



MONTHLY PERFORMANCE REPORT

August 2016

Service Achievements – Disclosures August 2016

This month AccessNI printed 10,677 disclosure certificates

Type	Number printed
Basic	2,014
Standard	207
Enhanced	8,456

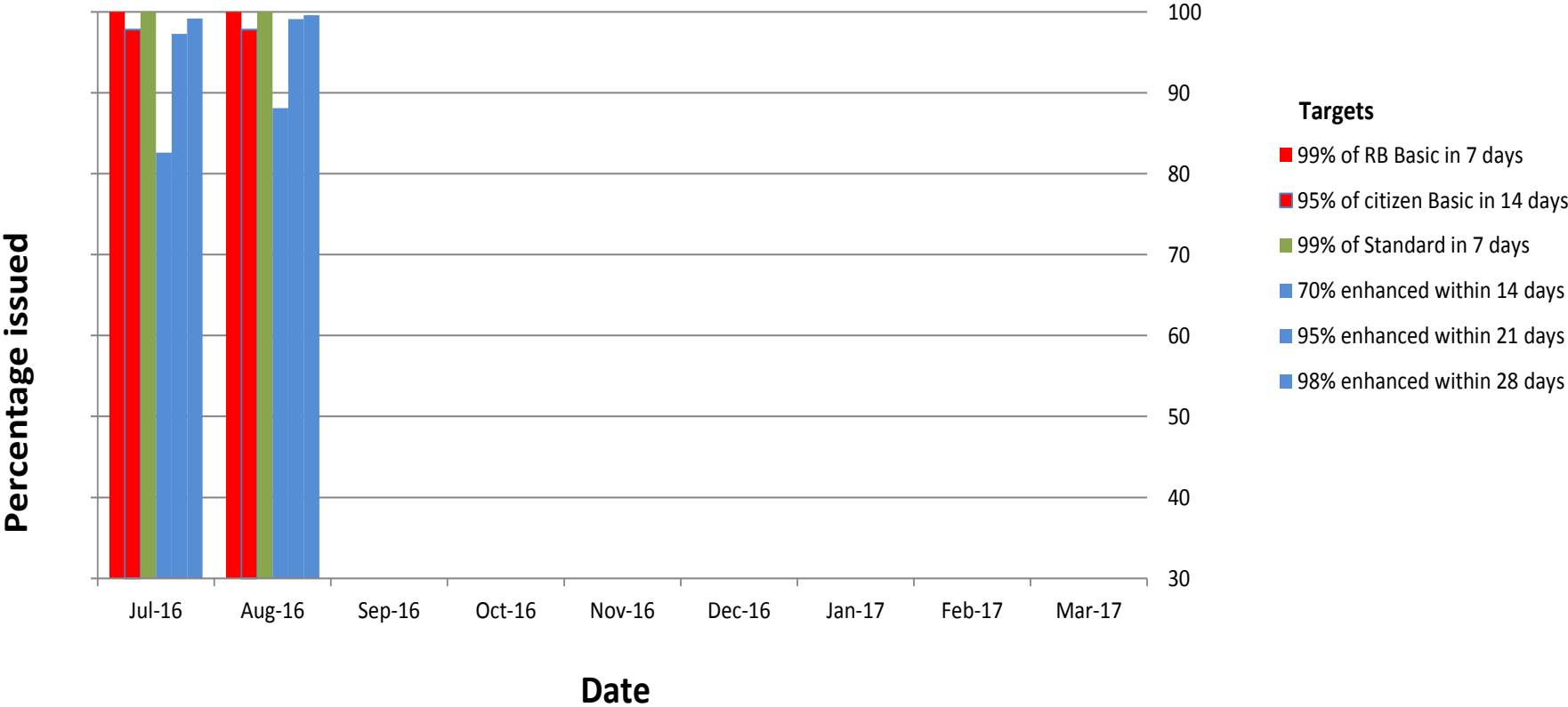
This month we achieved against our performance targets:

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	88.1%	
95% Enhanced issued within 21 days	99.1%	4 days
98% of enhanced issued within 28 days	99.6%	

