



# **MONTHLY PERFORMANCE REPORT**

**January 2017**

## Service Achievements – Disclosures January 2017

This month AccessNI printed 8,492 disclosure certificates

Type	Number printed
Basic	1,957
Standard	382
Enhanced	6153

This month we achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	3 days
95% of Basics applied for by citizen issued within 14 days	99.6%	
99% Standards issued within 7 days	99.3%	1 day
70% Enhanced issued within 10 days	70.8%	
95% Enhanced issued within 21 days	84.1%	11 days
98% of enhanced issued within 28 days	97.2%	

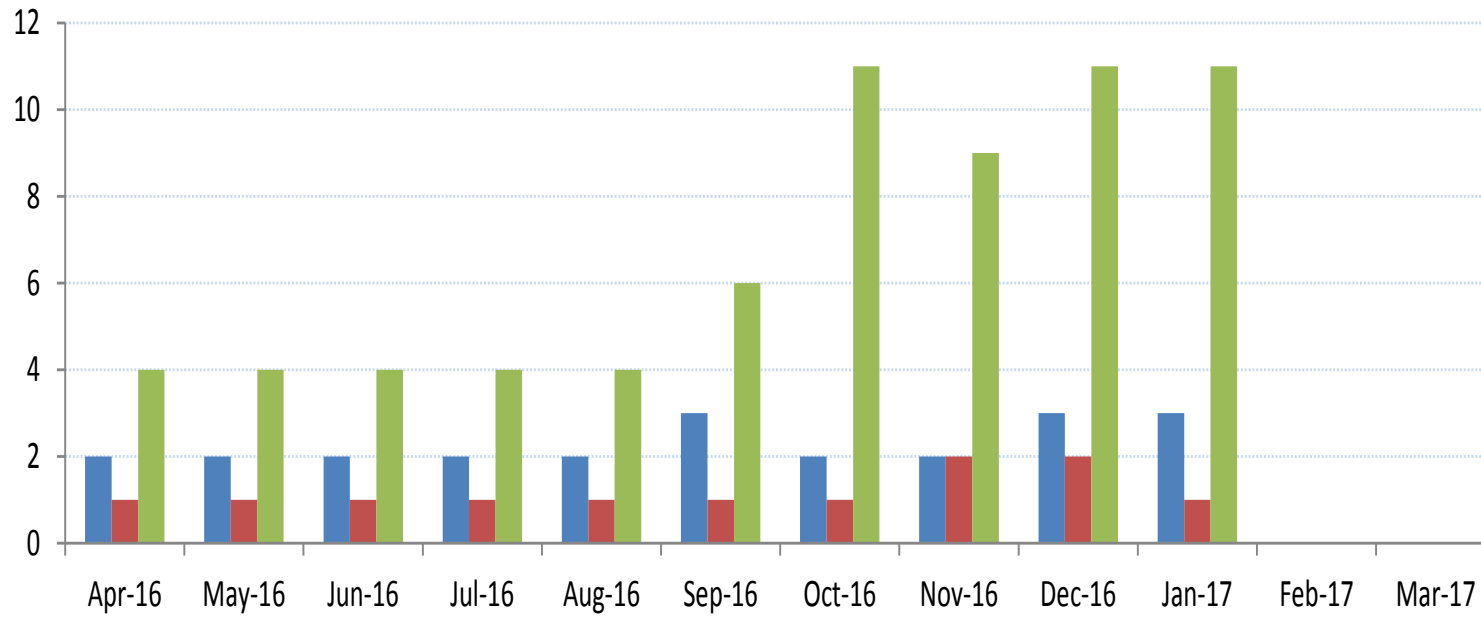
<b>Monthly Summary Performance Template</b>		
---	--	--

	Jan-17	%Jan 16	Total 16/17	% 2015/16
<b>Applications Received</b>				
Basic	2,218	-7.4%	19,743	8.4%
Standard	409	14.9%	3,569	-26.3%
Enhanced	7,597	10.8%	90,031	6.9%
<b>Total</b>	<b>10,224</b>	<b>6.50%</b>	<b>113,343</b>	<b>5.7%</b>
<b>Applications Processed</b>				
Basic	1,957		18,424	
Standard	382		3,208	
Enhanced	6,153		86,884	
<b>Total</b>	<b>8,492</b>		<b>108,516</b>	



