



# **MONTHLY PERFORMANCE REPORT**

**December 2016**

## Service Achievements – Disclosures December 2016

This month AccessNI printed 7,983 disclosure certificates

Type	Number printed
Basic	1,409
Standard	292
Enhanced	6,282

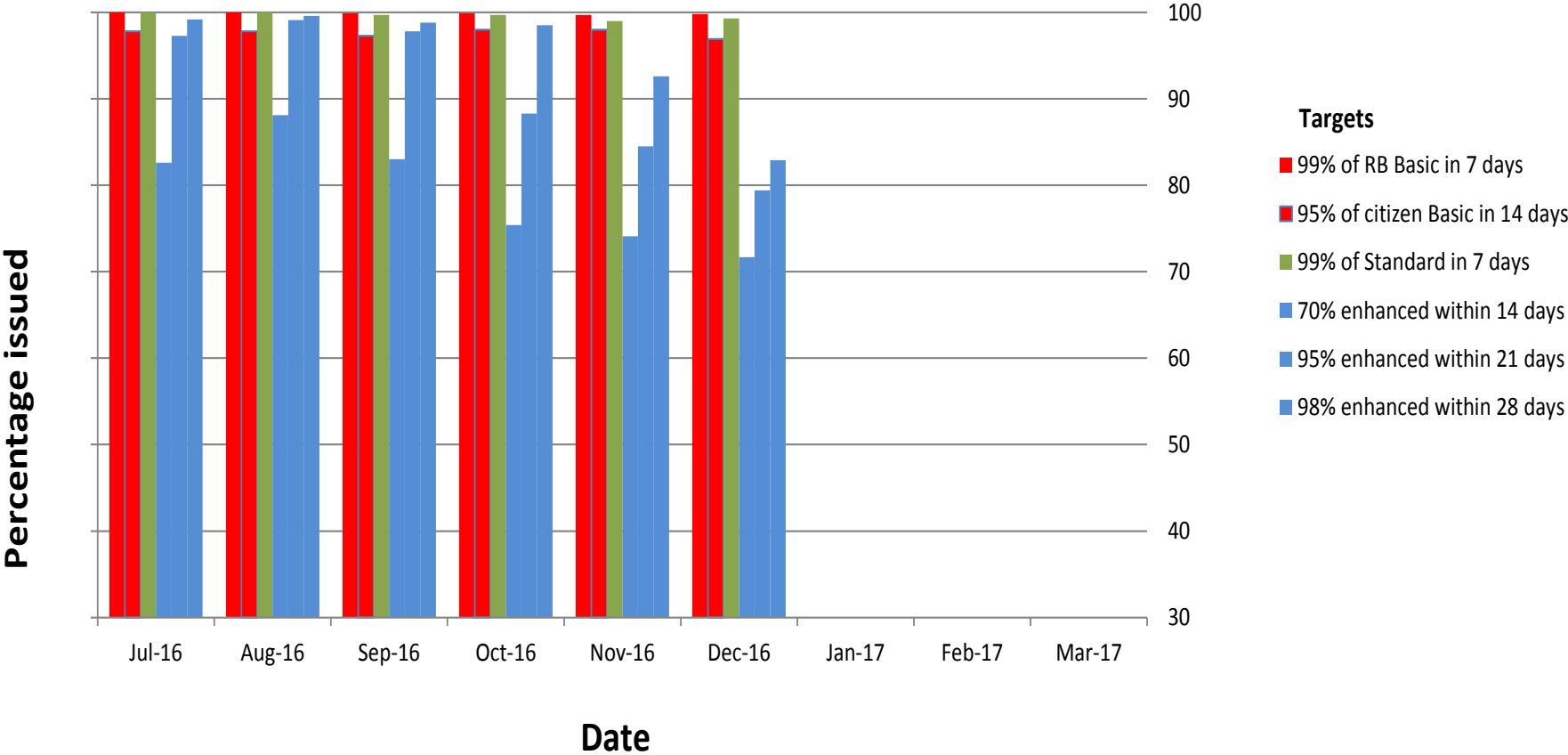
This month we achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.8%	3 days
95% of Basics applied for by citizen issued within 14 days	96.9%	
99% Standards issued within 7 days	99.3%	2 days
70% Enhanced issued within 10 days	71.7%	
95% Enhanced issued within 21 days	79.4%	11 days
98% of enhanced issued within 28 days	82.9%	