Monthly Summary Performance Template

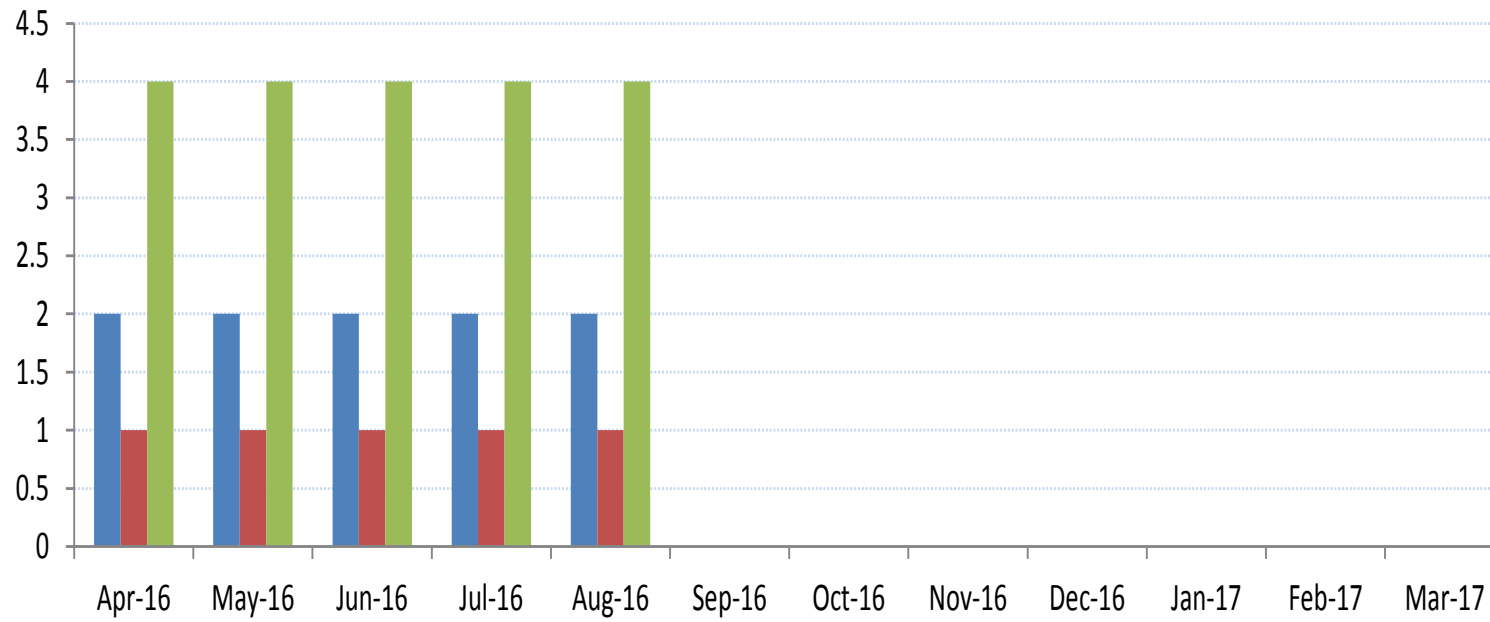
	Aug-16	% Aug 15	Total 16/17	% 2015/16
Applications Received				
Basic	2,200	48.0%	10,228	35.8%
Standard	242	-65.4%	1,726	-35.5%
Enhanced	8,644	18.6%	45,054	6.3%
Total	11,086	17.00%	57,008	8.4%
Applications Processed				
Basic	2,014		9,549	
Standard	207		1,498	
Enhanced	8,456		44,392	
Total	10,677		55,439	

