



MONTHLY PERFORMANCE REPORT

January 2016

Service Achievements – Disclosures January 2016

This month AccessNI printed 9,317 disclosure certificates

Type	Number printed
Basic	2,172
Standard	343
Enhanced	6,802

This month we achieved

Target	Achieved	Average days to issue
95% Basics delivered within 14 days	99.2%	3 days
95% Standards delivered within 14 days	100%	1 days
70% Enhanced delivered within 14 days	98.3%	3 days
90% Enhanced delivered within 28 days	99.7.%	

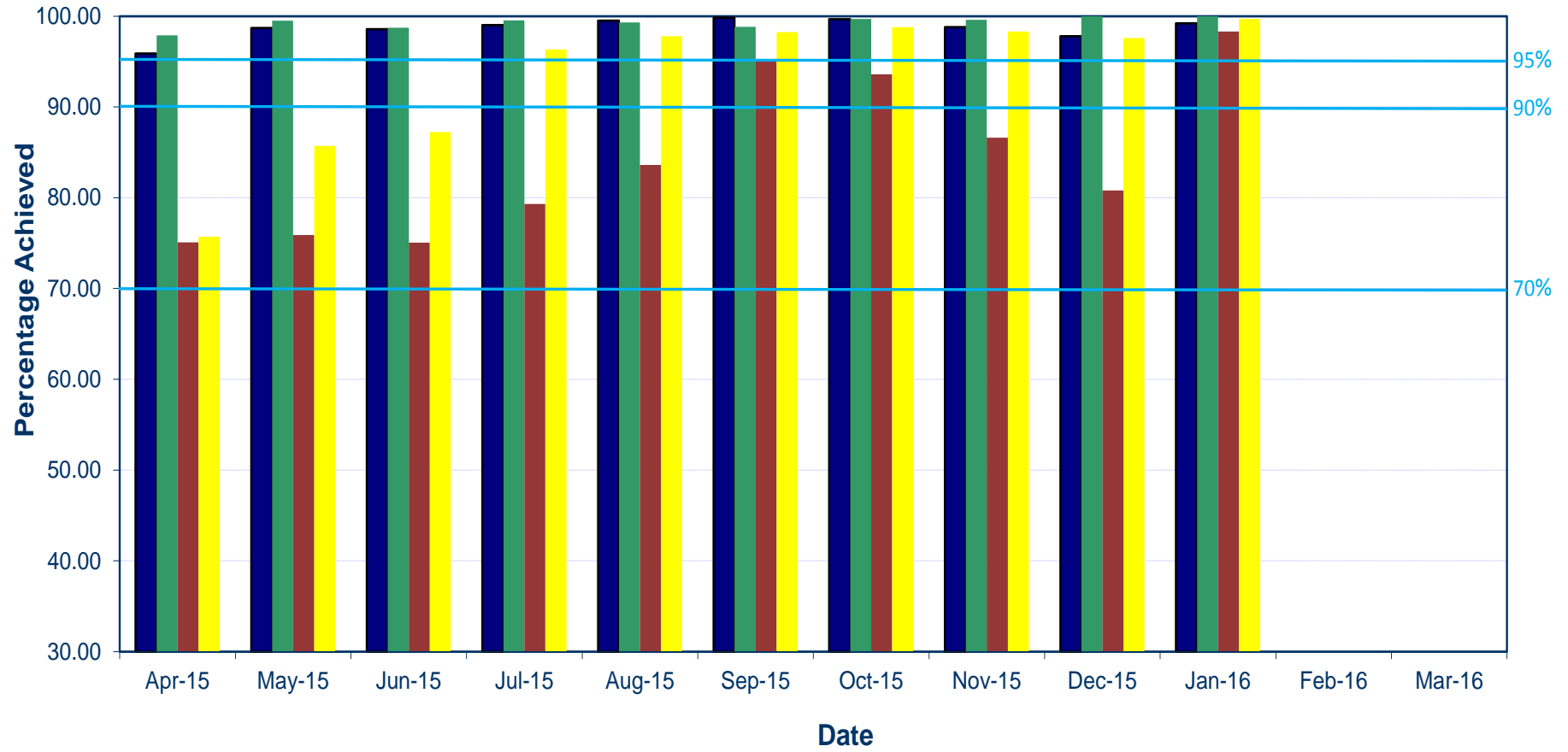
Monthly Summary Performance Template

	Jan-16	%Jan 15	Total 15/16	% 2014/15
Applications Received				
Basic	2,394	54.1%	18,217	24.2%
Standard	356	64.8%	4,841	91.1%
Enhanced	6,858	14.3%	84,187	-6.0%
Total	9,608	23.65%	107,245	0.4%
Applications Processed				
Basic	2,106		17,208	
Standard	320		4,714	
Enhanced	7,114		87,630	
Total	9,540		109,552	