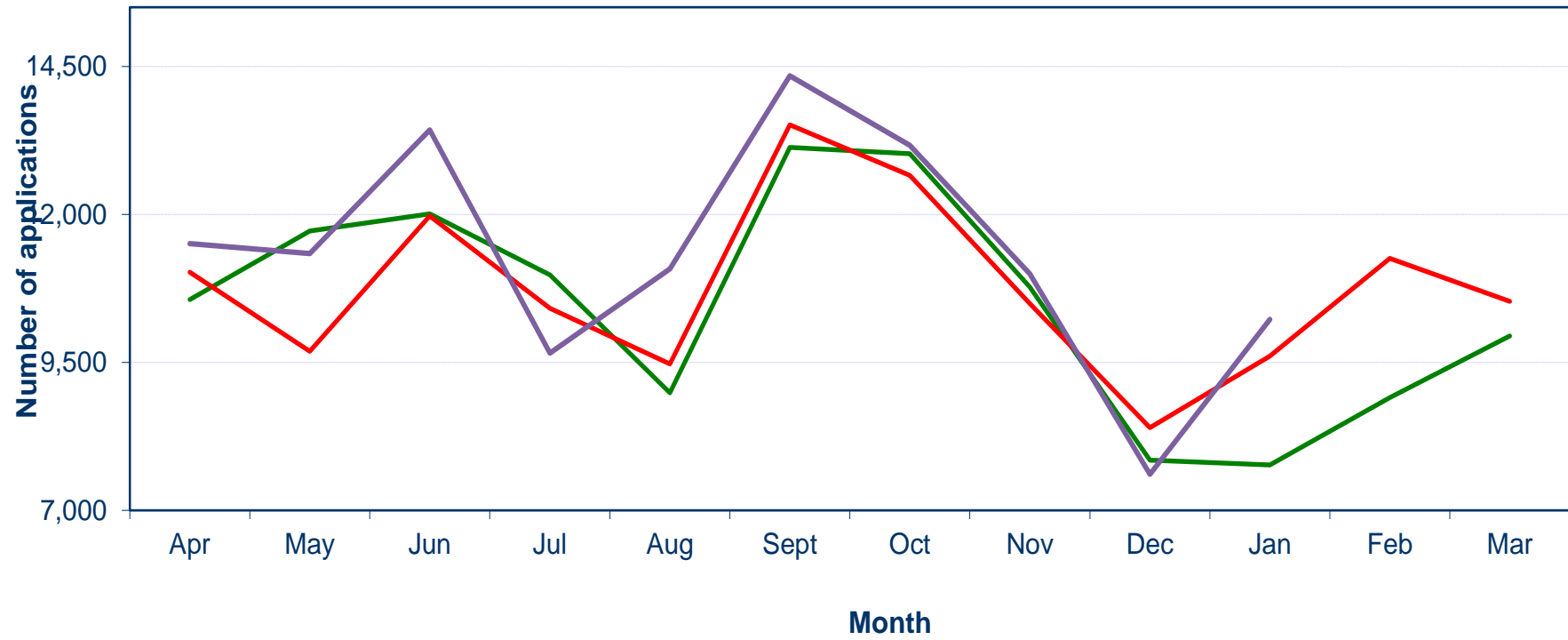
# Average Certificate Issue time

- Basic
- Standard
- Enhanced

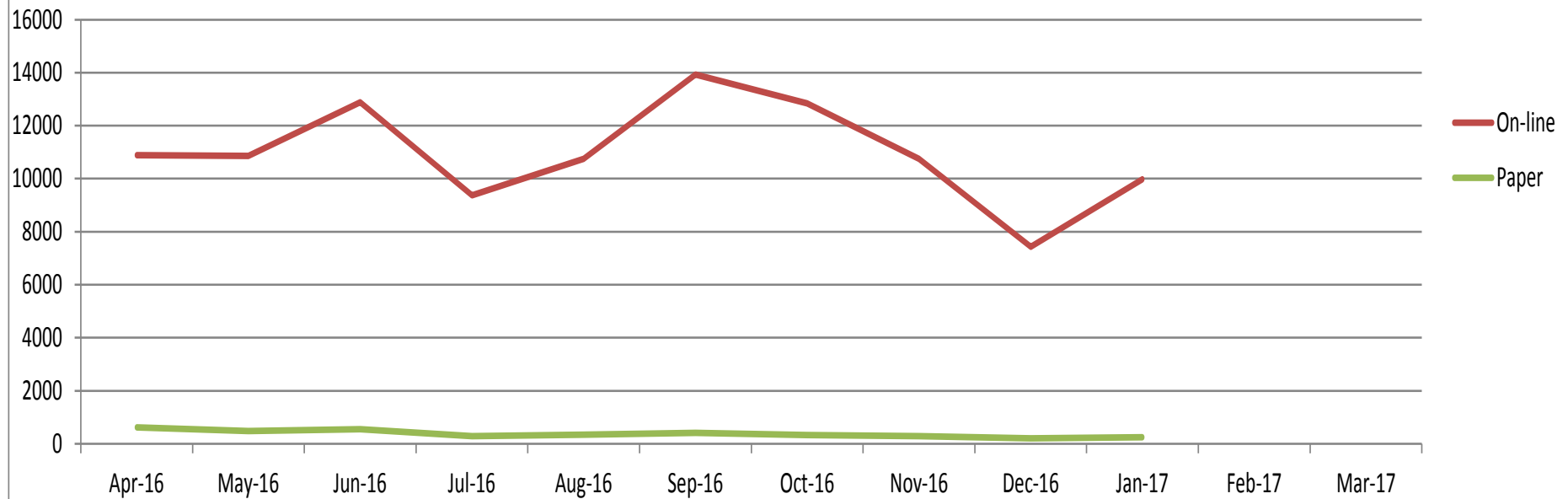


### Monthly Volumes of Applications Received

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