Issue of Certificates



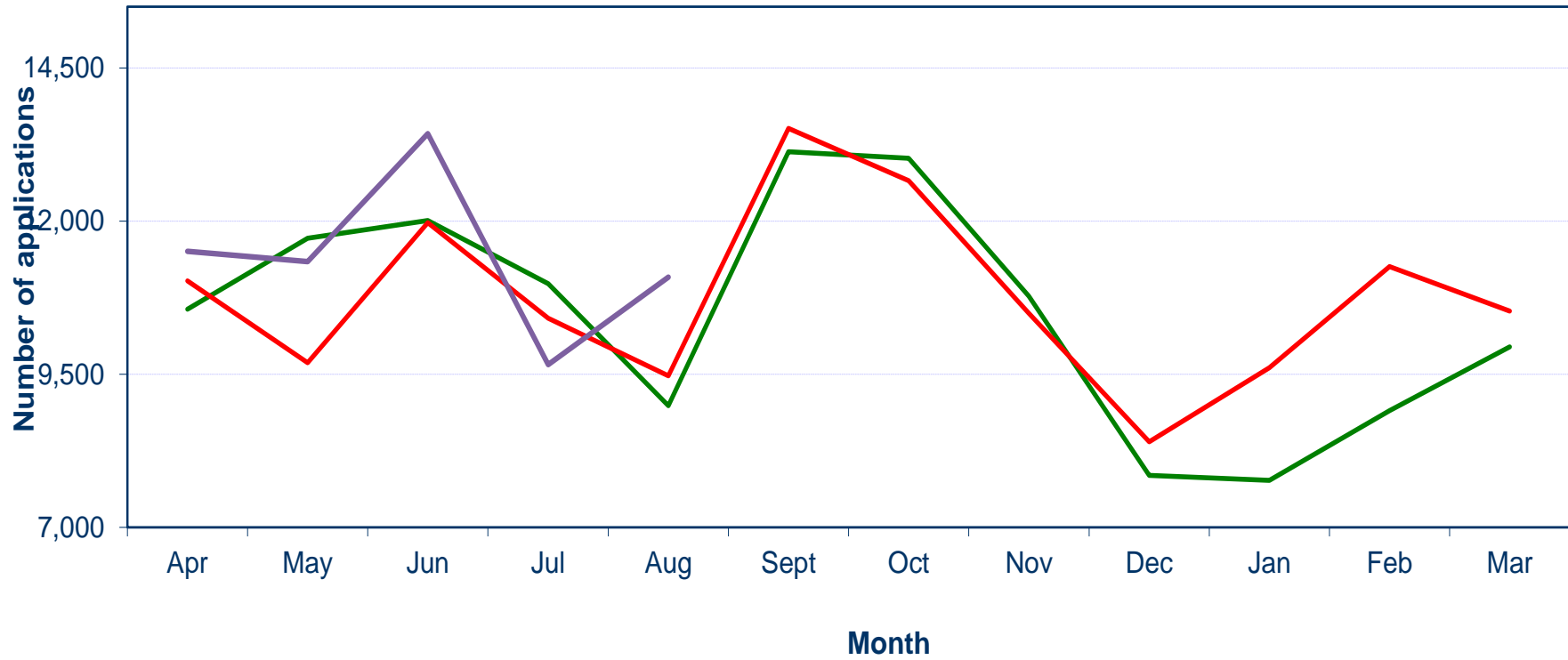
Average Certificate Issue time

- Basic
- Standard
- Enhanced

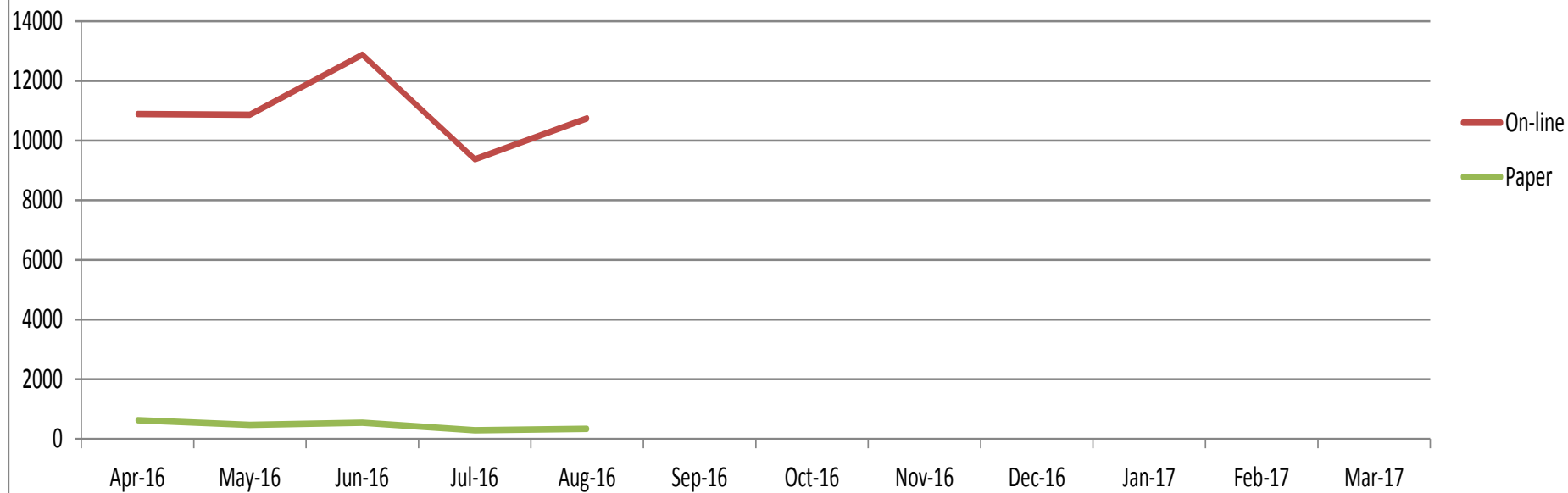


Monthly Volumes of Applications Received

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

