



MONTHLY PERFORMANCE REPORT

October 2016

Service Achievements – Disclosures October 2016

This month AccessNI printed 12,730 disclosure certificates

Type	Number printed
Basic	1,836
Standard	401
Enhanced	10,493

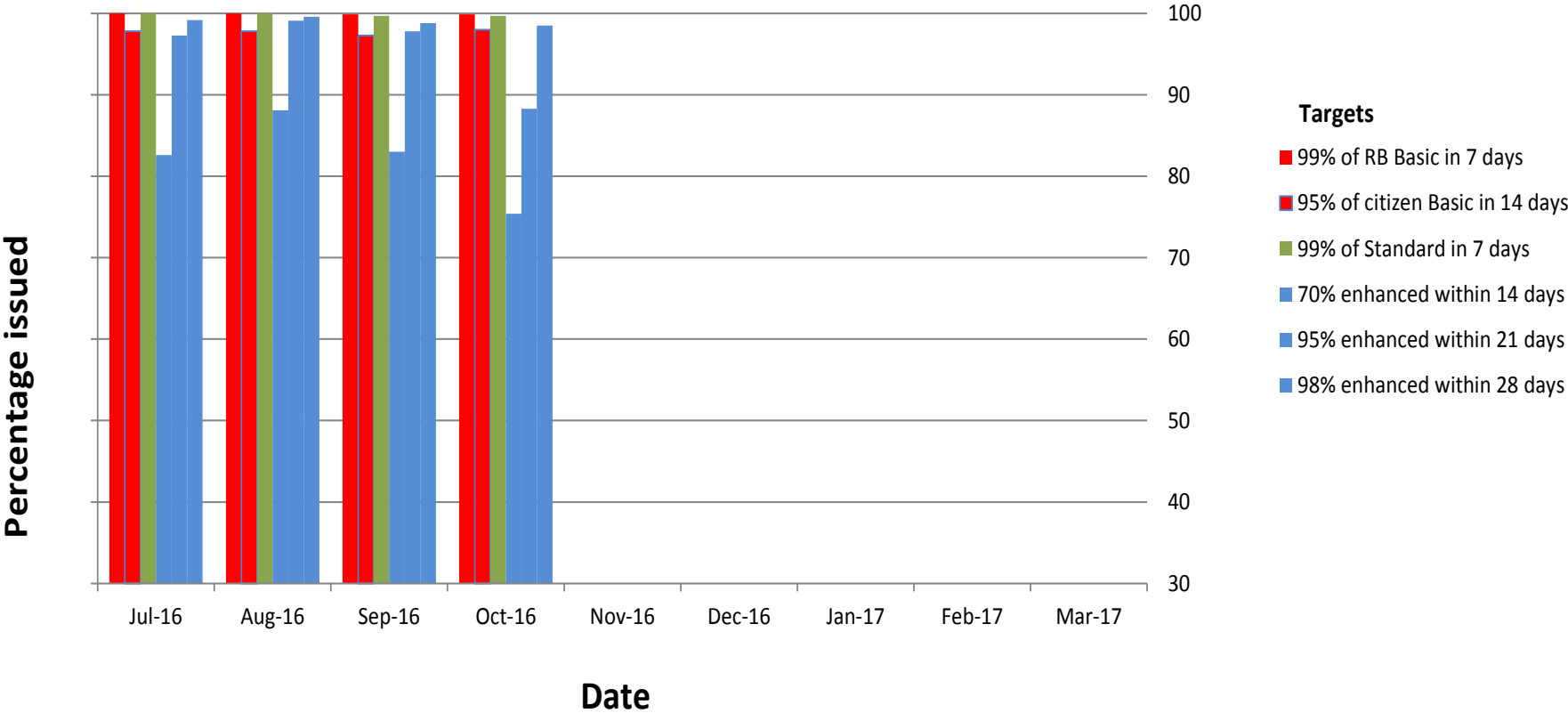
This month we achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.9%	3 days
95% of Basics applied for by citizen issued within 14 days	98.0%	
99% Standards issued within 7 days	99.7%	1 day
70% Enhanced issued within 10 days	75.4%	
95% Enhanced issued within 21 days	88.3%	11 days
98% of enhanced issued within 28 days	98.5%	