Issue of Certificates

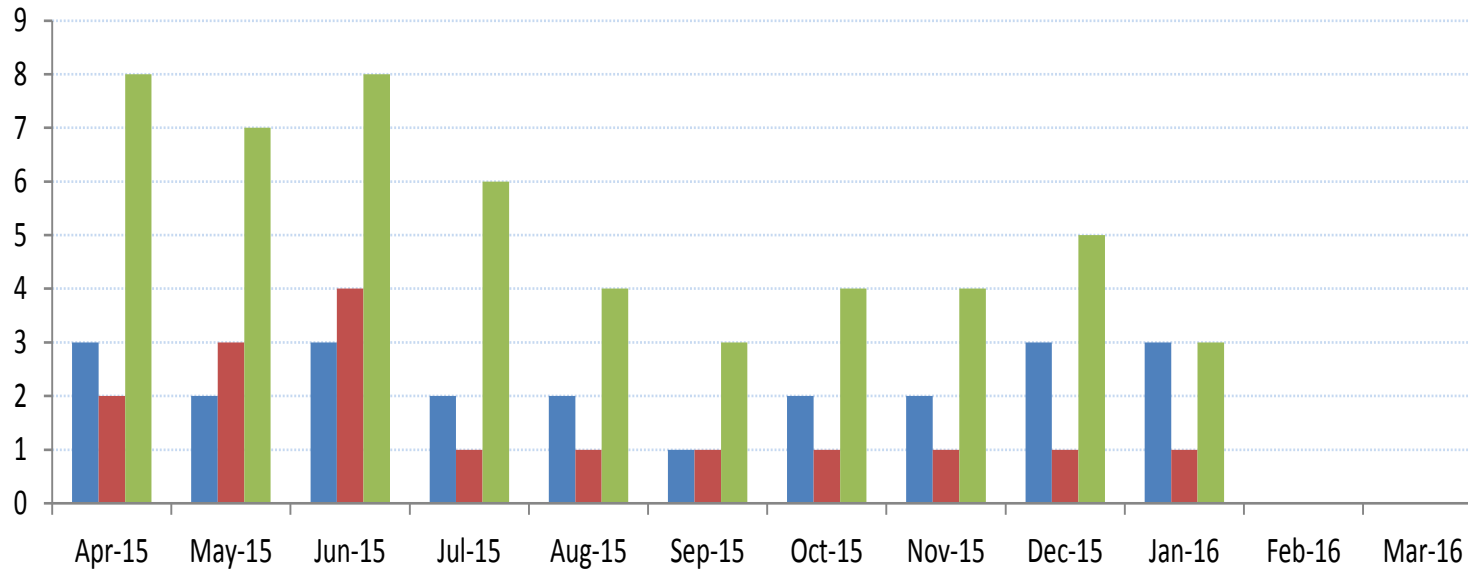
Targets

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



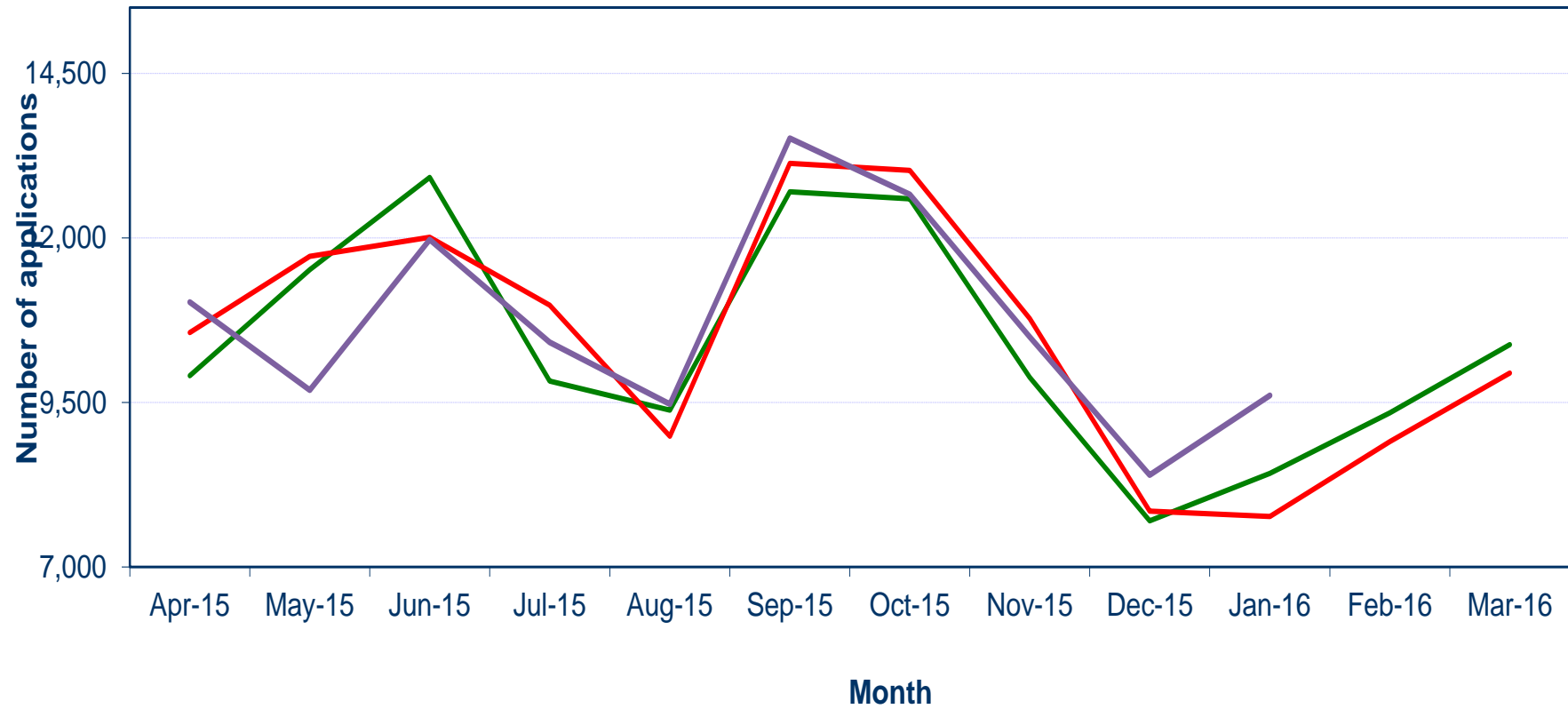