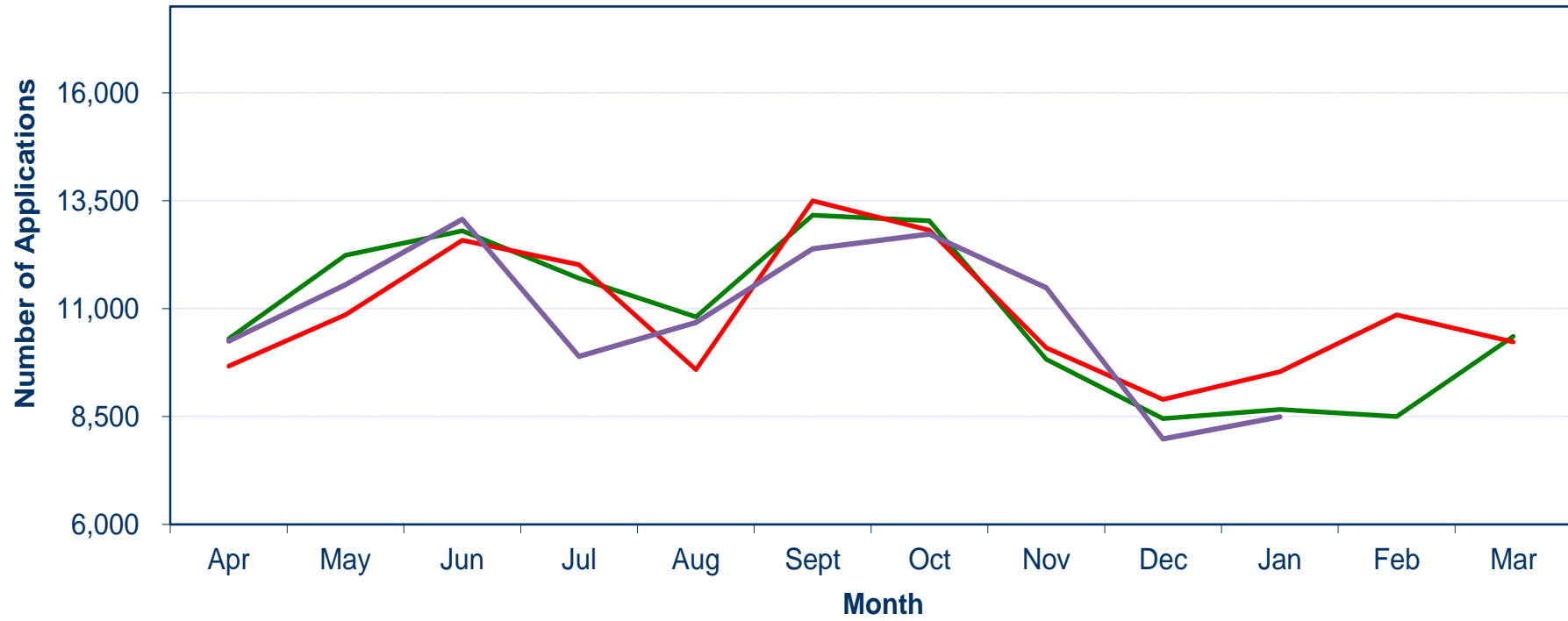


## On-line vs paper applications - 2016/17



# Monthly Volumes of Applications Processed

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





## Disputes Upheld Against AccessNI

— Disputes upheld against ANI

