



MONTHLY PERFORMANCE REPORT

February 2017

Service Achievements – Disclosures February 2017

This month AccessNI printed 10,242 disclosure certificates

Type	Number printed
Basic	1,961
Standard	233
Enhanced	8048

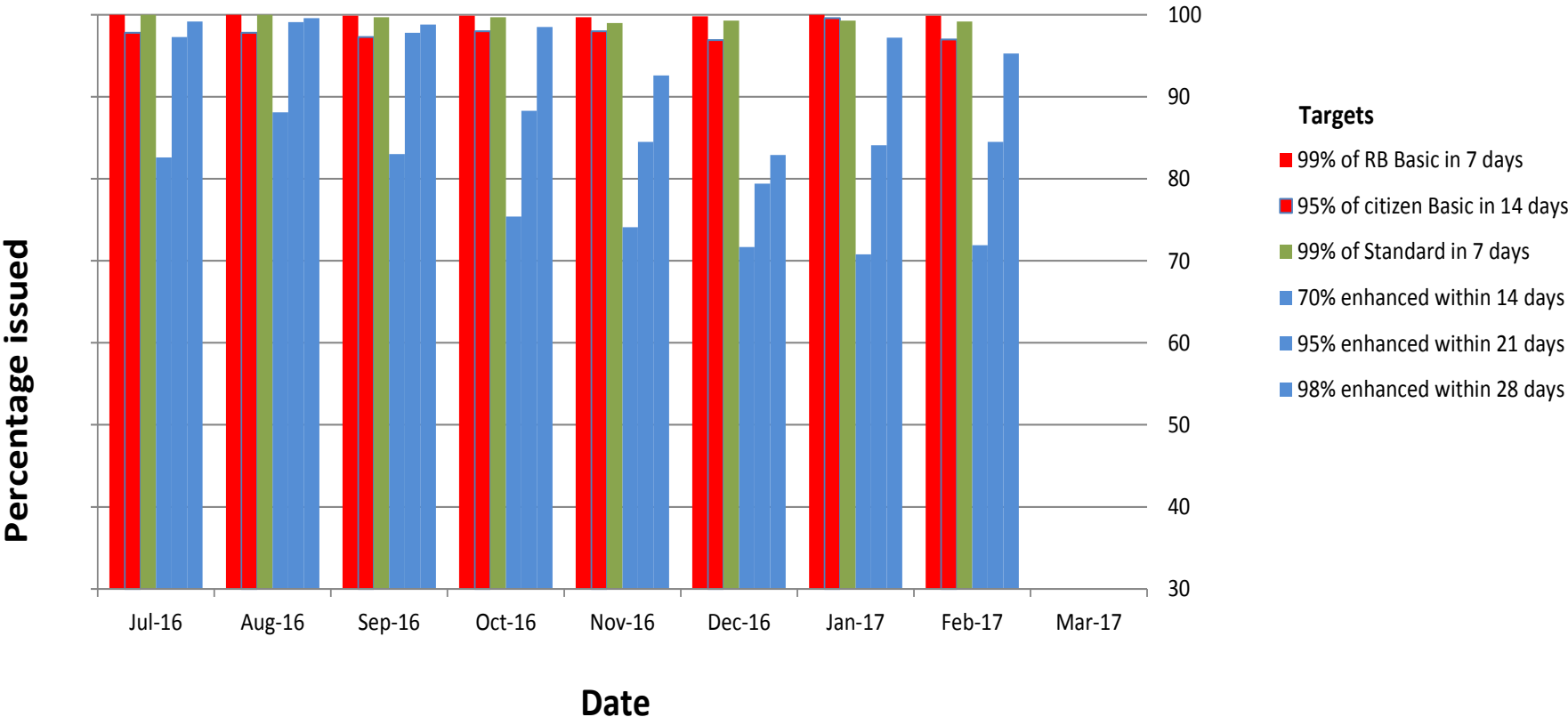
This month we achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	4 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	84.5%	12 days
98% of enhanced issued within 28 days	95.3%	

