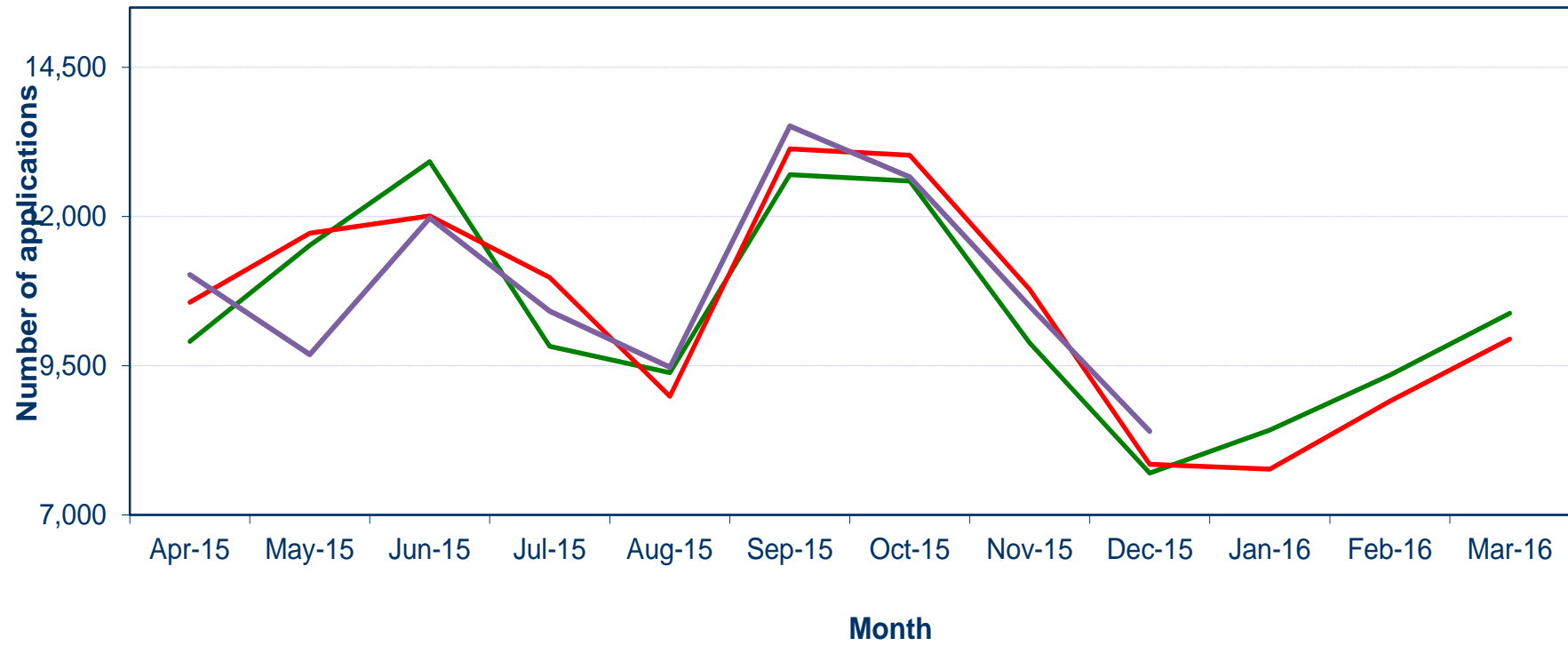


Average Certificate Issue time

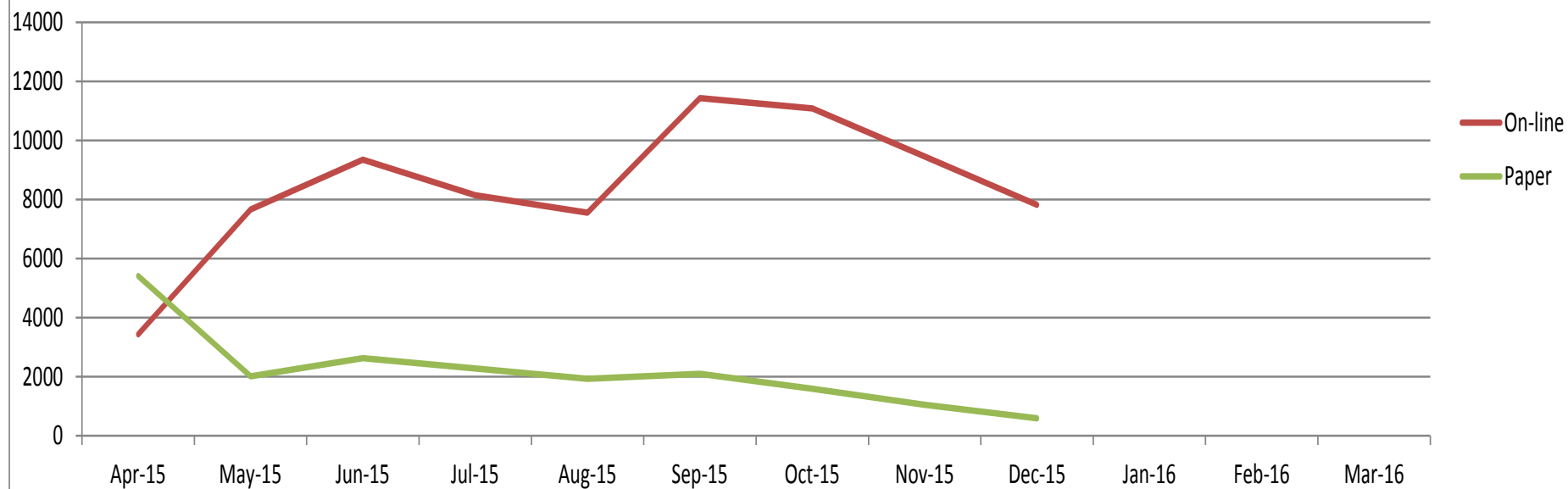


Monthly Volumes of Applications Received

— 2013/14
— 2014/15
— 2015/16