Monthly Summary Performance Template

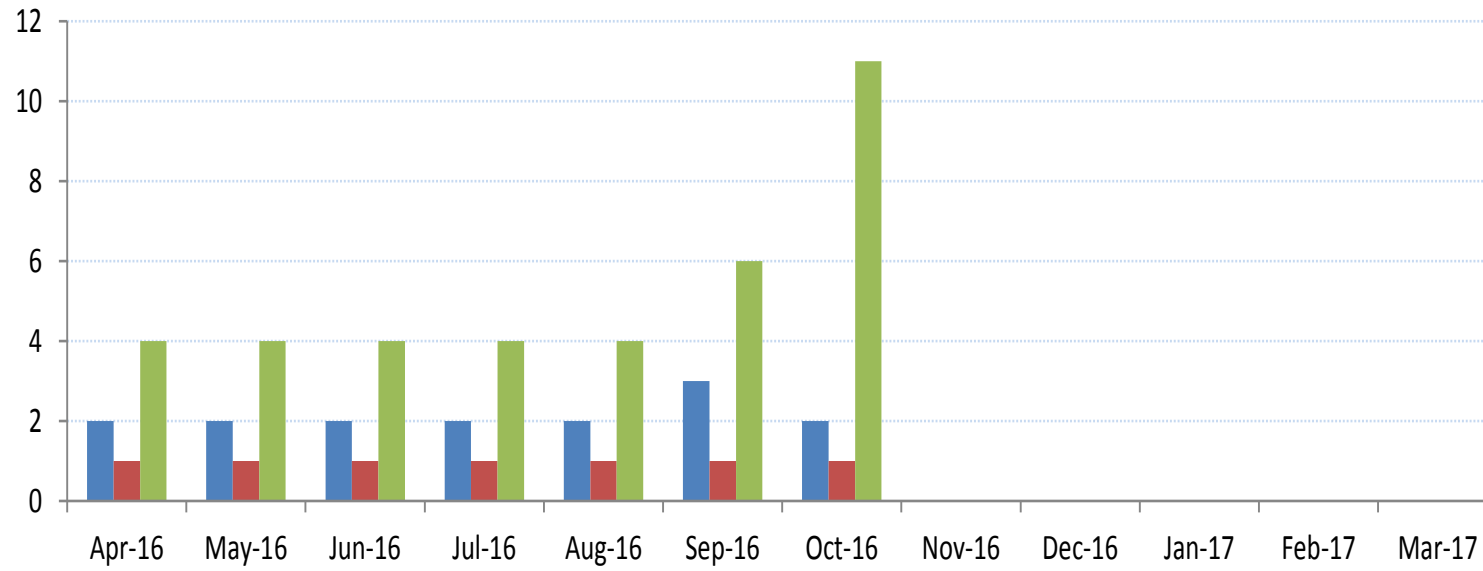
	Oct-16	%Oct 15	Total 16/17	% 2015/16
Applications Received				
Basic	1,959	5.9%	14,119	27.0%
Standard	428	-27.0%	2,518	-32.4%
Enhanced	10,786	3.0%	67,876	6.2%
Total	13,173	4.10%	84,513	7.3%
Applications Processed				
Basic	1,836		13,256	
Standard	401		2,228	
Enhanced	10,493		65,074	
Total	12,730		80,558	

