



MONTHLY PERFORMANCE REPORT

November 2016

Service Achievements – Disclosures November 2016

This month AccessNI printed 11,483 disclosure certificates

Type	Number printed
Basic	1,802
Standard	306
Enhanced	9,375

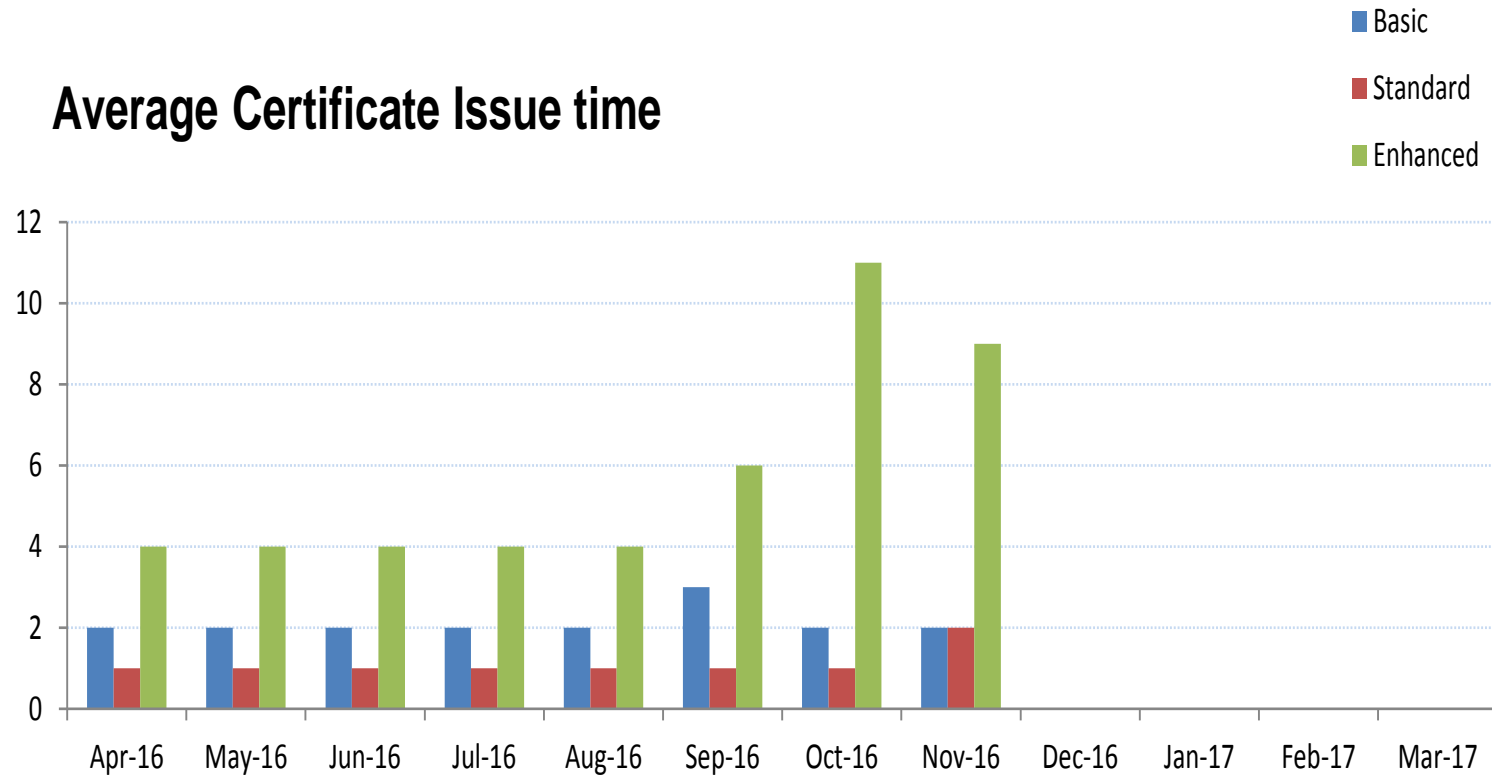
This month we achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.7%	2 days
95% of Basics applied for by citizen issued within 14 days	98.0%	
99% Standards issued within 7 days	99.%	2 day
70% Enhanced issued within 10 days	74.1%	
95% Enhanced issued within 21 days	84.5%	9 days
98% of enhanced issued within 28 days	92.6%	