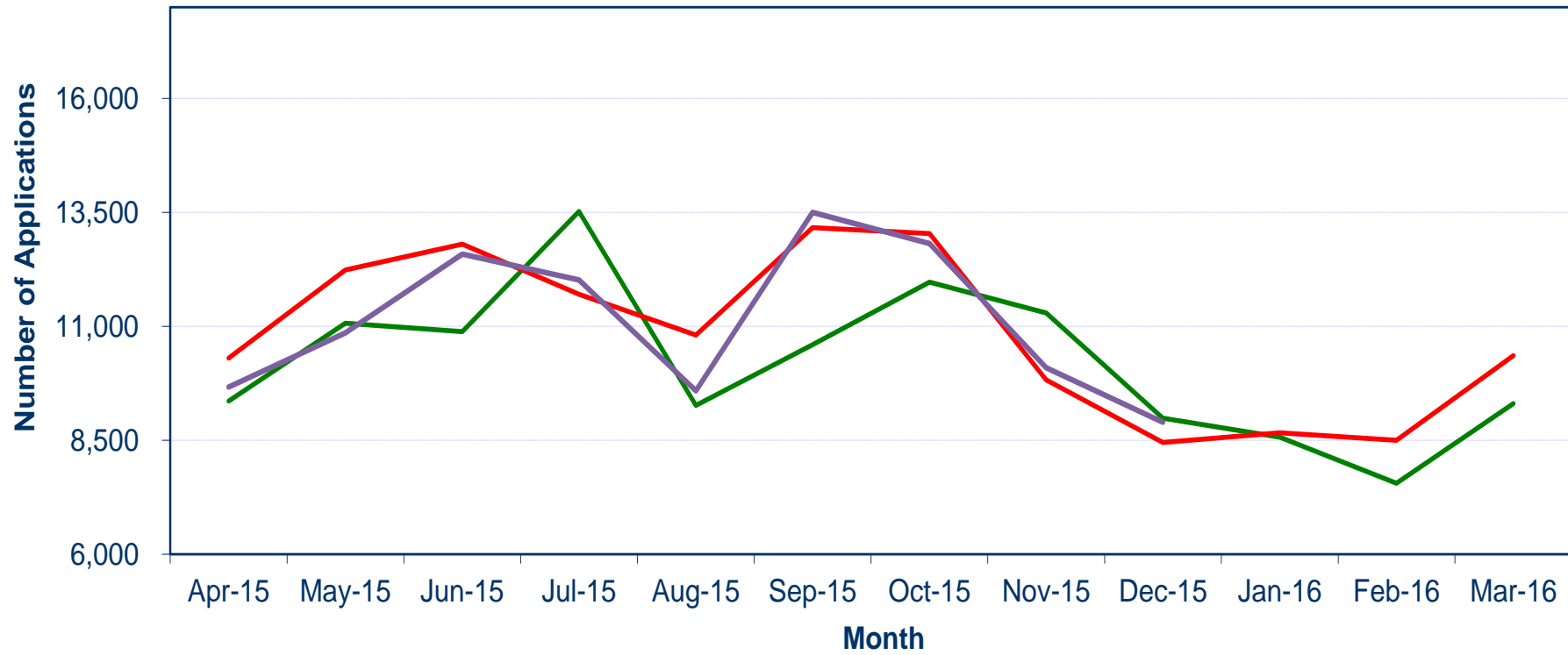


On-line vs paper applications - 2015/16



Monthly Volumes of Applications Processed

2013/14
2014/15
2015/16



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