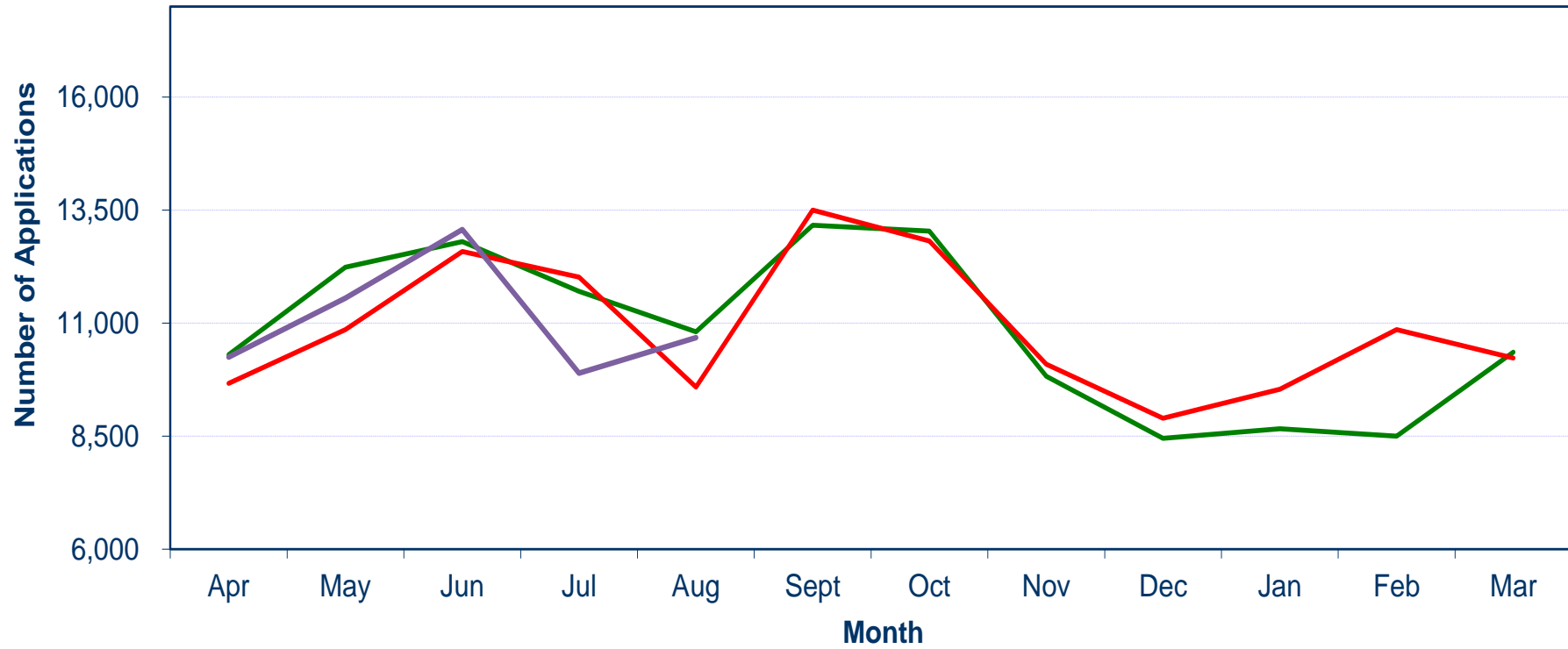


On-line vs paper applications - 2016/17



Monthly Volumes of Applications Processed

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



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