Monthly Summary Performance Template

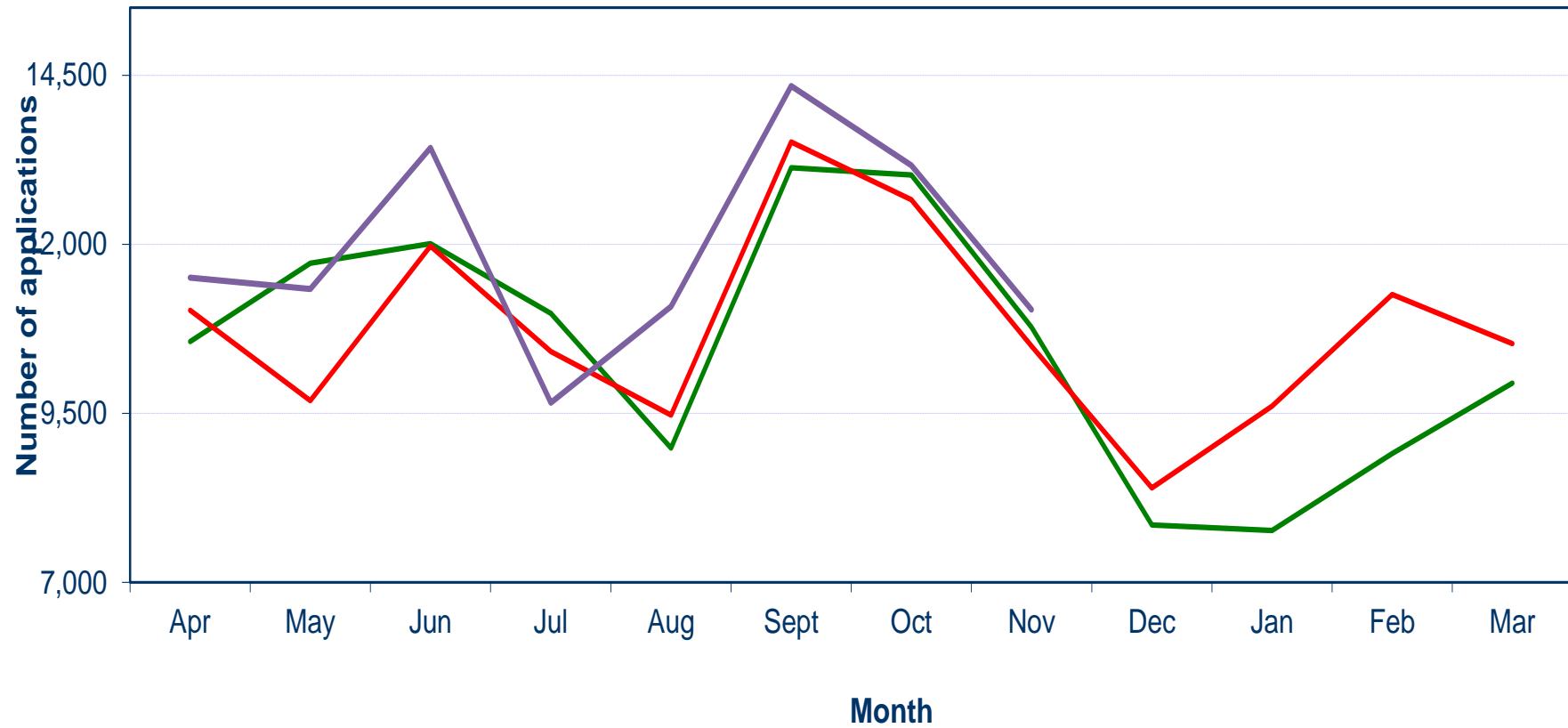
	Nov-16	% Nov 15	Total 16/17	% 2015/16
Applications Received				
Basic	1,919	-21.9%	16,038	18.2%
Standard	332	25.3%	2,849	-28.6%
Enhanced	8,784	12.9%	76,655	6.9%
Total	11,035	5.10%	95,542	7.1%
Applications Processed				
Basic	1,802		15,058	
Standard	306		2,534	
Enhanced	9,375		74,449	
Total	11,483		92,041	