Issue of Certificates



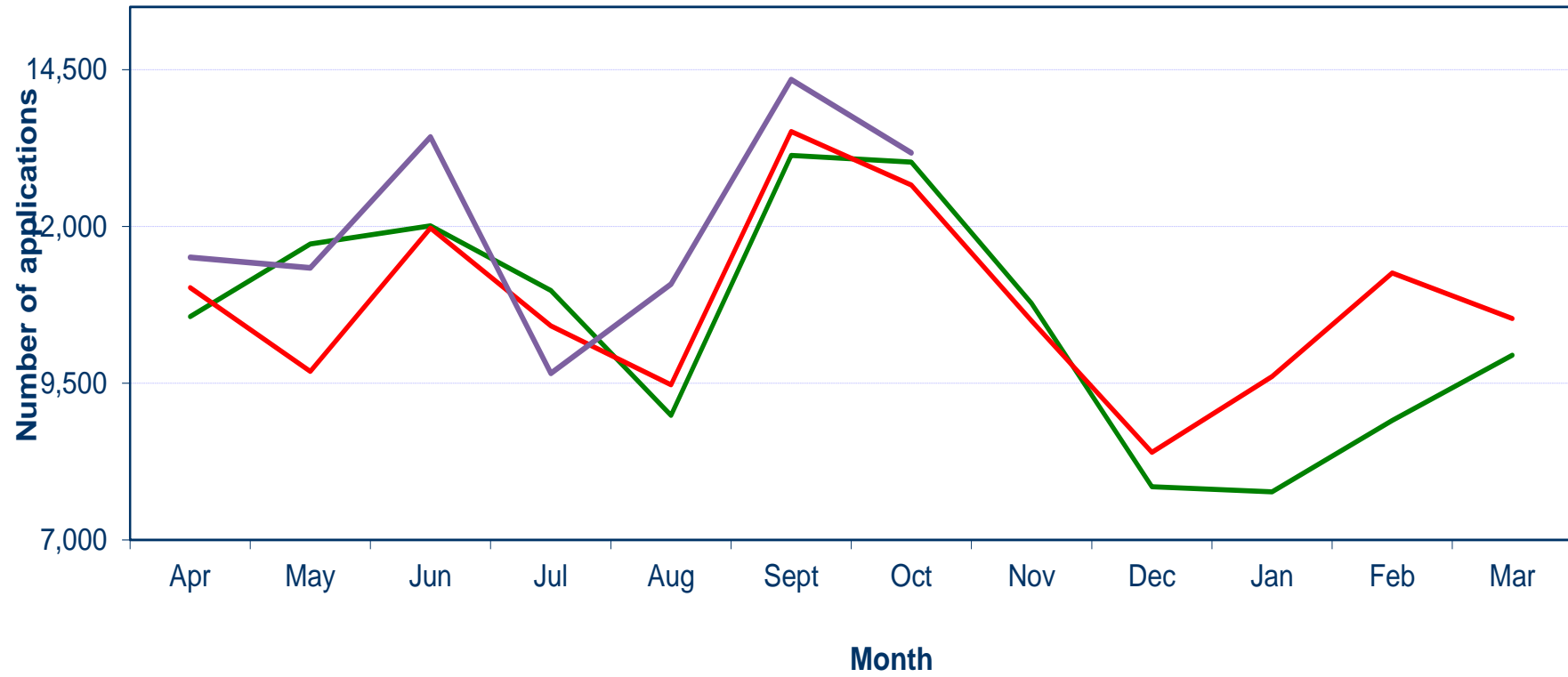
Average Certificate Issue time

- Basic
- Standard
- Enhanced

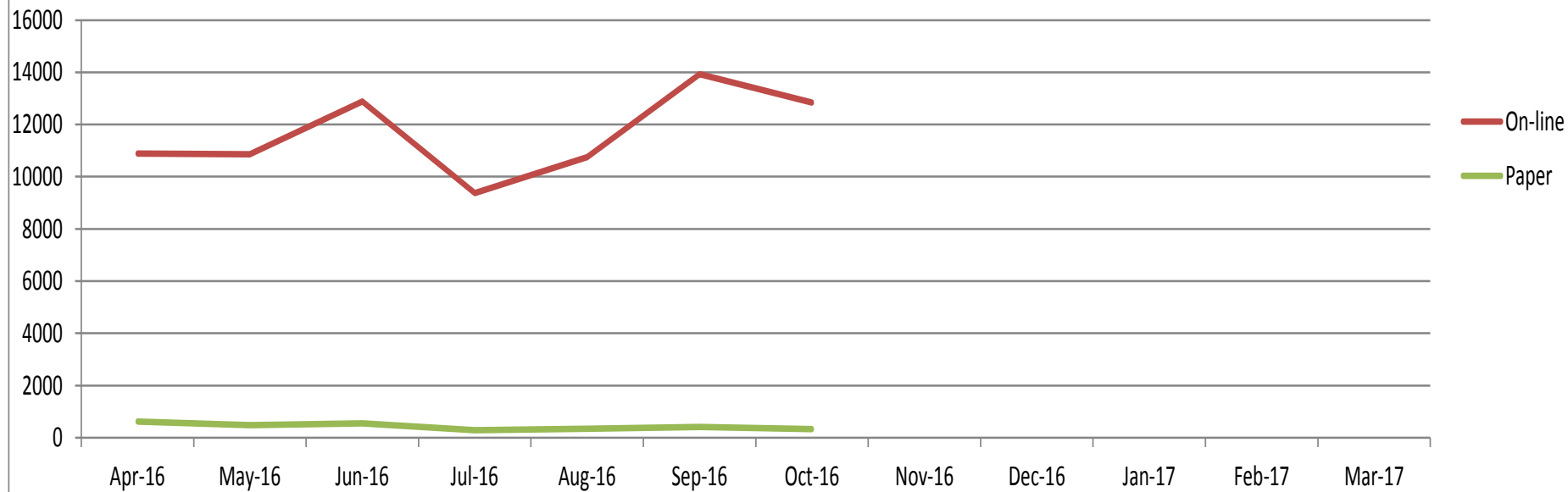


Monthly Volumes of Applications Received

— 2014/15
