



MONTHLY PERFORMANCE REPORT

March 2017

Service Achievements – Disclosures March 2017

This month AccessNI printed 12,725 disclosure certificates

Type	Number printed
Basic	2,549
Standard	426
Enhanced	9,750

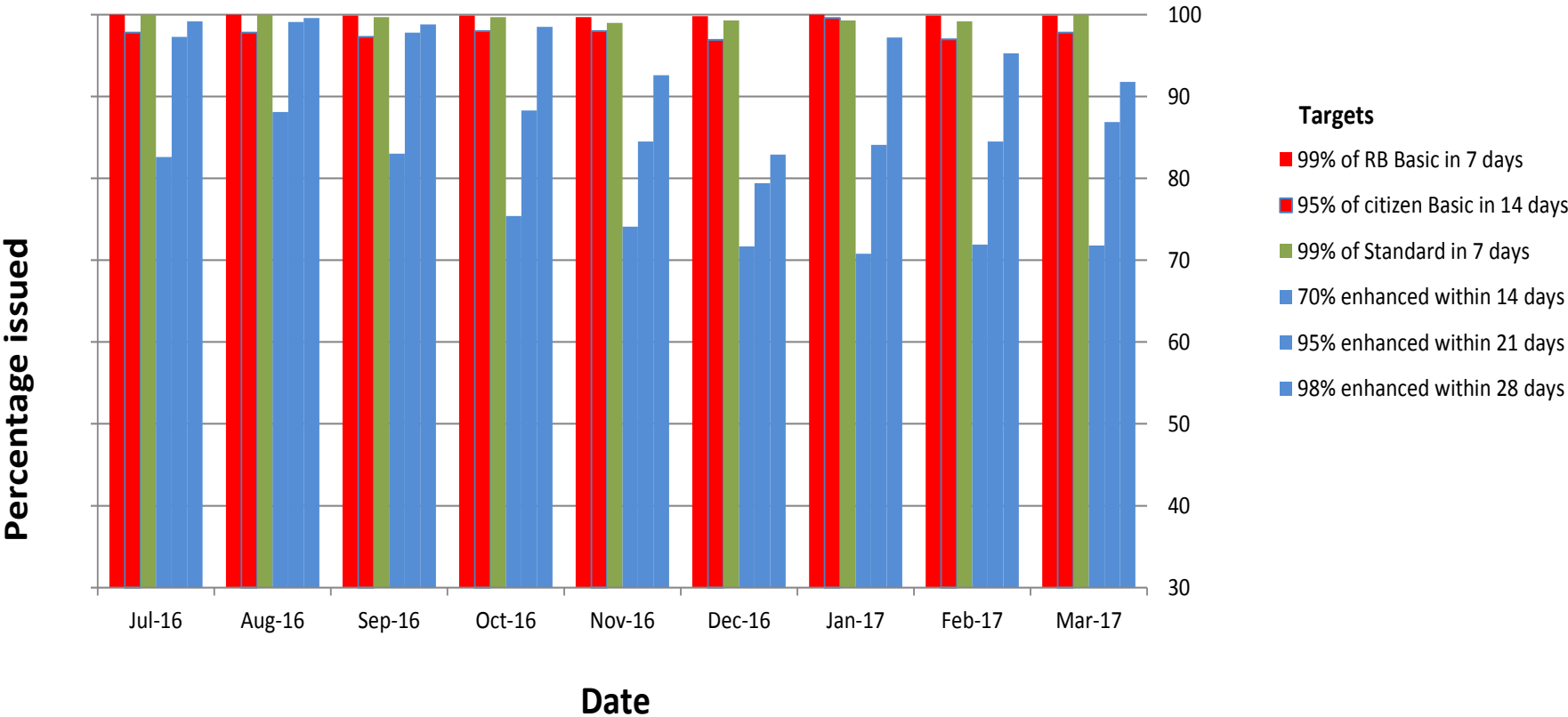
This month we achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.9%	4 days
95% of Basics applied for by citizen issued within 14 days	97.8%	
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	71.8%	
95% Enhanced issued within 21 days	86.9%	10 days
98% of enhanced issued within 28 days	91.8%	

