



MONTHLY PERFORMANCE REPORT

July 2016

Service Achievements – Disclosures July 2016

This month AccessNI printed 9,891 disclosure certificates

Type	Number printed
Basic	1,684
Standard	100
Enhanced	8,107

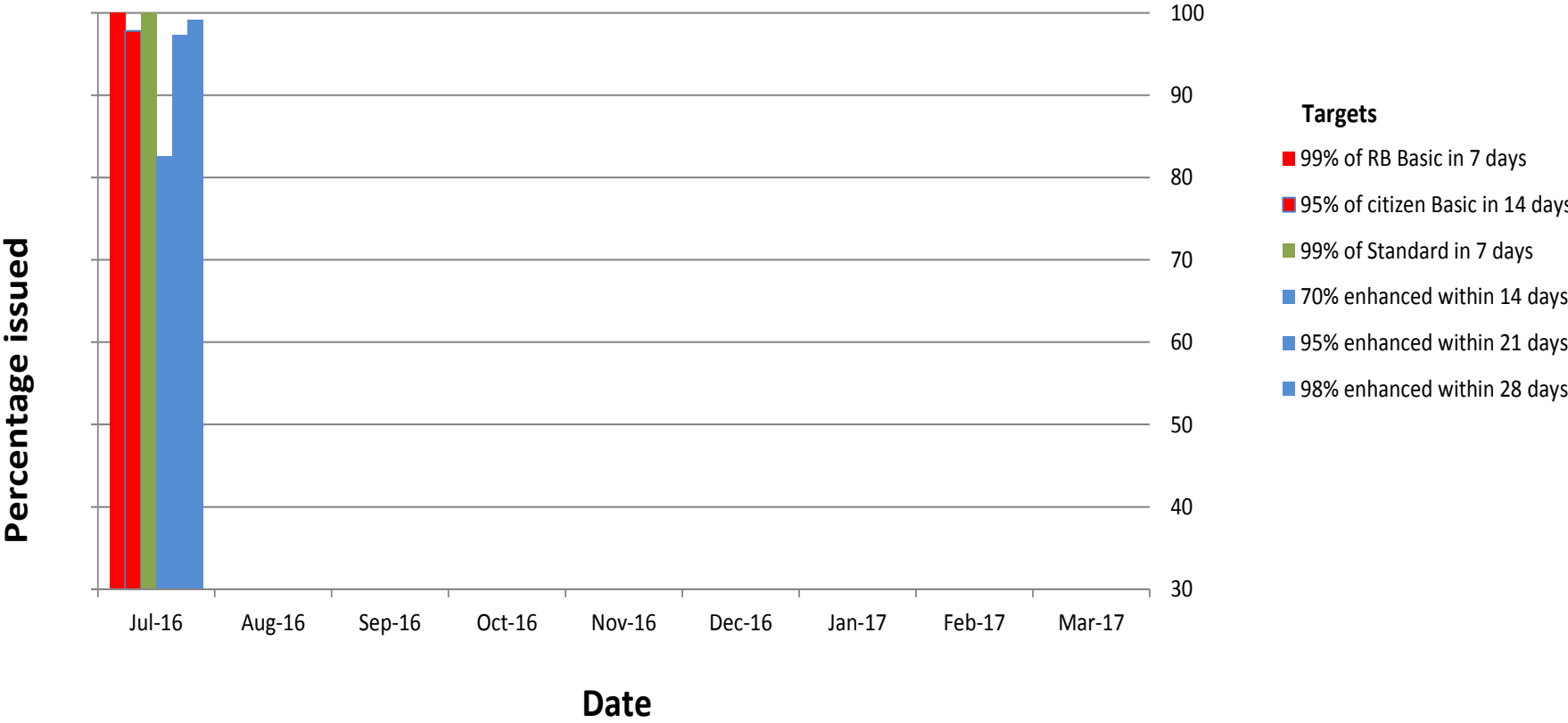
This month we amended our performance targets and achieved:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	2 days
95% of Basics applied for by citizen issued within 14 days	97.8%	
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	82.6%	4 days
95% Enhanced issued within 21 days	97.3%	
98% of enhanced issued within 28 days	99.2%	

