



MONTHLY PERFORMANCE REPORT

September 2016

Service Achievements – Disclosures September 2016

This month AccessNI printed 12,389 disclosure certificates

Type	Number printed
Basic	1,871
Standard	329
Enhanced	10,189

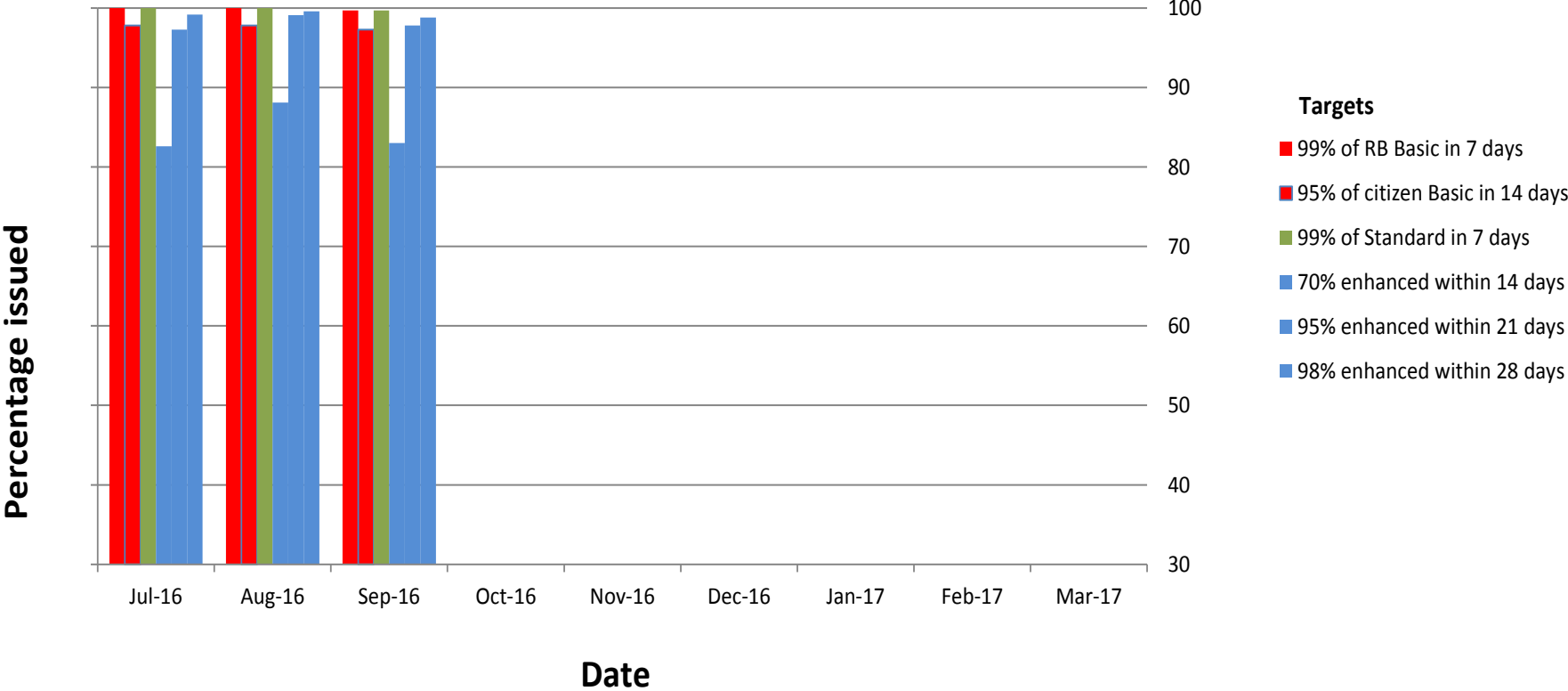
This month we achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.7%	3 days
95% of Basics applied for by citizen issued within 14 days	97.3%	
99% Standards issued within 7 days	99.7%	1 day
70% Enhanced issued within 10 days	83.0%	6 days
95% Enhanced issued within 21 days	97.8%	
98% of enhanced issued within 28 days	98.8%	