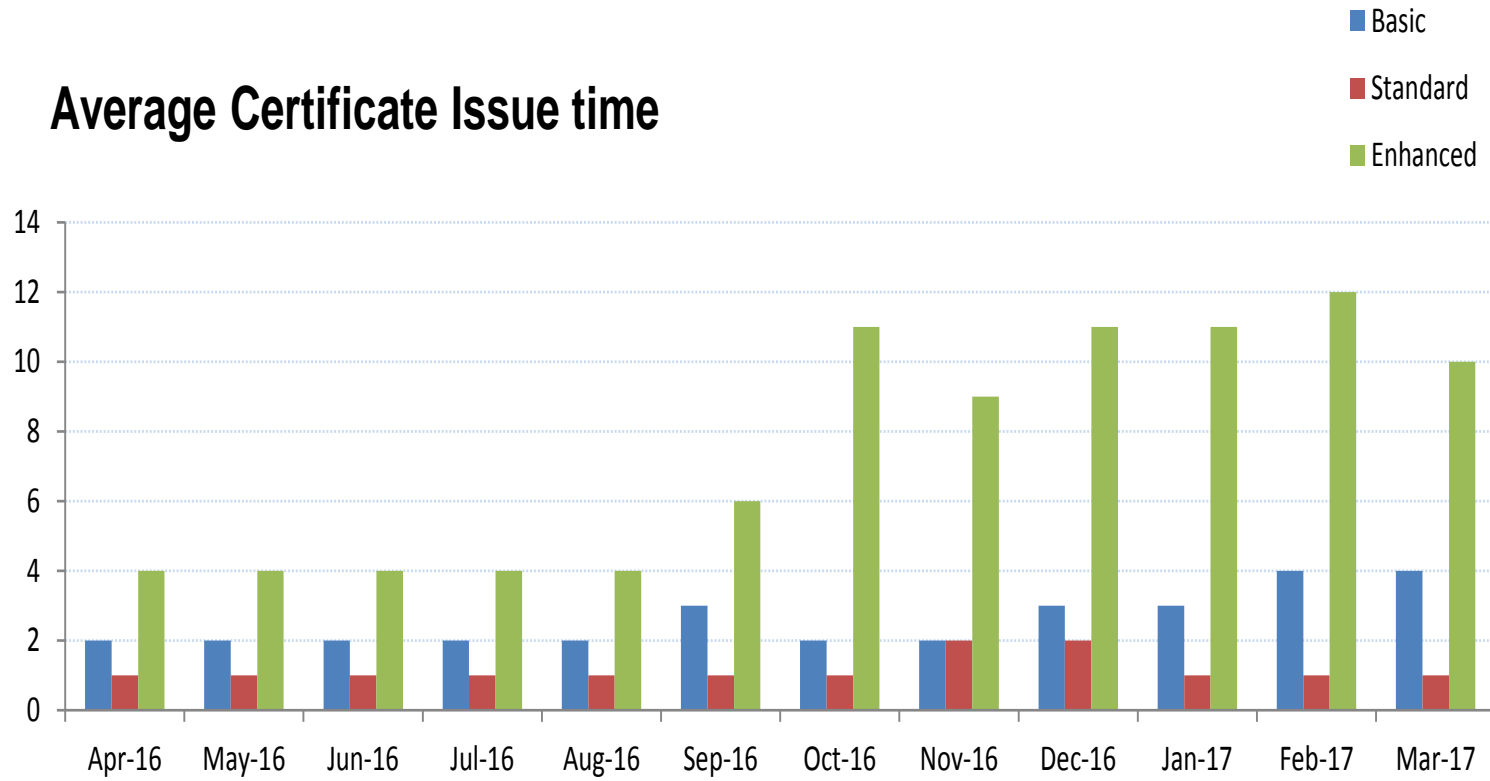
Monthly Summary Performance Template

	Mar-17	% Mar 17	Total 16/17	% 2015/16
Applications Received				
Basic	2,999	32.5%	25,056	7.5%
Standard	469	-2.1%	4,342	-24.9%
Enhanced	9,126	11.7%	107,245	7.3%
Total	12,594	19.60%	136,643	5.9%
Applications Processed				
Basic	2,549		22,934	
Standard	426		3,867	
Enhanced	9,750		104,679	
Total	12,725		131,480	

