



MONTHLY PERFORMANCE REPORT

February 2016

Service Achievements – Disclosures February 2016

This month AccessNI printed 10,854 disclosure certificates

Type	Number printed
Basic	2,522
Standard	454
Enhanced	7,878

This month we achieved

Target	Achieved	Average days to issue
95% Basics issued within 14 days	98.4%	3 days
95% Standards issued within 14 days	100%	1 days
70% Enhanced issued within 14 days	98.1%	3 days
90% Enhanced issued within 28 days	99.5%	

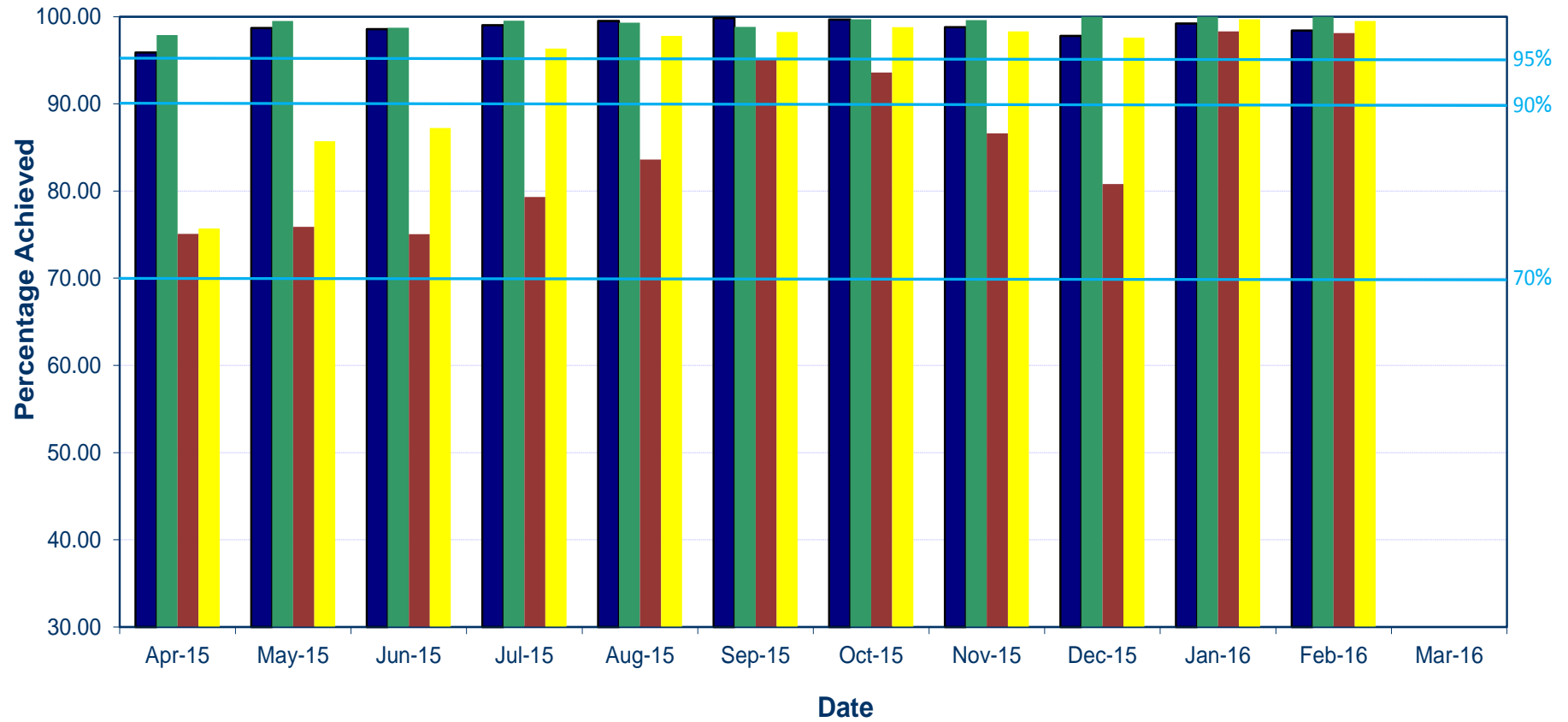
Monthly Summary Performance Template

	Feb-16	%Feb 15	Total 15/16	% 2014/15
Applications Received				
Basic	2,833	104.0%	21,050	31.1%
Standard	465	75.0%	5,305	89.7%
Enhanced	7,967	9.8%	92,150	-4.9%
Total	11,265	26.53%	118,505	2.4%
Applications Processed				
Basic	2,522		19,729	
Standard	454		5,168	
Enhanced	7,878		95,508	
Total	10,854		120,405	