— 2015/16
— 2016/17

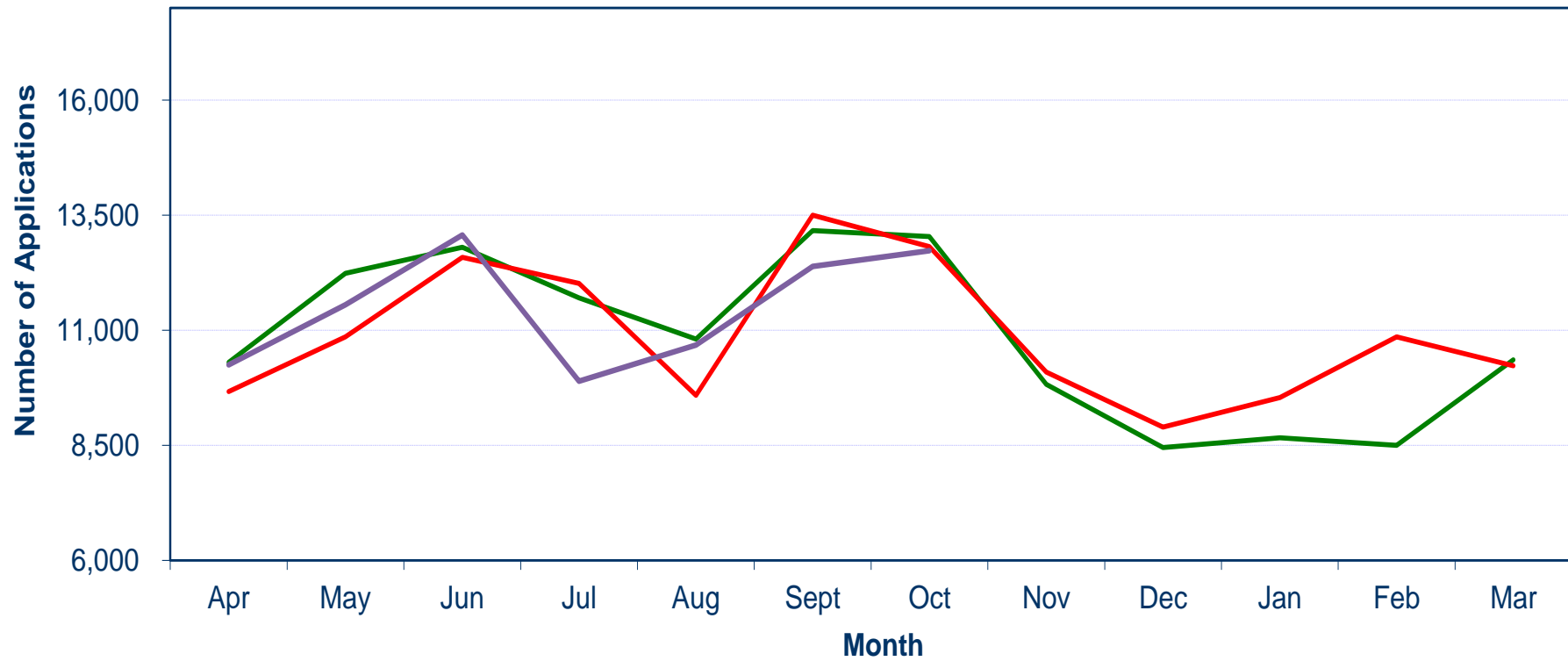


On-line vs paper applications - 2016/17



Monthly Volumes of Applications Processed

2014/15
2015/16
2016/17



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