Issue of Certificates

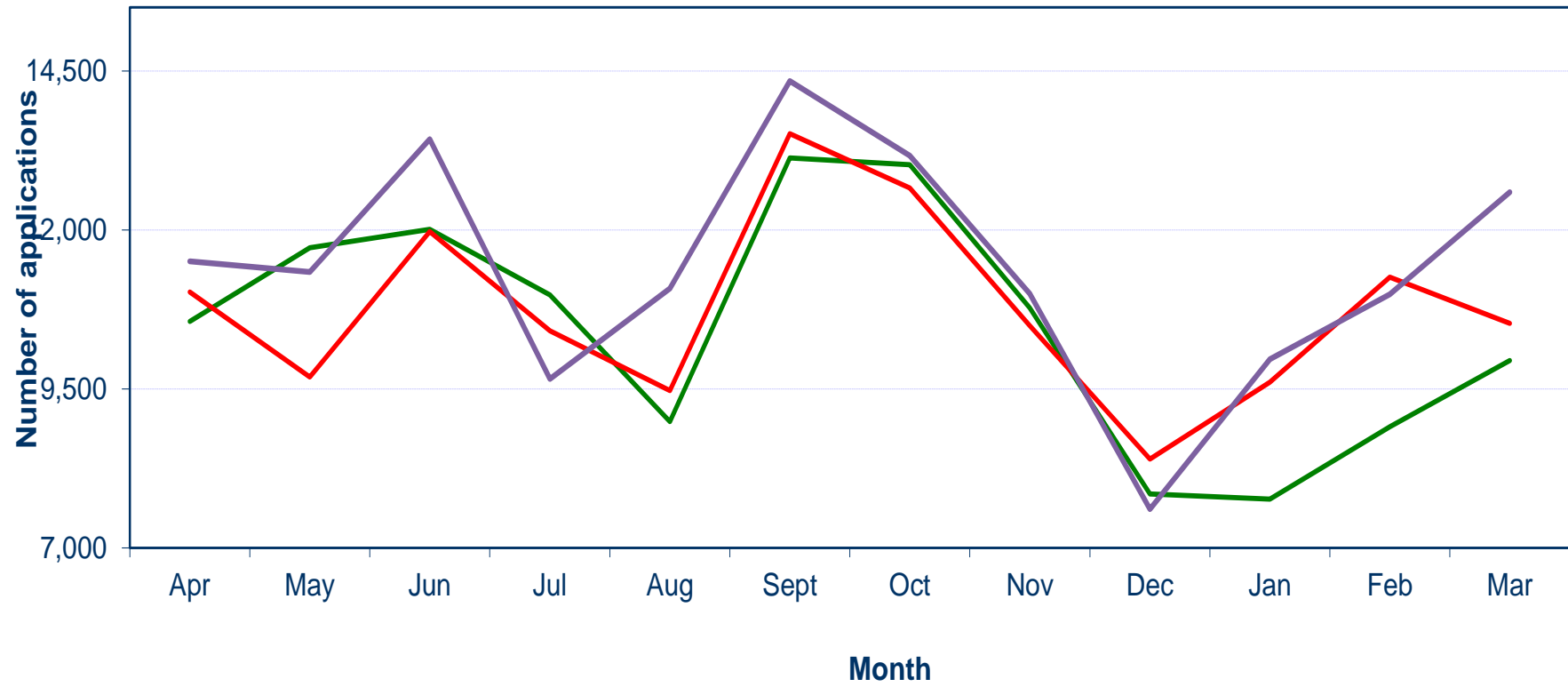


Average Certificate Issue time

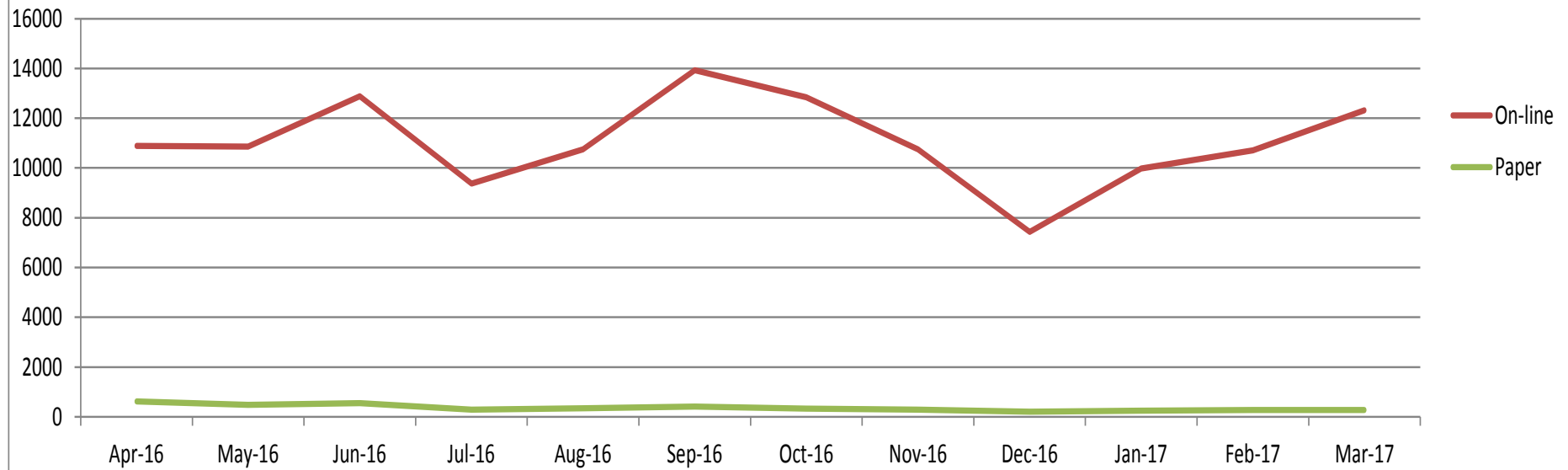


Monthly Volumes of Applications Received

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