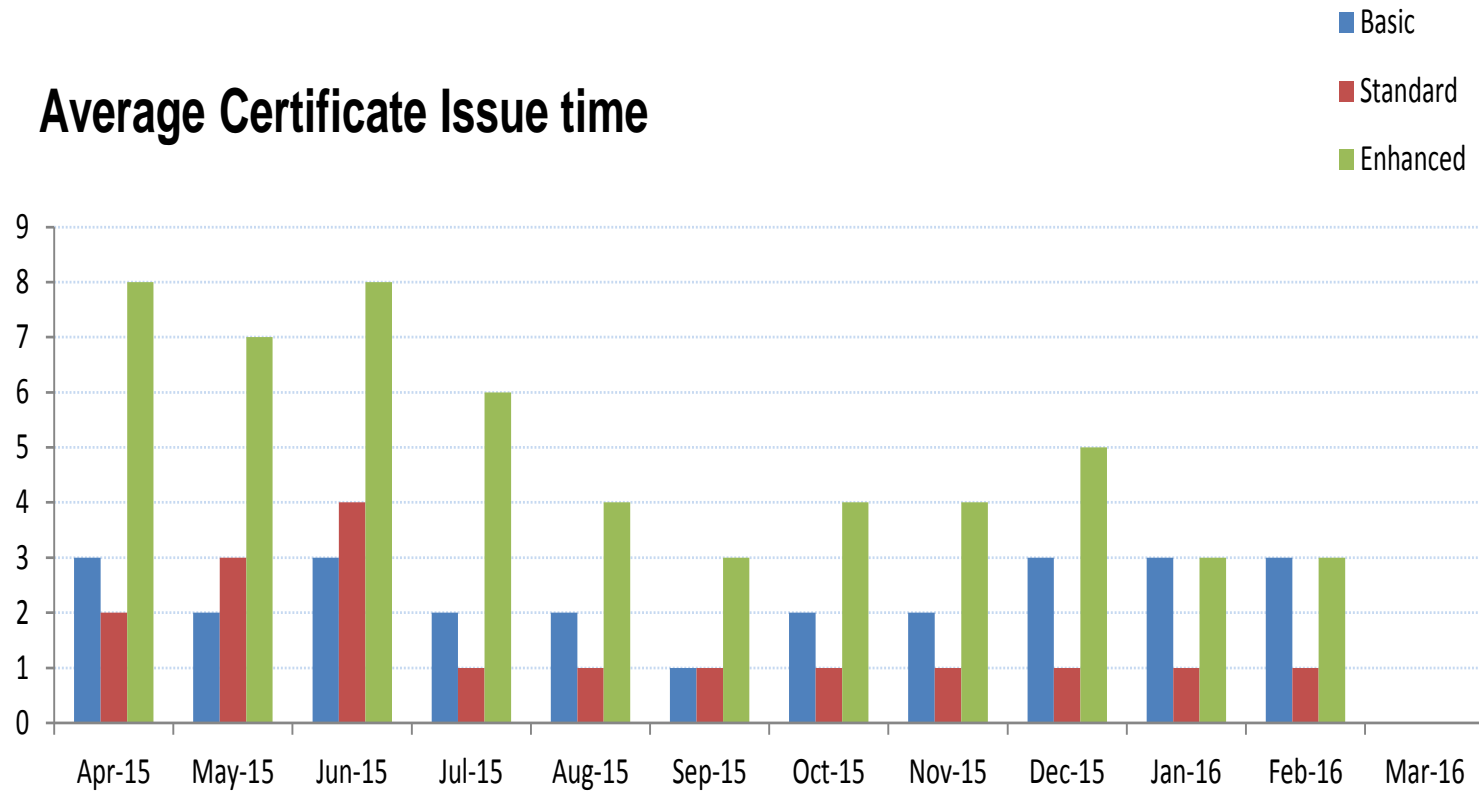
Issue of Certificates

Targets

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

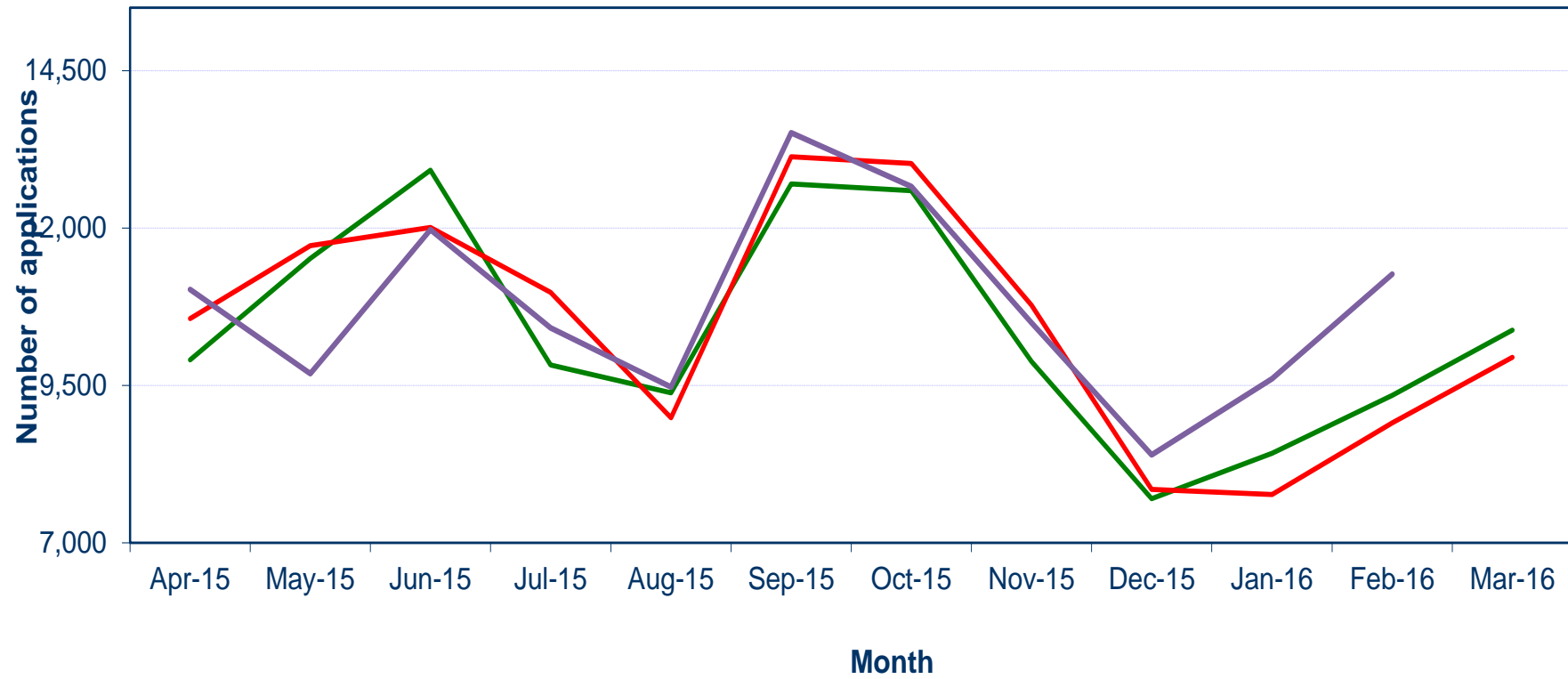