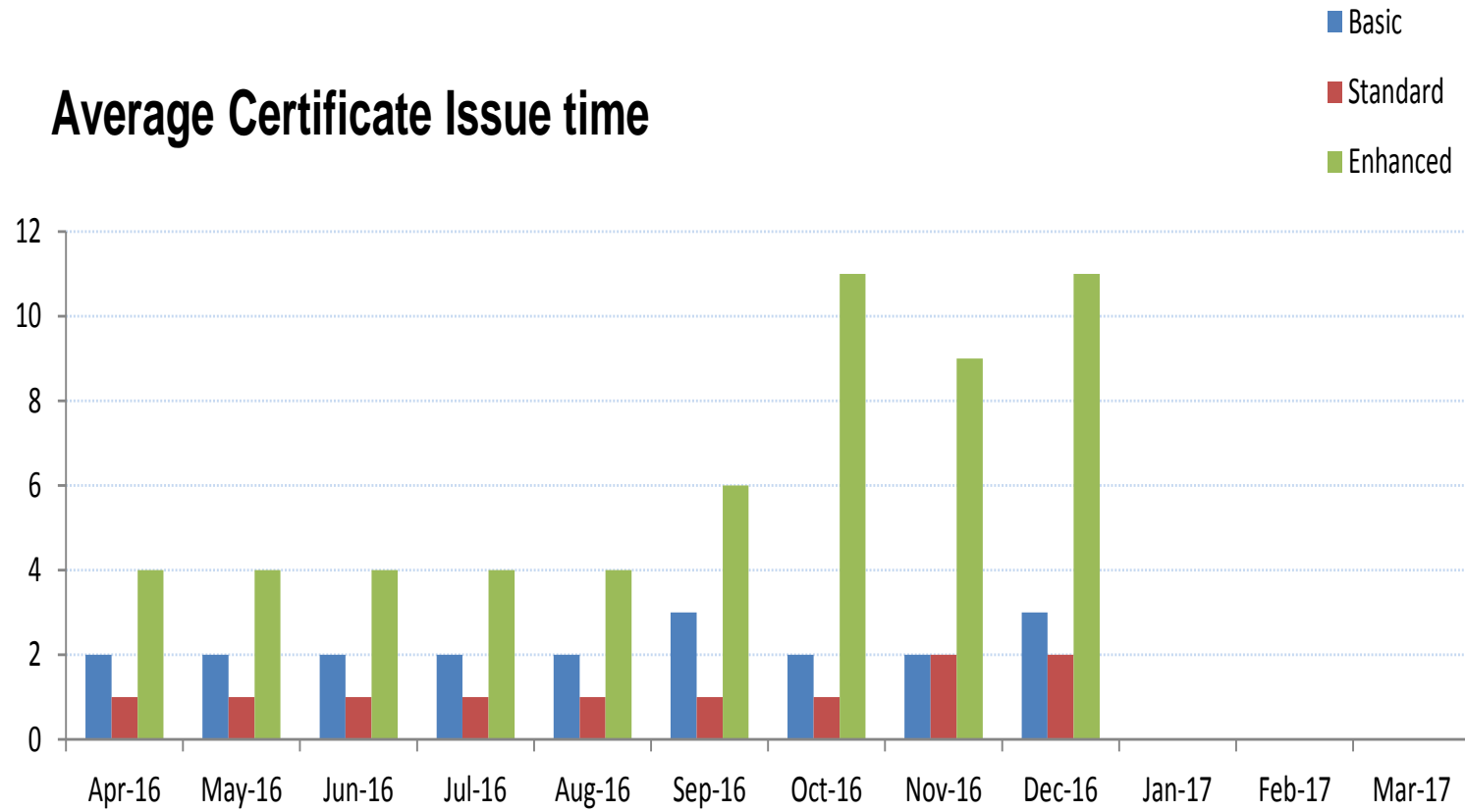
**Monthly Summary Performance Template**

	Dec-16	%Dec 15	Total 16/17	% 2015/16
<b>Applications Received</b>				
Basic	1,919	-33.4%	17,535	10.8%
Standard	332	-35.6%	3,160	-29.5%
Enhanced	8,784	2.9%	82,447	6.6%
<b>Total</b>	<b>11,035</b>	<b>-9.10%</b>	<b>103,142</b>	<b>6.7%</b>
<b>Applications Processed</b>				
Basic	1,409		16,467	
Standard	292		2,826	
Enhanced	6,282		80,731	
<b>Total</b>	<b>7,983</b>		<b>100,024</b>	

