



MONTHLY PERFORMANCE REPORT

March 2016

Service Achievements – Disclosures March 2016

This month AccessNI printed 10,226 disclosure certificates

Type	Number printed
Basic	2,234
Standard	432
Enhanced	7,560

This month we achieved

Target	Achieved	Average days to issue
95% Basics issued within 14 days	96.9%	3 days
95% Standards issued within 14 days	99.8%	1 days
70% Enhanced issued within 14 days	98.0%	4 days
90% Enhanced issued within 28 days	99.4.%	

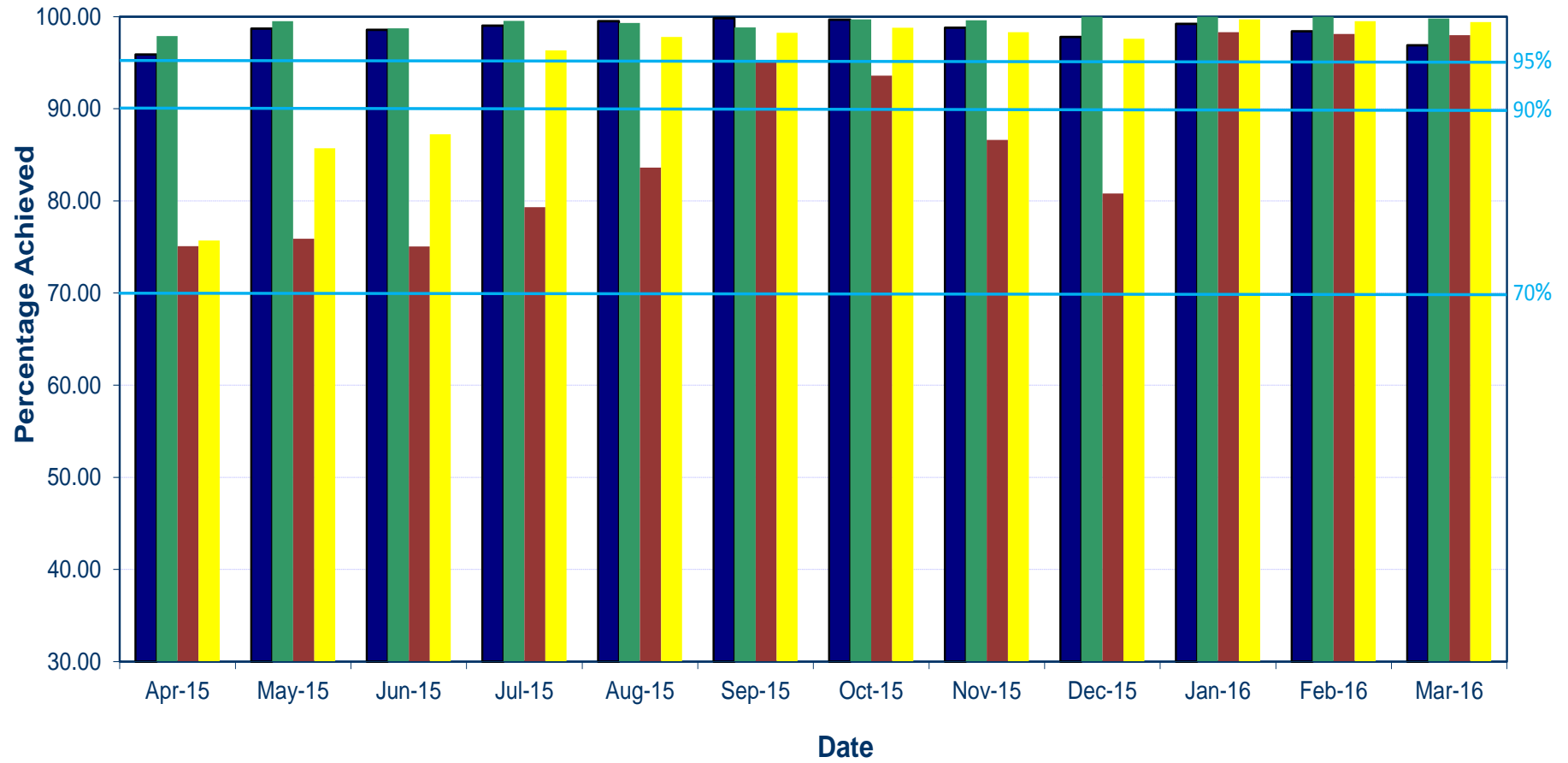
Monthly Summary Performance Template

	Mar-16	% Mar 15	Total 15/16	% 2014/15
Applications Received				
Basic	2,263	94.3%	23,313	34.0%
Standard	479	45.1%	5,781	84.9%
Enhanced	7,788	-5.7%	99,933	-4.9%
Total	10,530	5.90%	129,027	2.7%
Applications Processed				
Basic	2,234		21,963	
Standard	432		5,600	
Enhanced	7,560		103,068	
Total	10,226		130,631	