Average Certificate Issue time

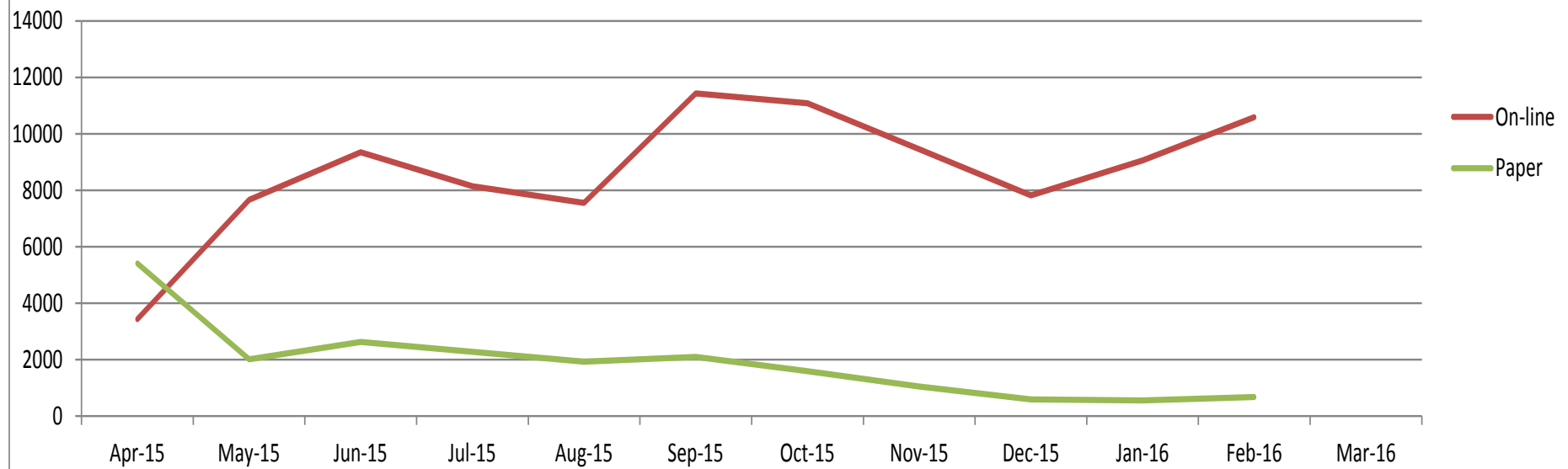


Monthly Volumes of Applications Received

— 2013/14
— 2014/15
— 2015/16

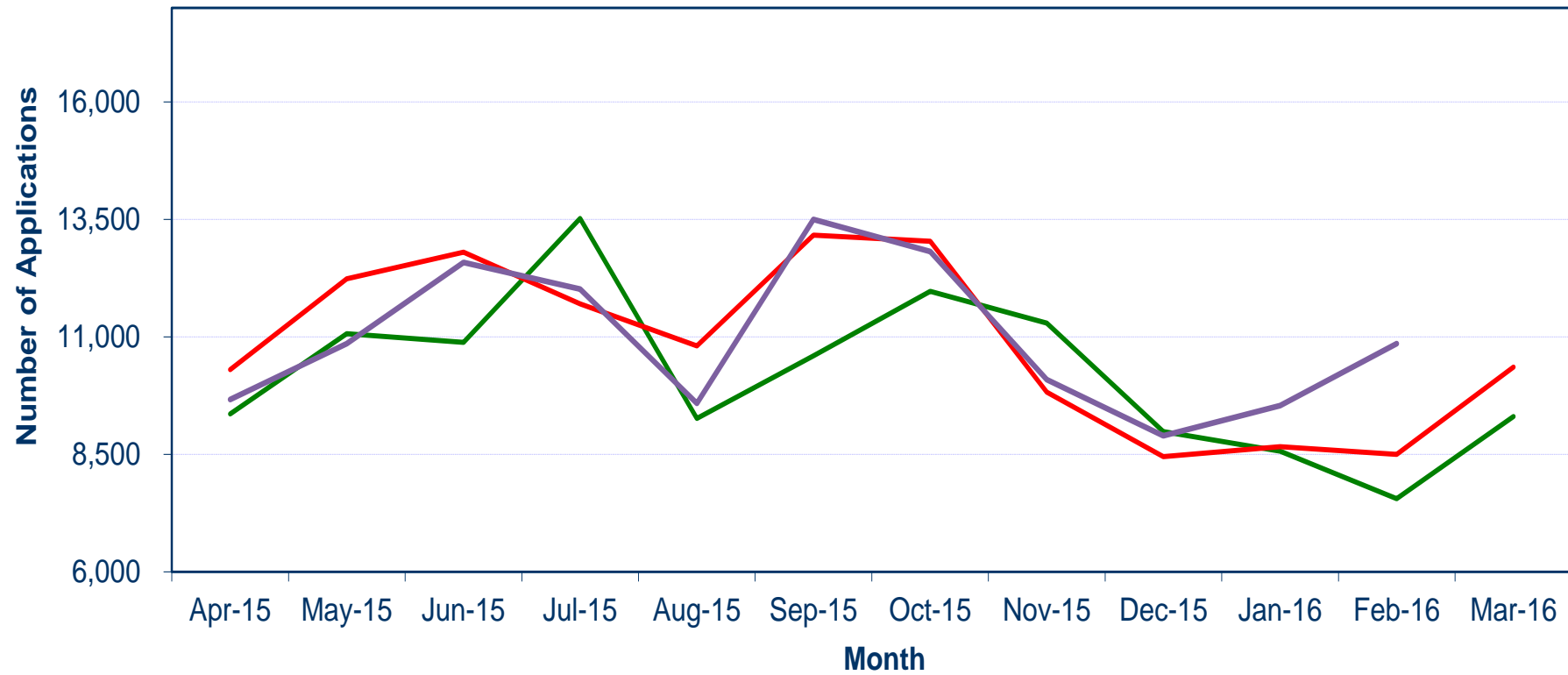


On-line vs paper applications - 2015/16



Monthly Volumes of Applications Processed

2013/14
2014/15
2015/16



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