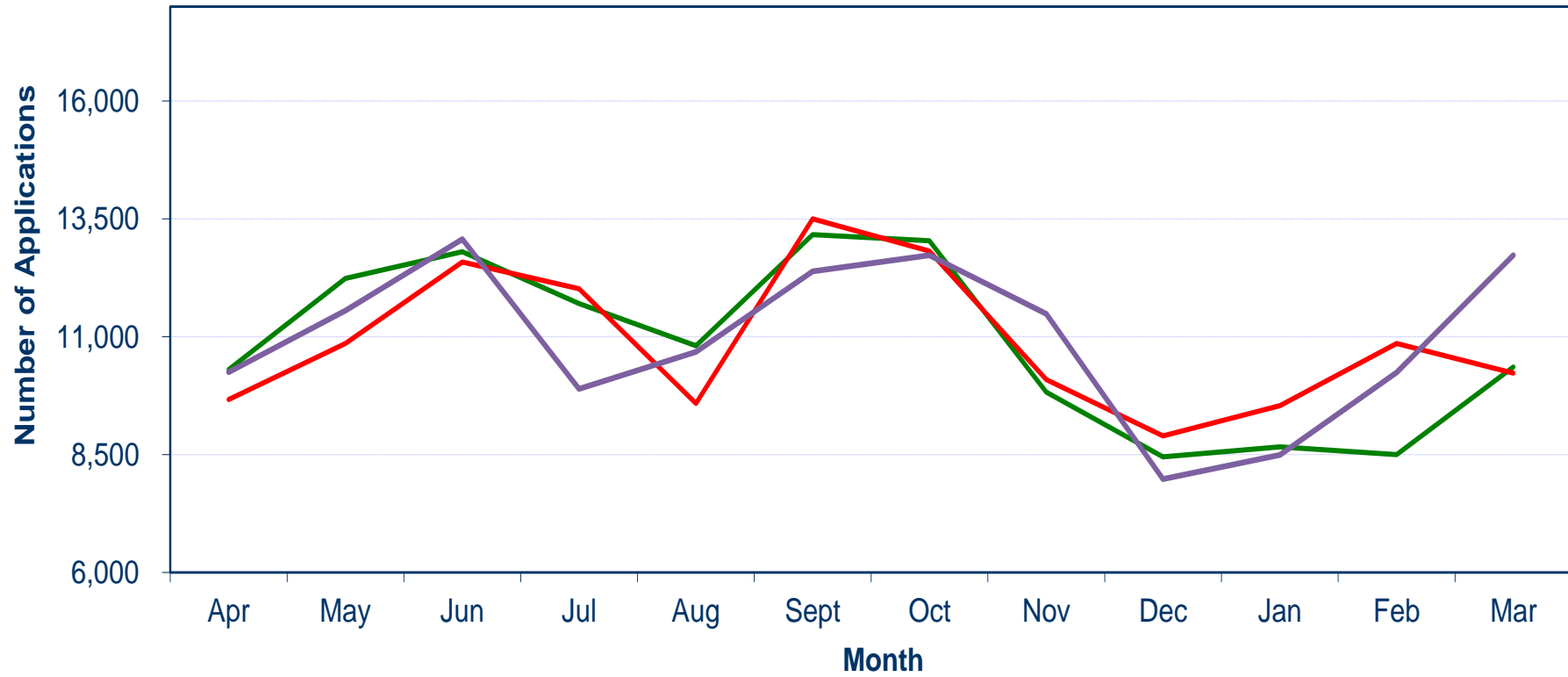


On-line vs paper applications - 2016/17



Monthly Volumes of Applications Processed

2014/15
2015/16
2016/17



Disputes Upheld Against AccessNI

— Disputes upheld against ANI