Monthly Summary Performance Template

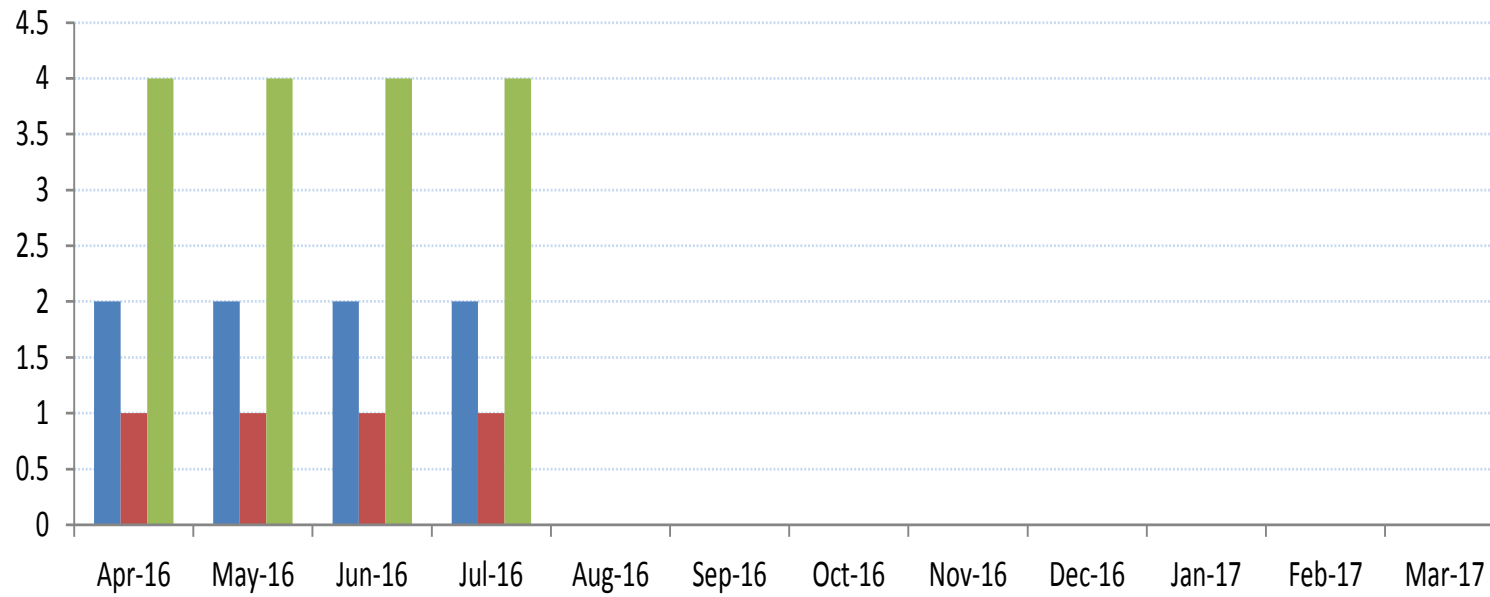
	Jul-16	%July 15	Total 15/16	% 2014/15
Applications Received				
Basic	1,790	22.9%	8,029	32.8%
Standard	138	-78.8%	1,484	-25.0%
Enhanced	7,734	-6.9%	36,417	3.8%
Total	9,662	-7.23%	45,930	6.6%
Applications Processed				
Basic	1,684		7,535	
Standard	100		1,291	
Enhanced	8,107		35,936	
Total	9,891		44,762	