Average Certificate Issue time

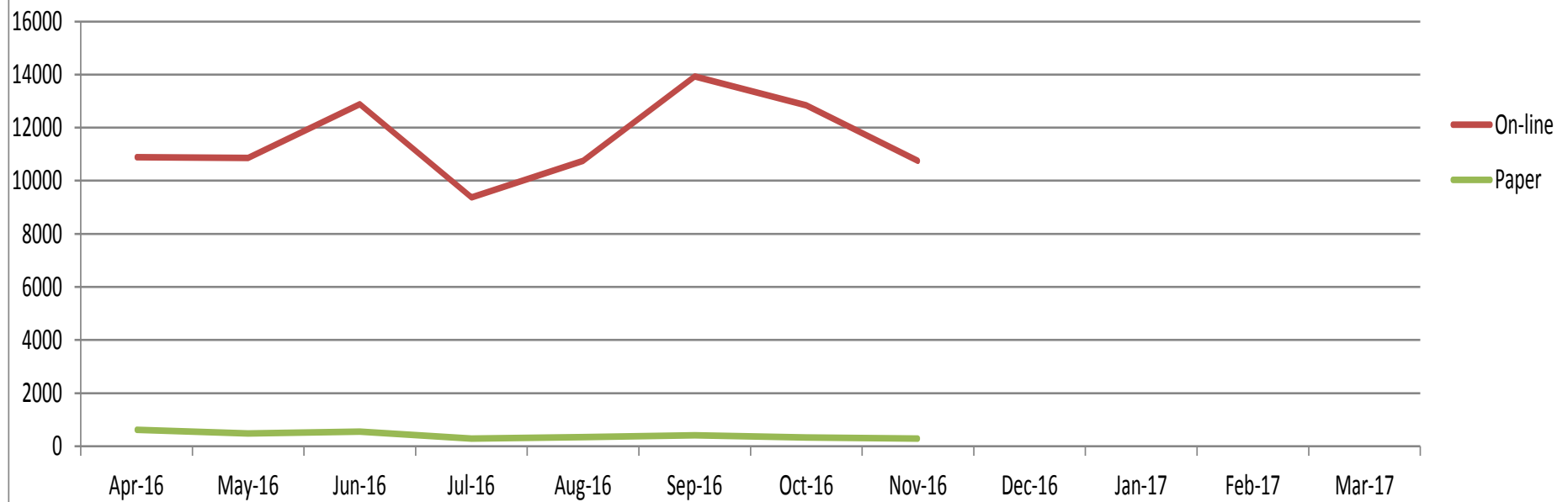


Monthly Volumes of Applications Received

— 2014/15
— 2015/16
— 2016/17

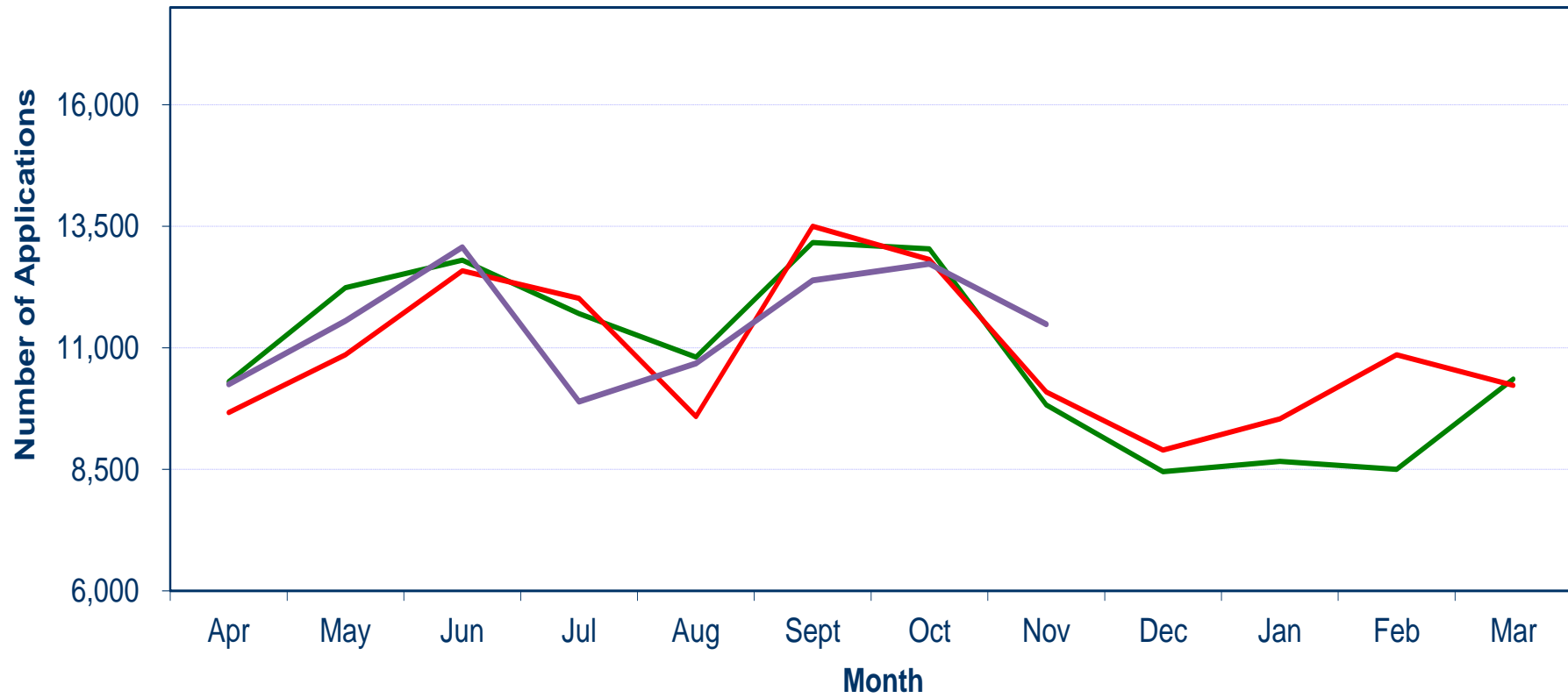


On-line vs paper applications - 2016/17



Monthly Volumes of Applications Processed

— 2014/15
— 2015/16
— 2016/17



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