# Issue of Certificates

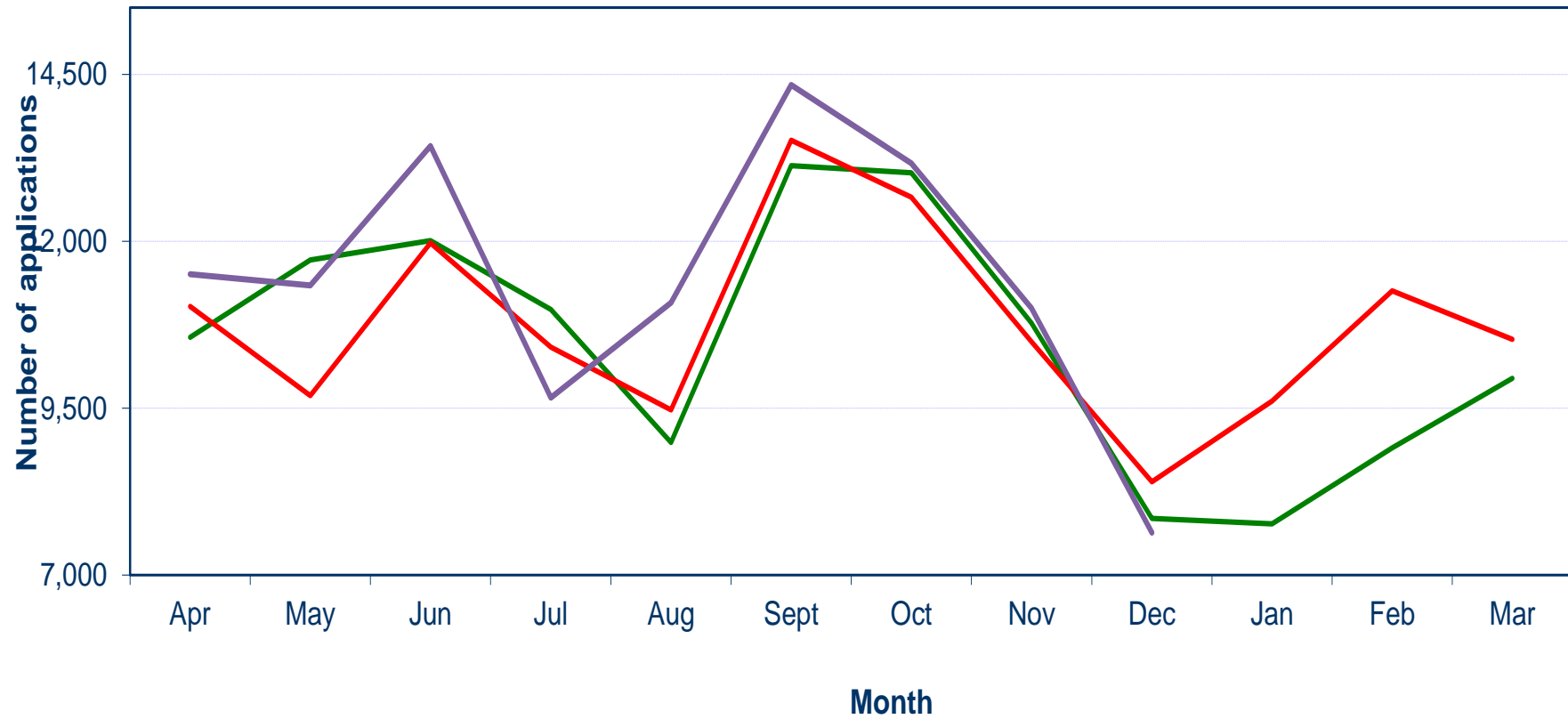


## Average Certificate Issue time

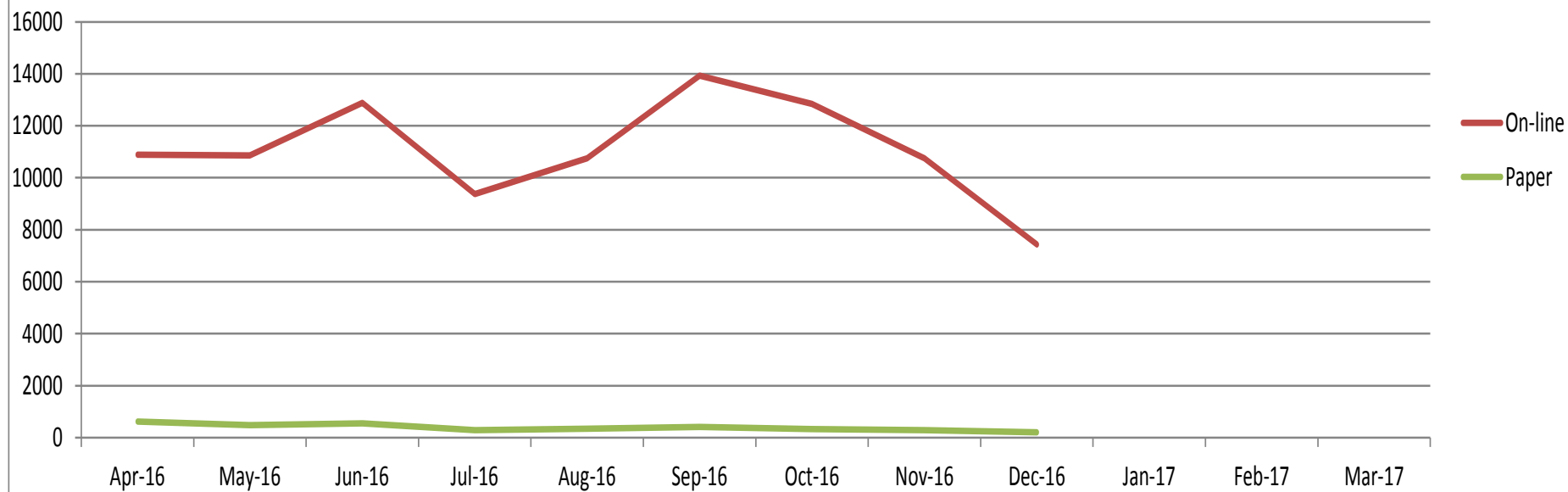


## Monthly Volumes of Applications Received

2014/15  
2015/16  
2016/17