Issue of Certificates



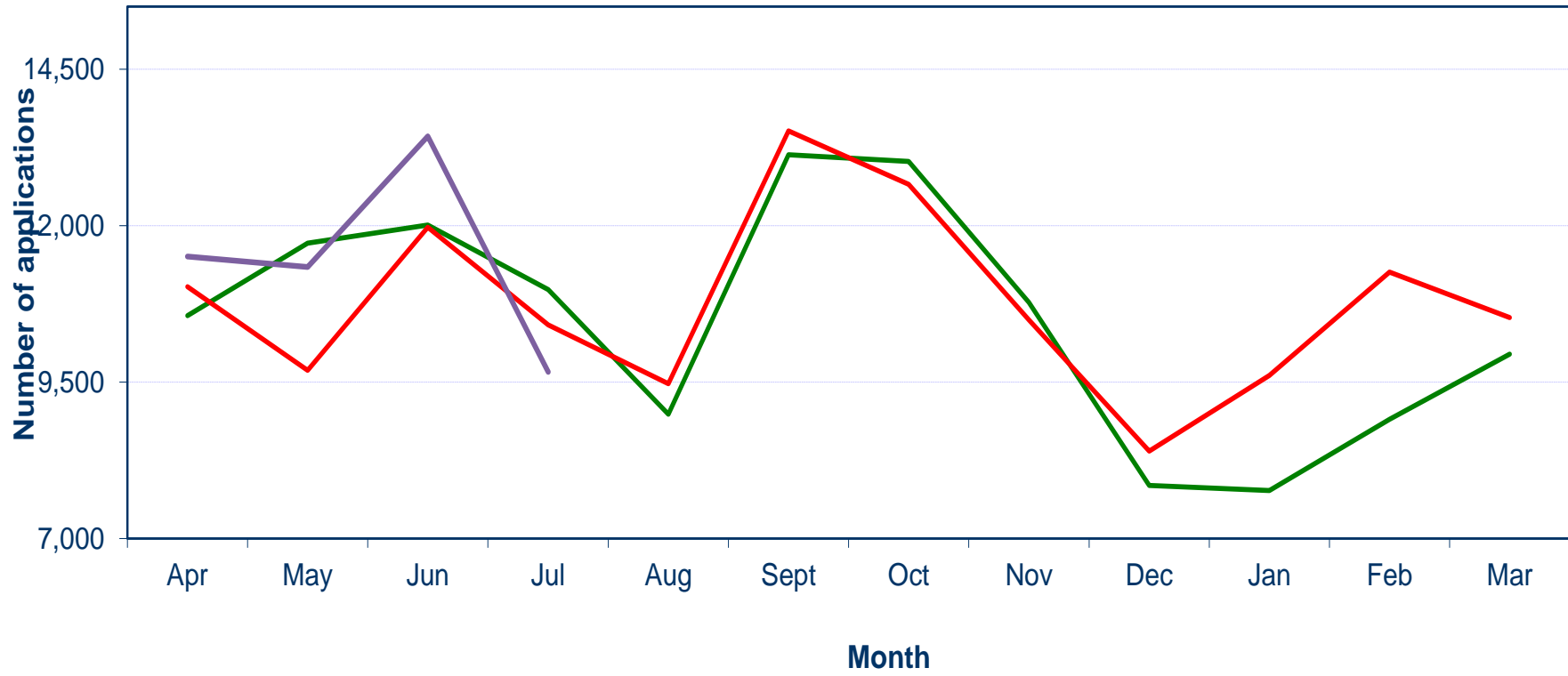
Average Certificate Issue time

- Basic
- Standard
- Enhanced

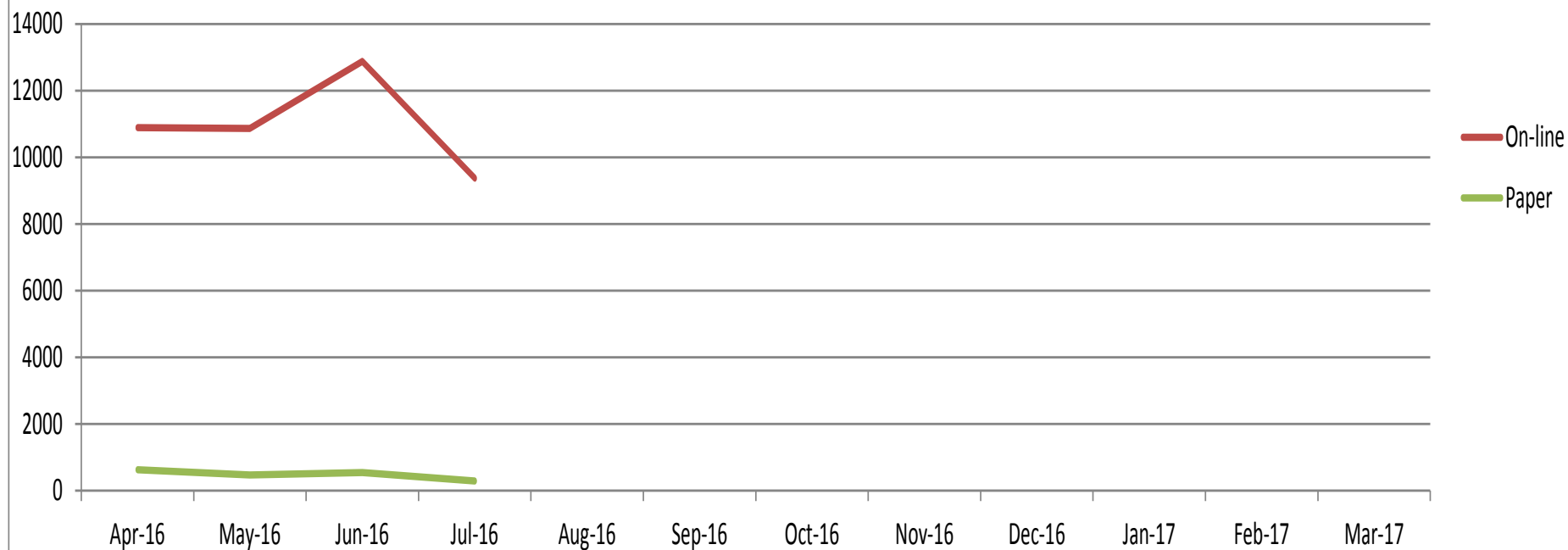


Monthly Volumes of Applications Received

- 2014/15
- 2015/16