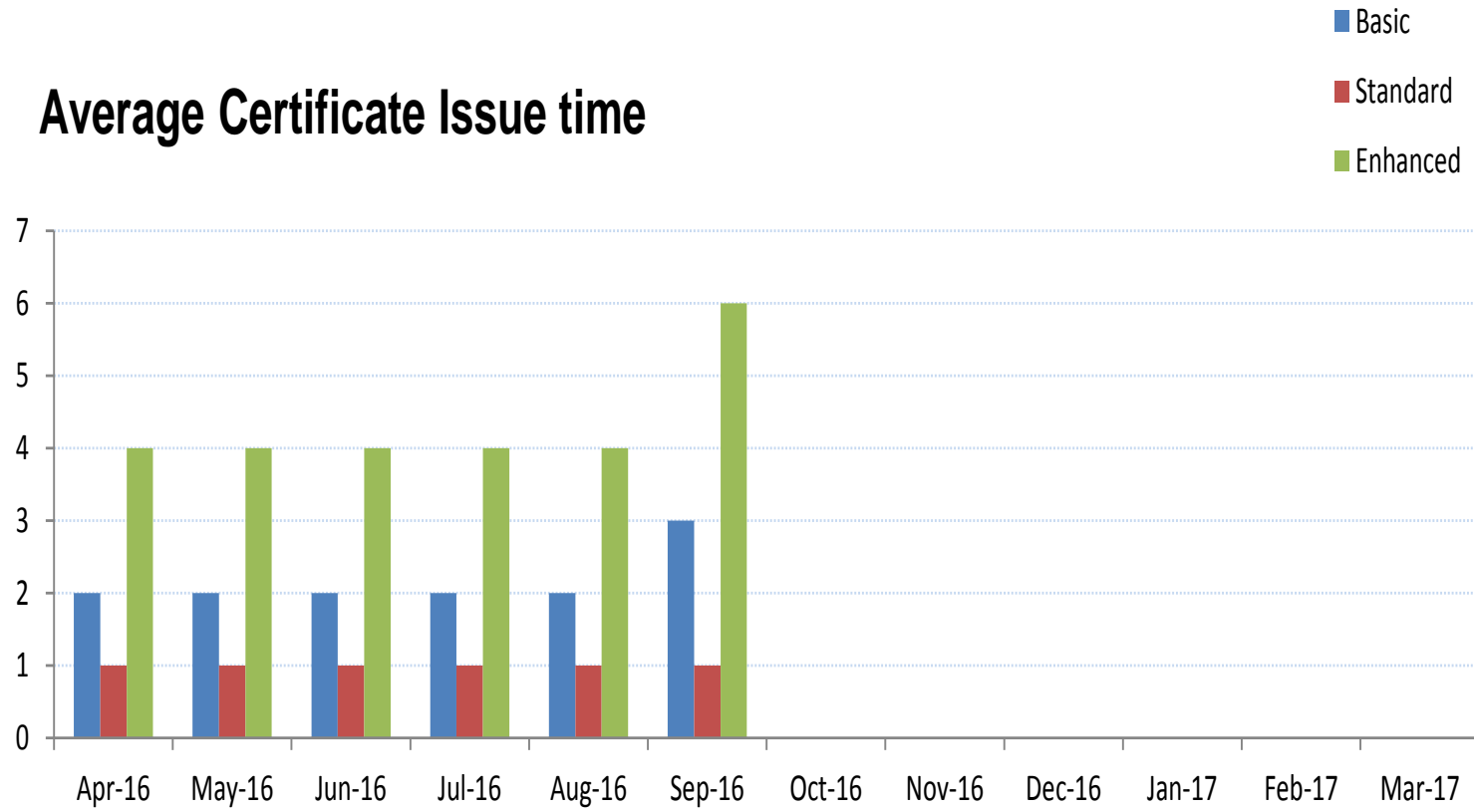
Monthly Summary Performance Template

	Sep-16	%Sep 15	Total 16/17	% 2015/16
Applications Received				
Basic	1,932	11.2%	12,160	31.2%
Standard	368	-48.3%	2,094	-38.2%
Enhanced	12,048	8.9%	57,095	6.9%
Total	14,348	6.20%	71,349	8.0%
Applications Processed				
Basic	1,871		11,420	
Standard	329		1,827	
Enhanced	10,189		54,581	
Total	12,389		67,828	