Average Certificate Issue time

- Basic
- Standard
- Enhanced

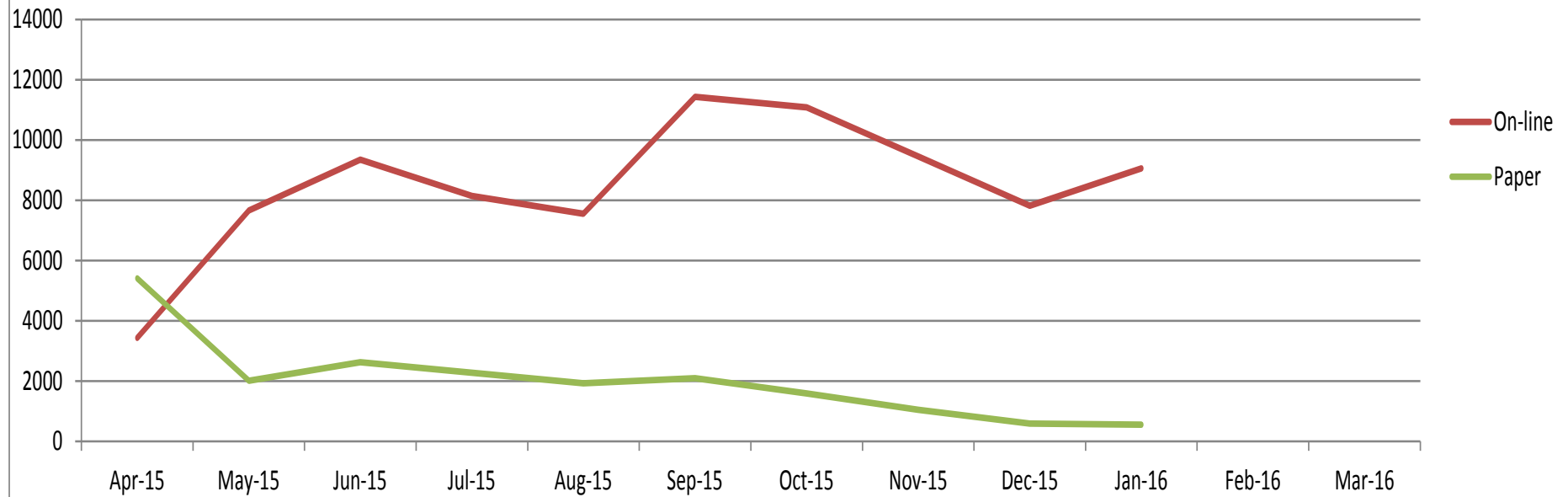


Monthly Volumes of Applications Received

2013/14
2014/15
2015/16

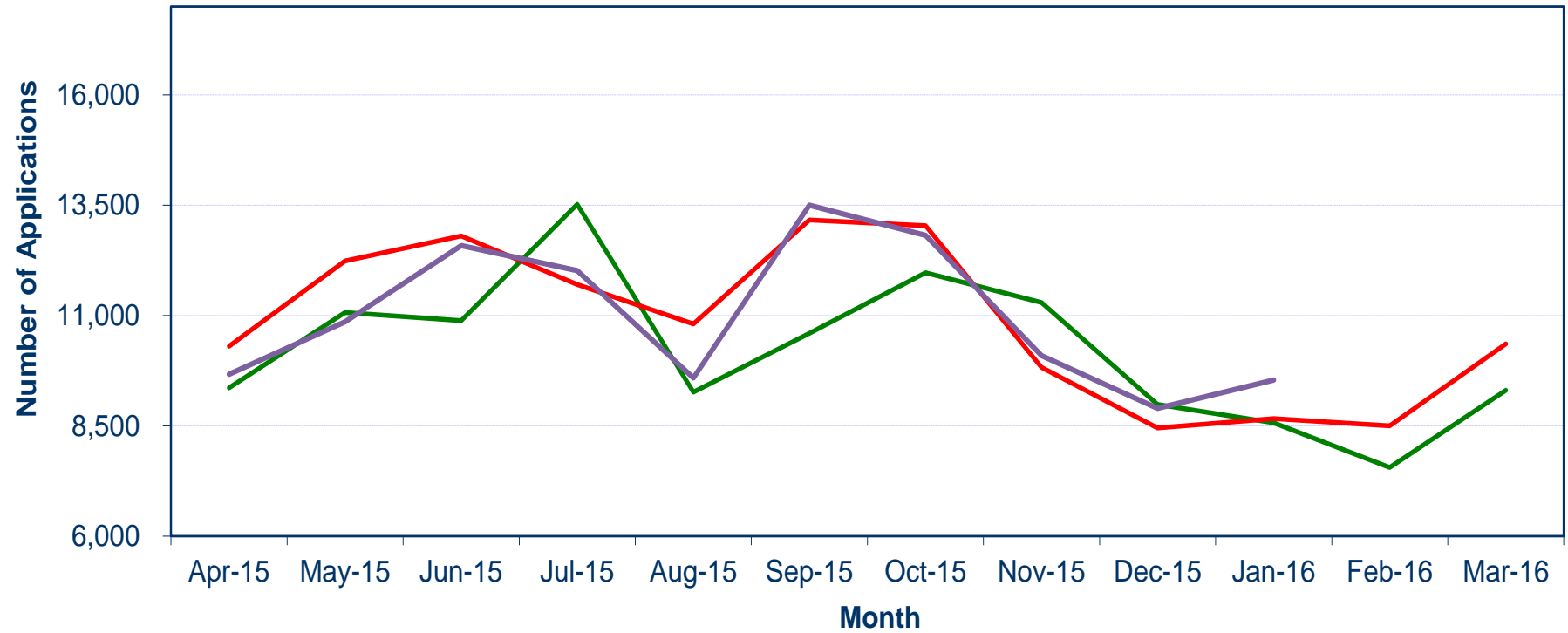


On-line vs paper applications - 2015/16



Monthly Volumes of Applications Processed

2013/14
2014/15
2015/16



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