Monthly Summary Performance Template

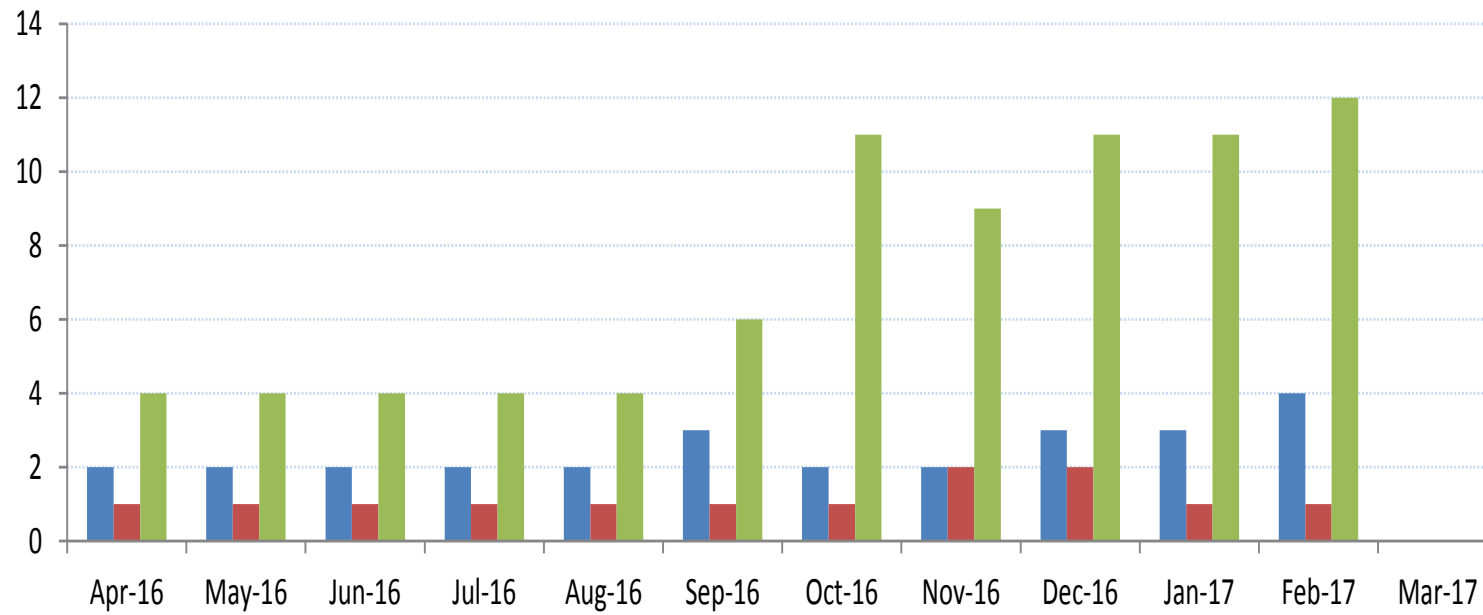
	Feb-17	%Feb 16	Total 16/17	% 2015/16
Applications Received				
Basic	2,399	-15.3%	22,057	4.8%
Standard	304	-34.0%	3,873	-27.0%
Enhanced	8,283	4.0%	98,140	6.5%
Total	10,986	-2.40%	124,070	4.7%
Applications Processed				
Basic	1,961		20,385	
Standard	233		3,441	
Enhanced	8,048		94,932	
Total	10,242		118,758	