- 2016/17

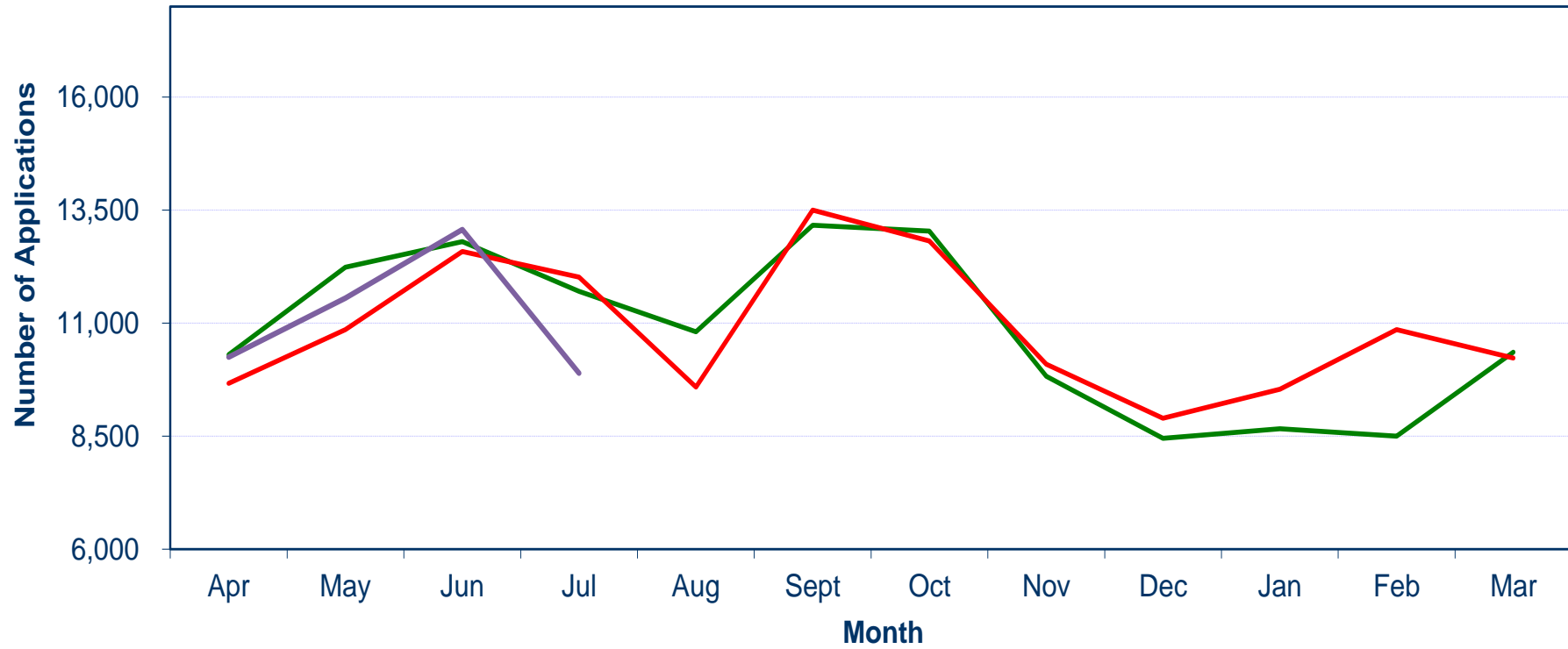


On-line vs paper applications - 2016/17



Monthly Volumes of Applications Processed

- 2014/15
- 2015/16
- 2016/17



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