Issue of Certificates

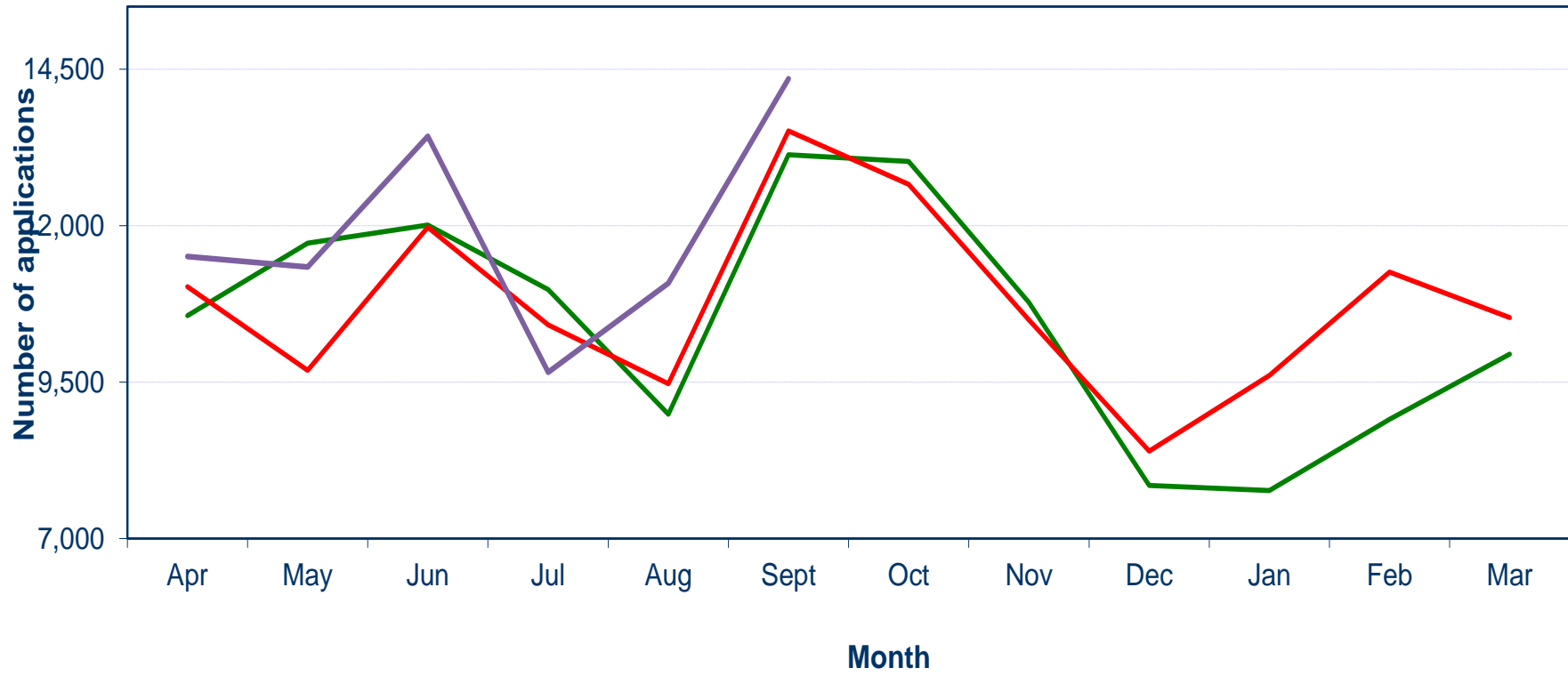


Average Certificate Issue time

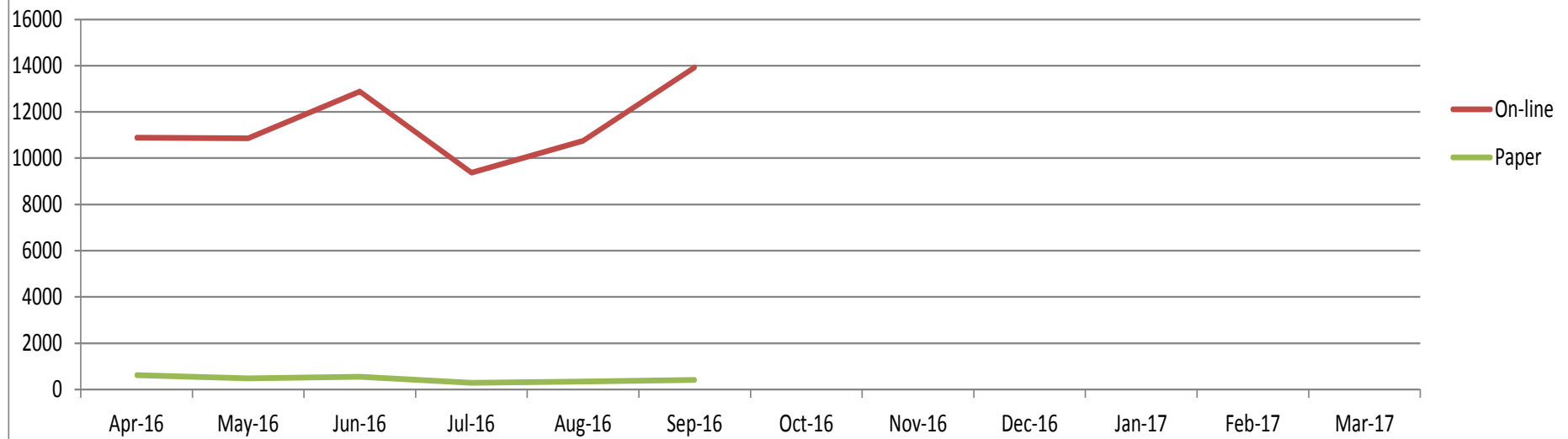


Monthly Volumes of Applications Received

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

