

Monthly Performance Report

January 2011

Service Achievements – January 2011

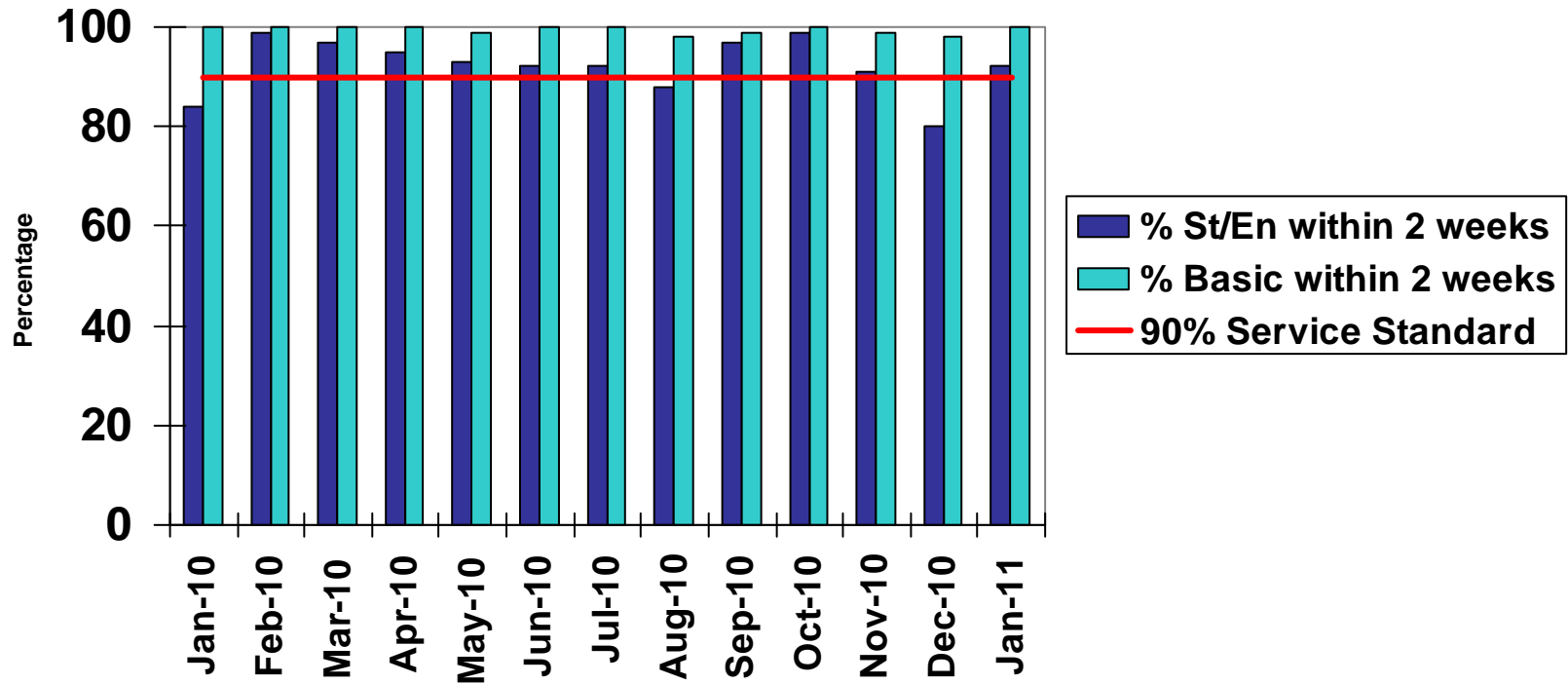
- **This month we processed 74,902 disclosures**
- **Our Targets are:**
 - 90% of Standard/Enhanced issued within 2 week SLA:
– **Achieved (92%, average 7.4 days)**
 - 90% of Basics issued within 2 week SLA :
Achieved (100%, average 4.5 days)

(Note : Time spent in exception is excluded from SLA)