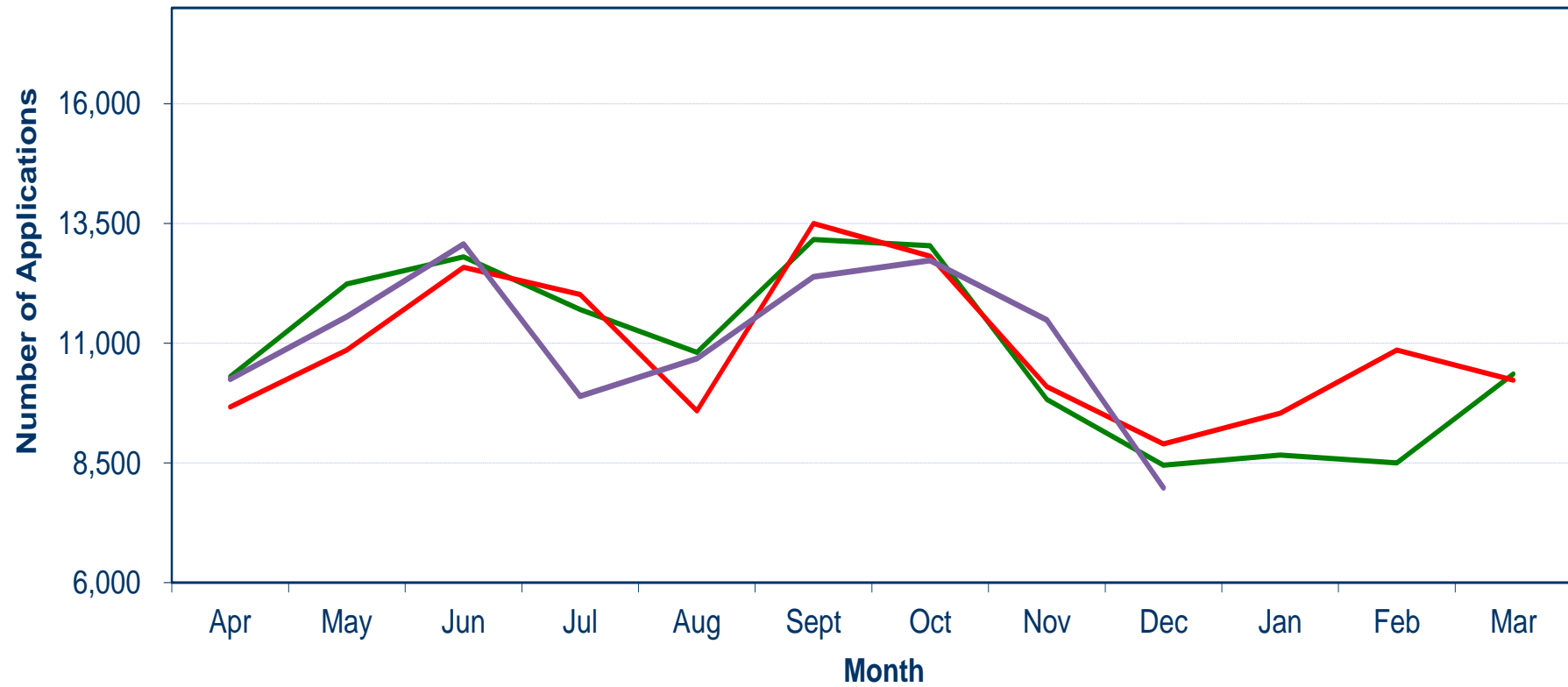


### On-line vs paper applications - 2016/17



## Monthly Volumes of Applications Processed

— 2014/15  
— 2015/16  
— 2016/17





## Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