Issue of Certificates



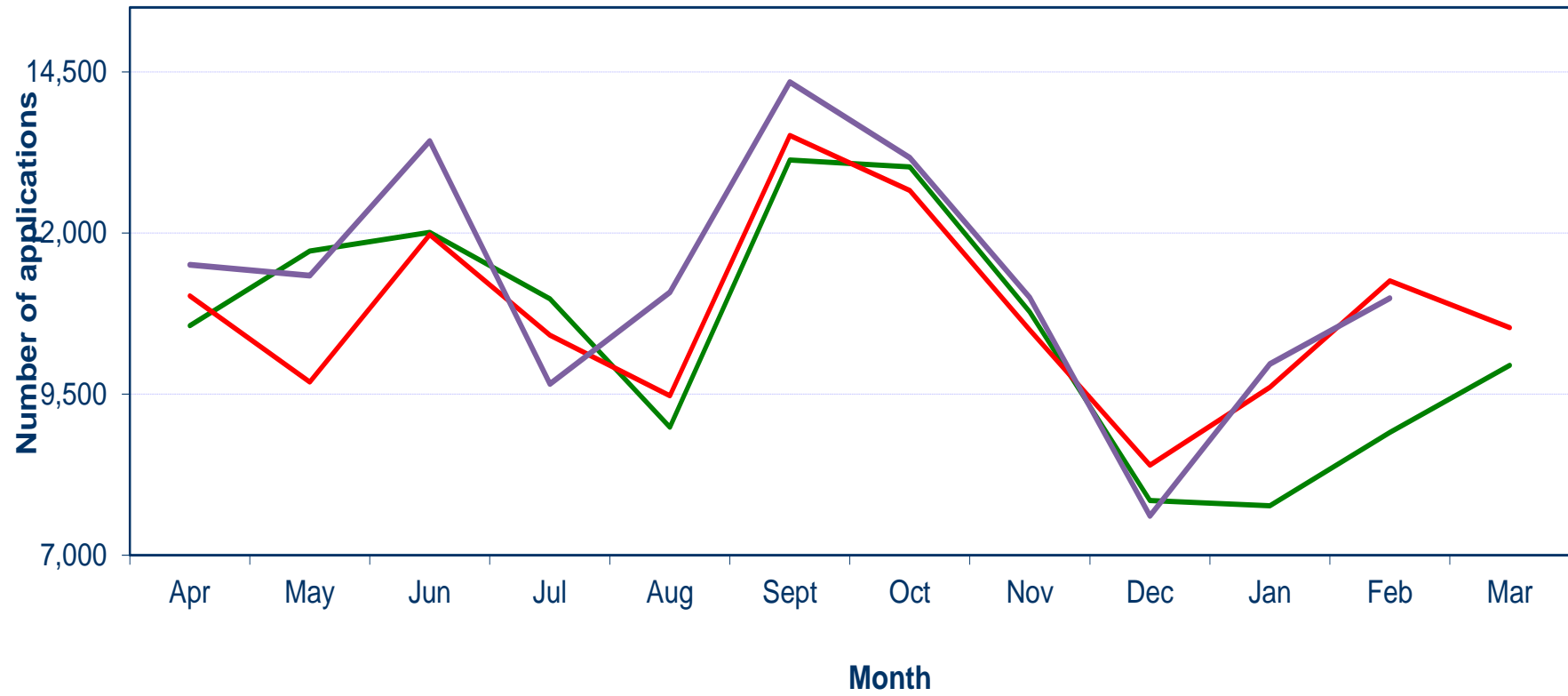
Average Certificate Issue time

- Basic
- Standard
- Enhanced

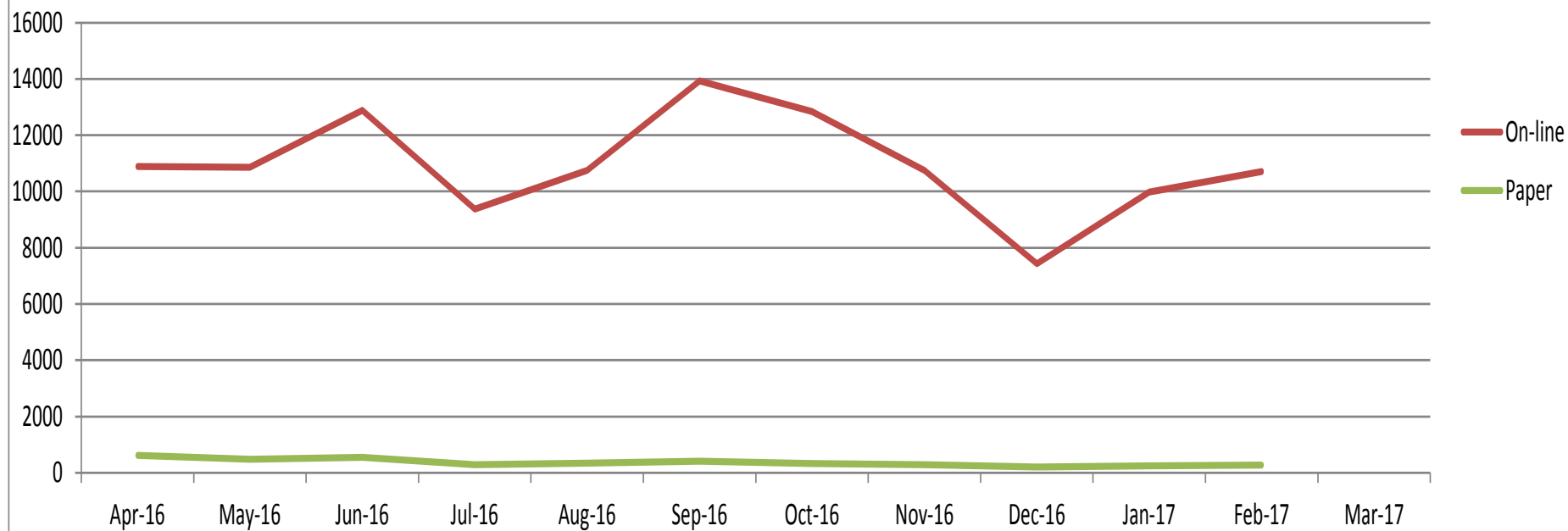


Monthly Volumes of Applications Received

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