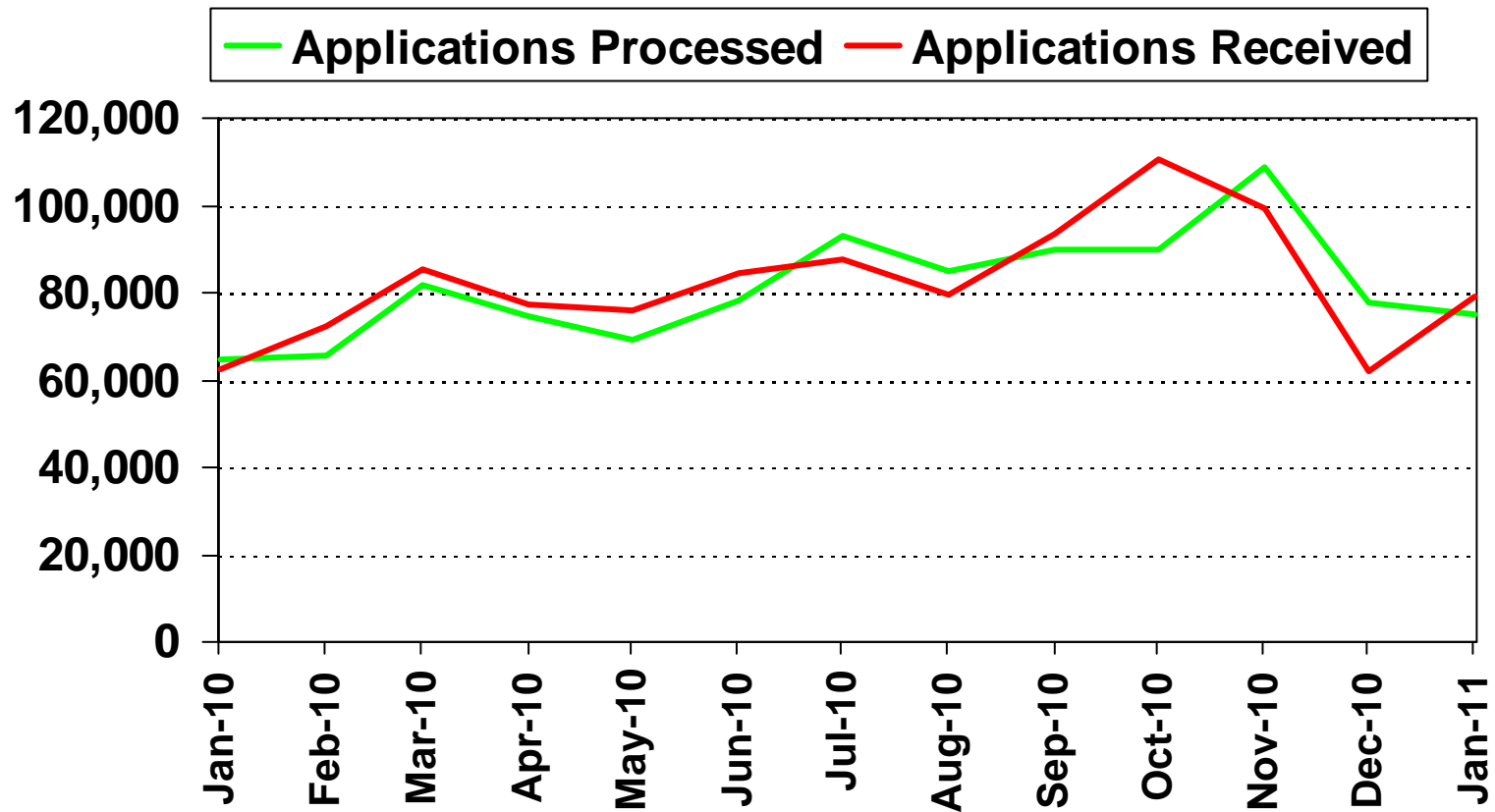
Monthly Summary – January 2011

	Jan 2011	% Growth	YTD
Applications Received			
Standard/Enhanced	17,455	-23%	266,892
Basic	61,428	+54%	582,330
Total	78,883	+26%	849,222
Standard/Enhanced	16,379		270,839
Basic	58,523		570,507
Total	74,902		841,346
Average Turnaround			
Standard/Enhanced	7.4 days		
Basic	4.5 days		
Total	5.1 days		