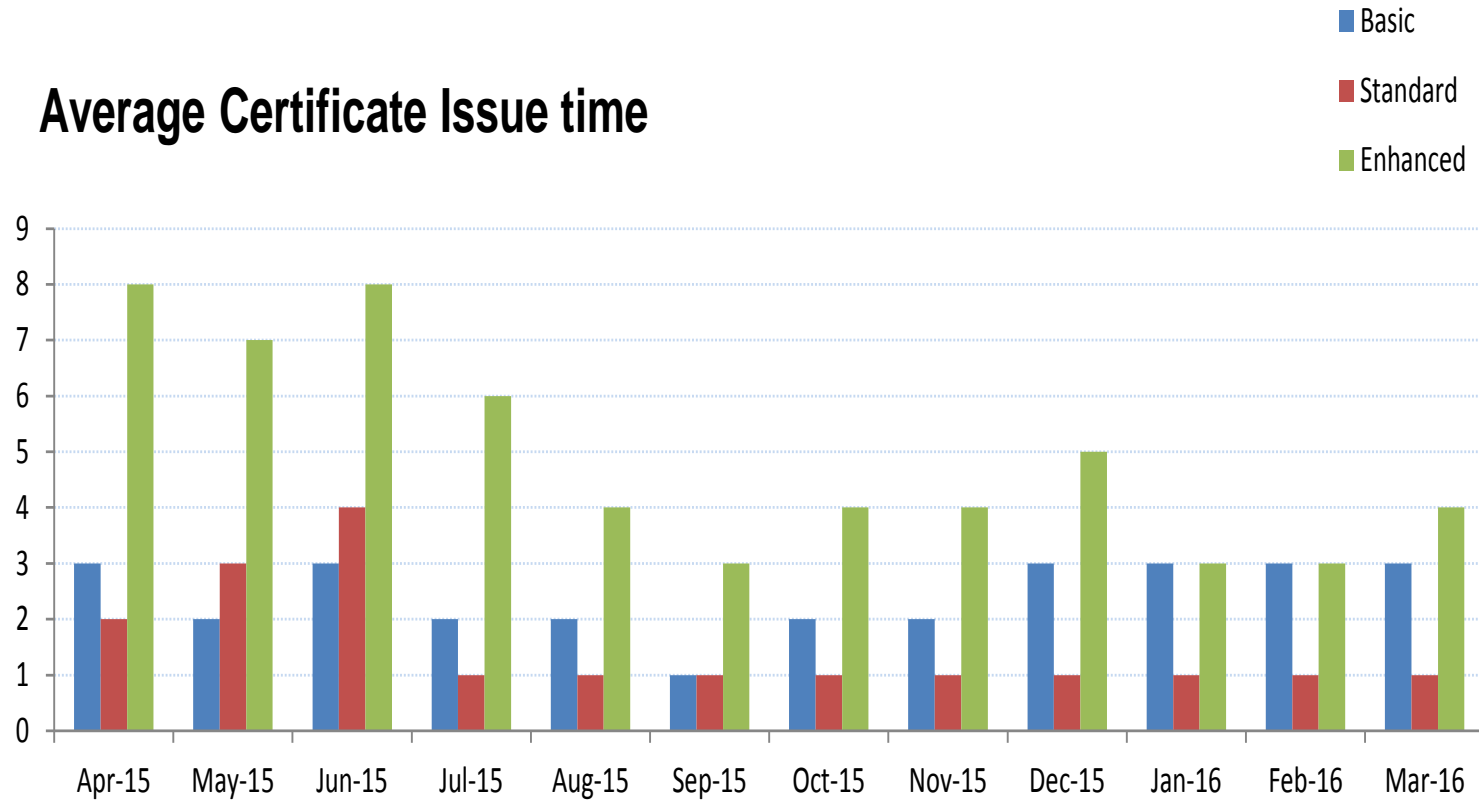
Issue of Certificates

Targets

- 95% Basic within 14 days
- 95% Standard within 14 days
- 70% Enhanced within 14 days
- 90% Enhanced within 28 days