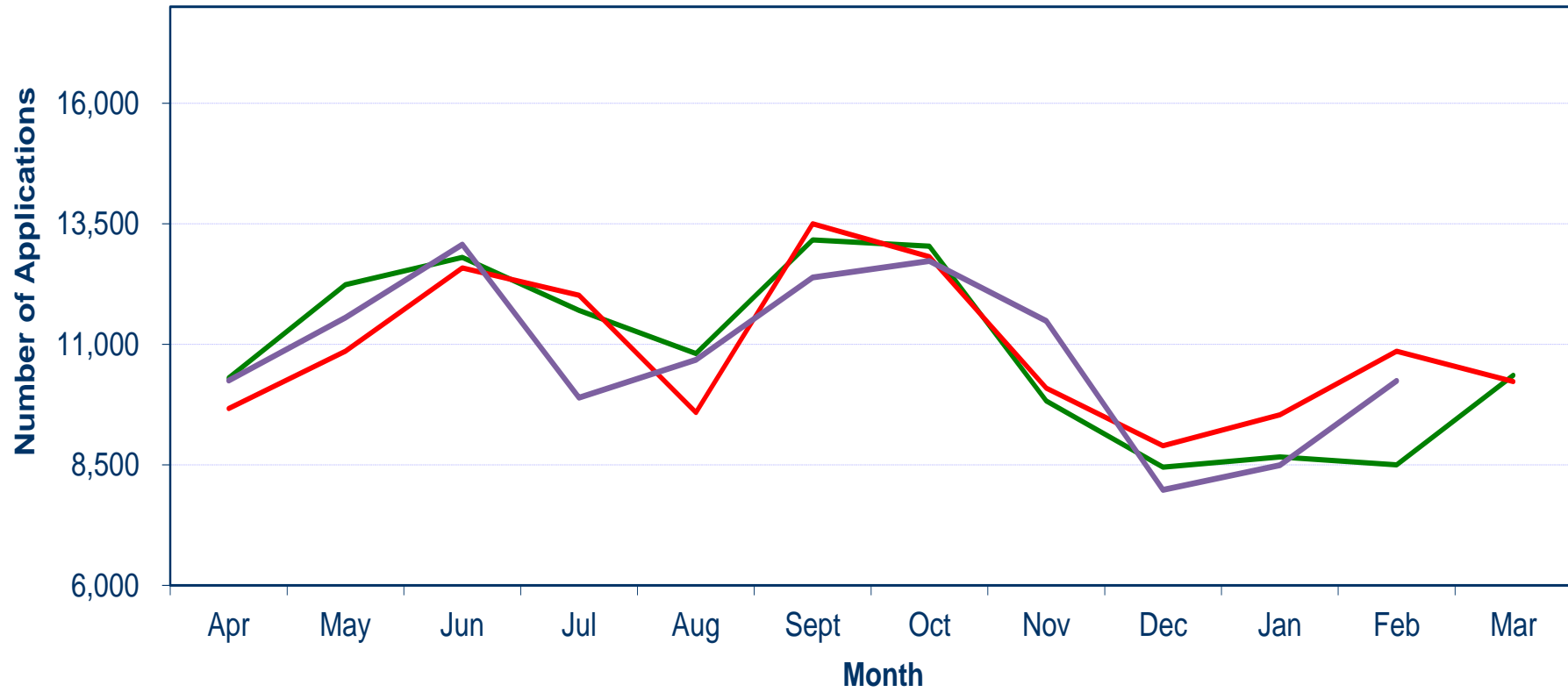


On-line vs paper applications - 2016/17



Monthly Volumes of Applications Processed

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



Disputes Upheld Against AccessNI

— Disputes upheld against ANI