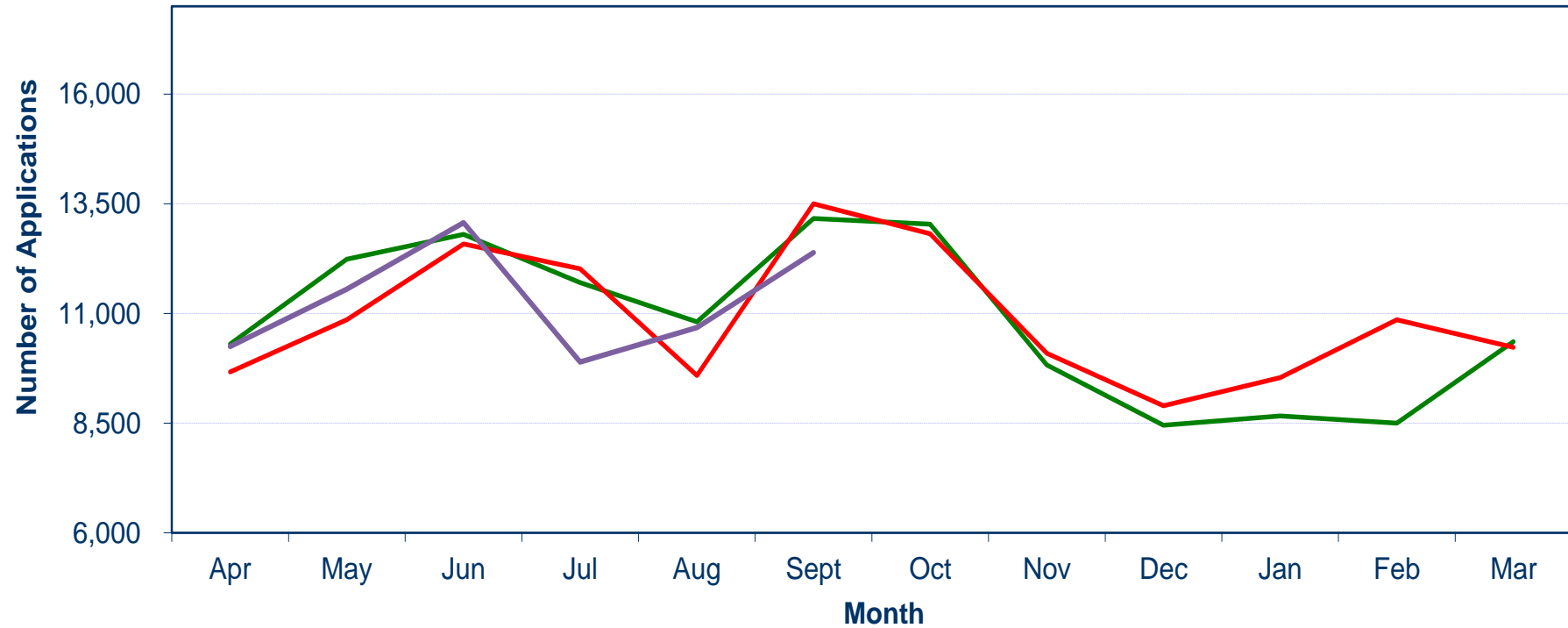


On-line vs paper applications - 2016/17



Monthly Volumes of Applications Processed

2014/15
2015/16
2016/17



Disputes Upheld Against AccessNI