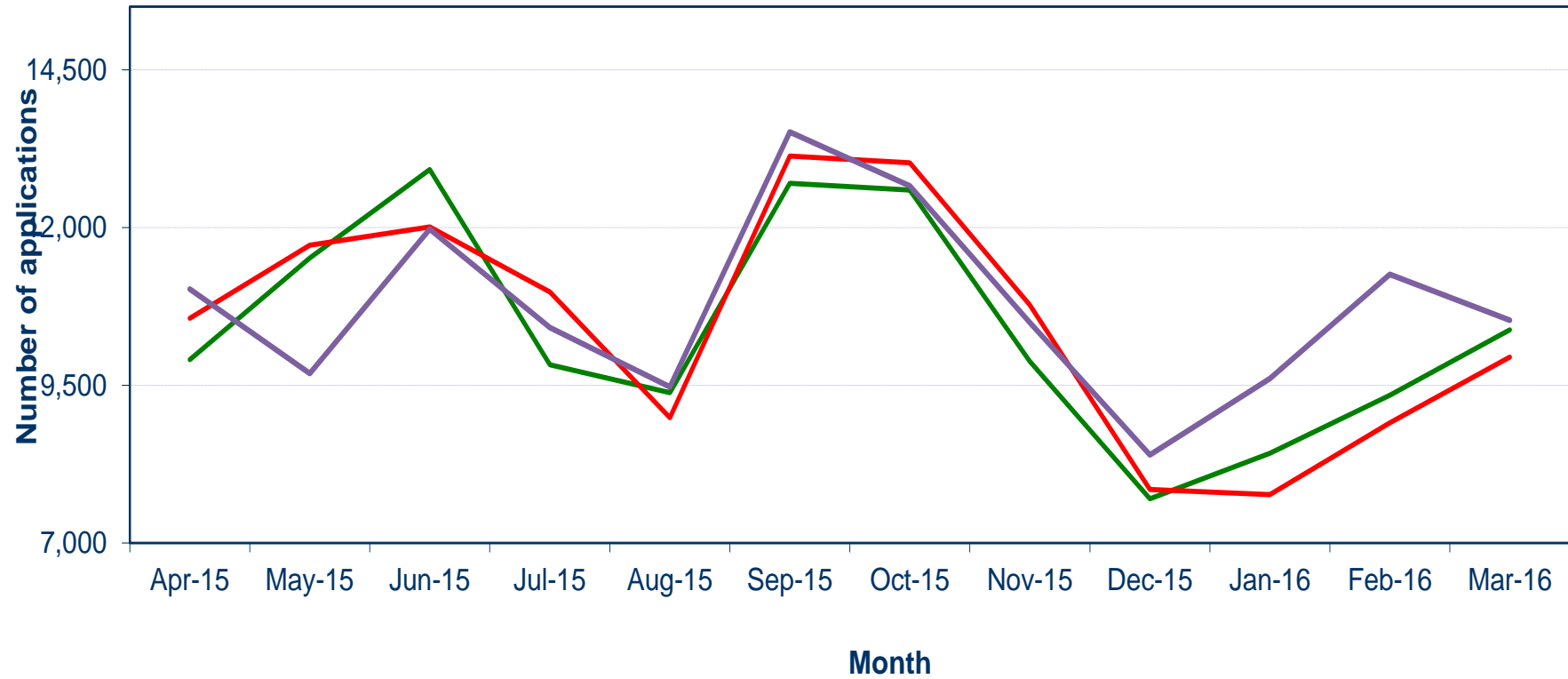


Average Certificate Issue time

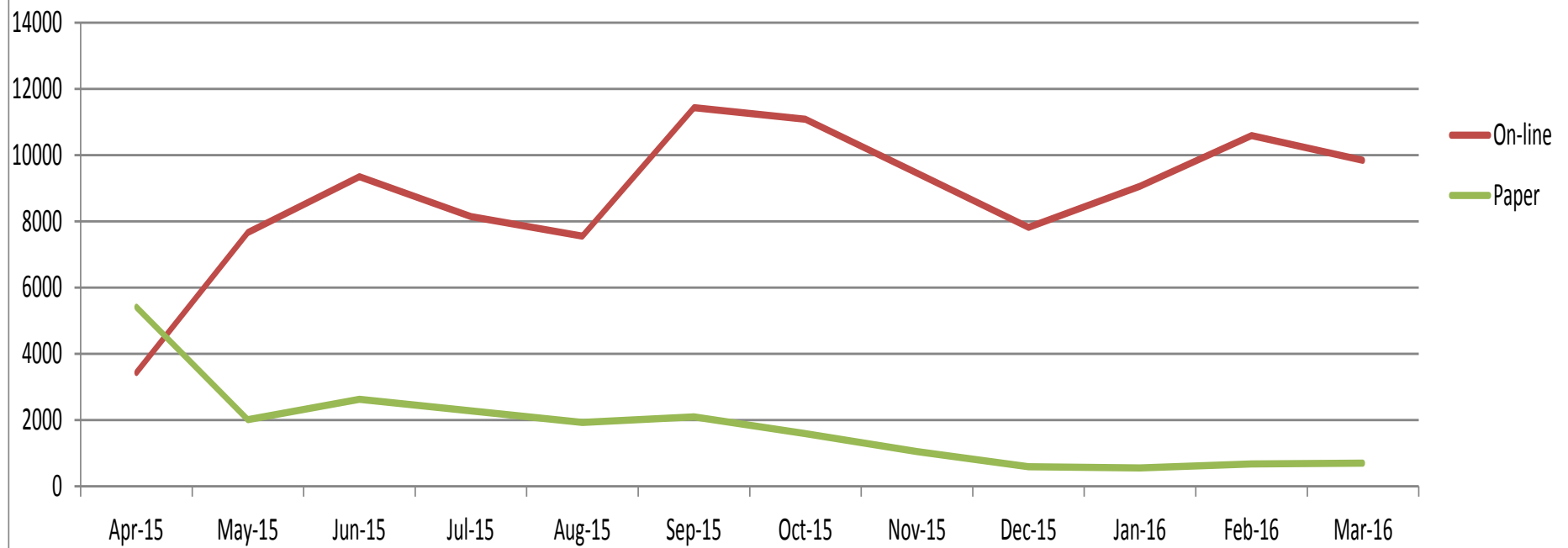


Monthly Volumes of Applications Received

— 2013/14
— 2014/15
— 2015/16

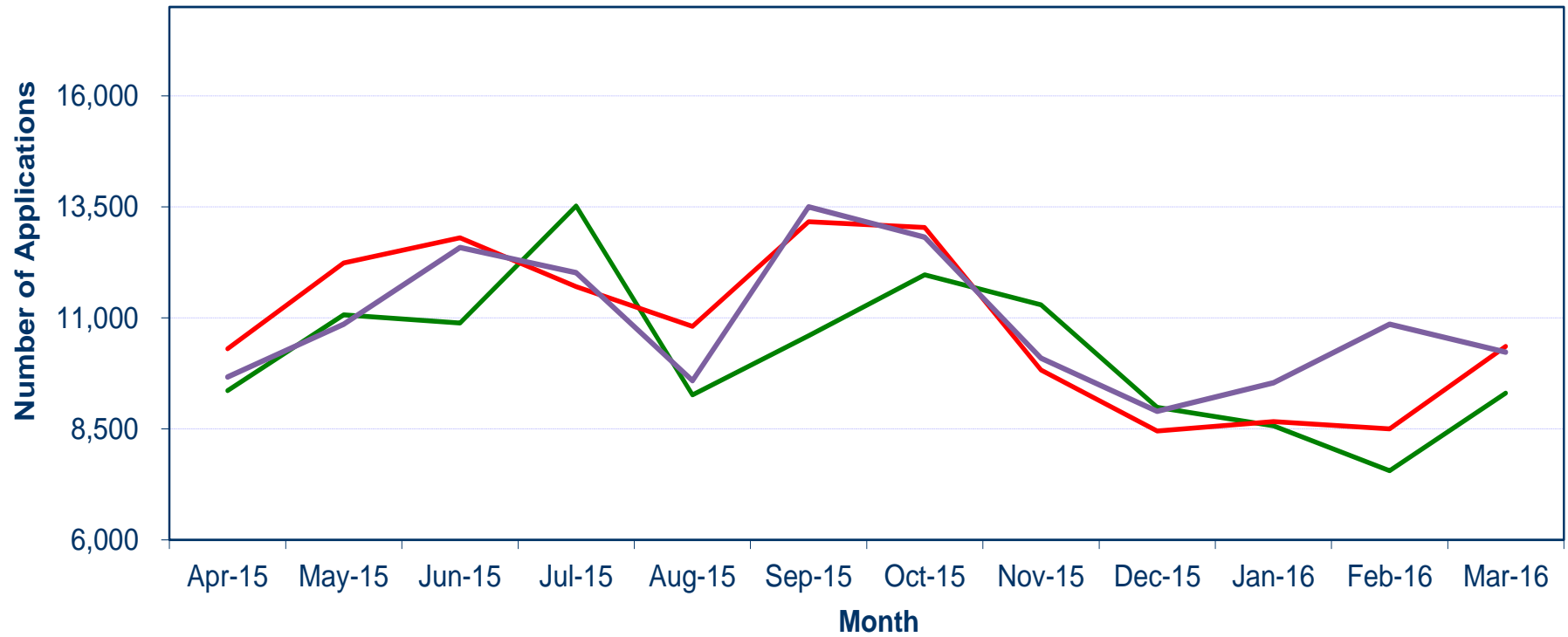


On-line vs paper applications - 2015/16



Monthly Volumes of Applications Processed

- 2013/14
- 2014/15
- 2015/16



Disputes Upheld Against AccessNI

- Disputes upheld against ANI
- Cosmetic
- Substantive