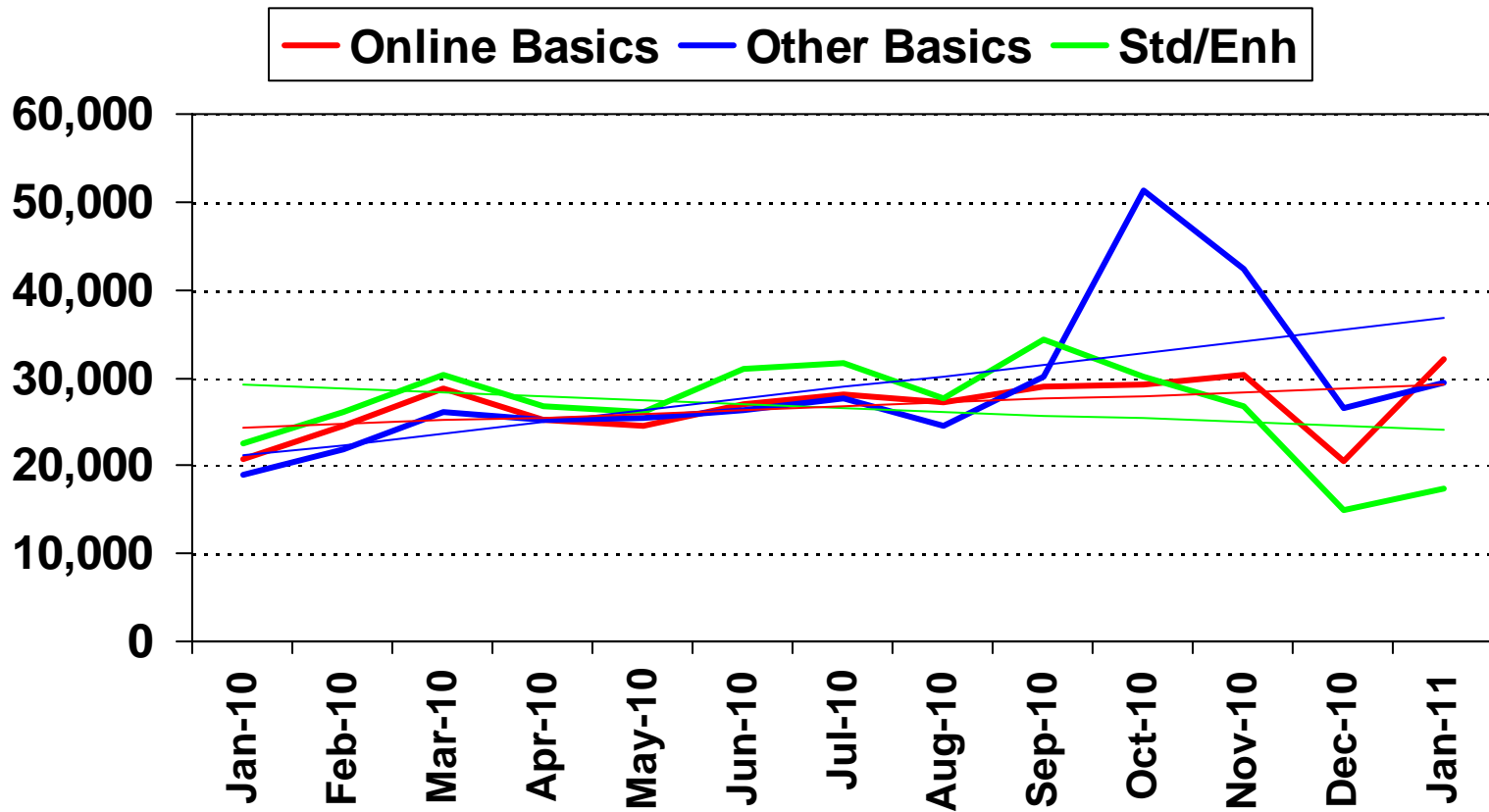
Service Performance



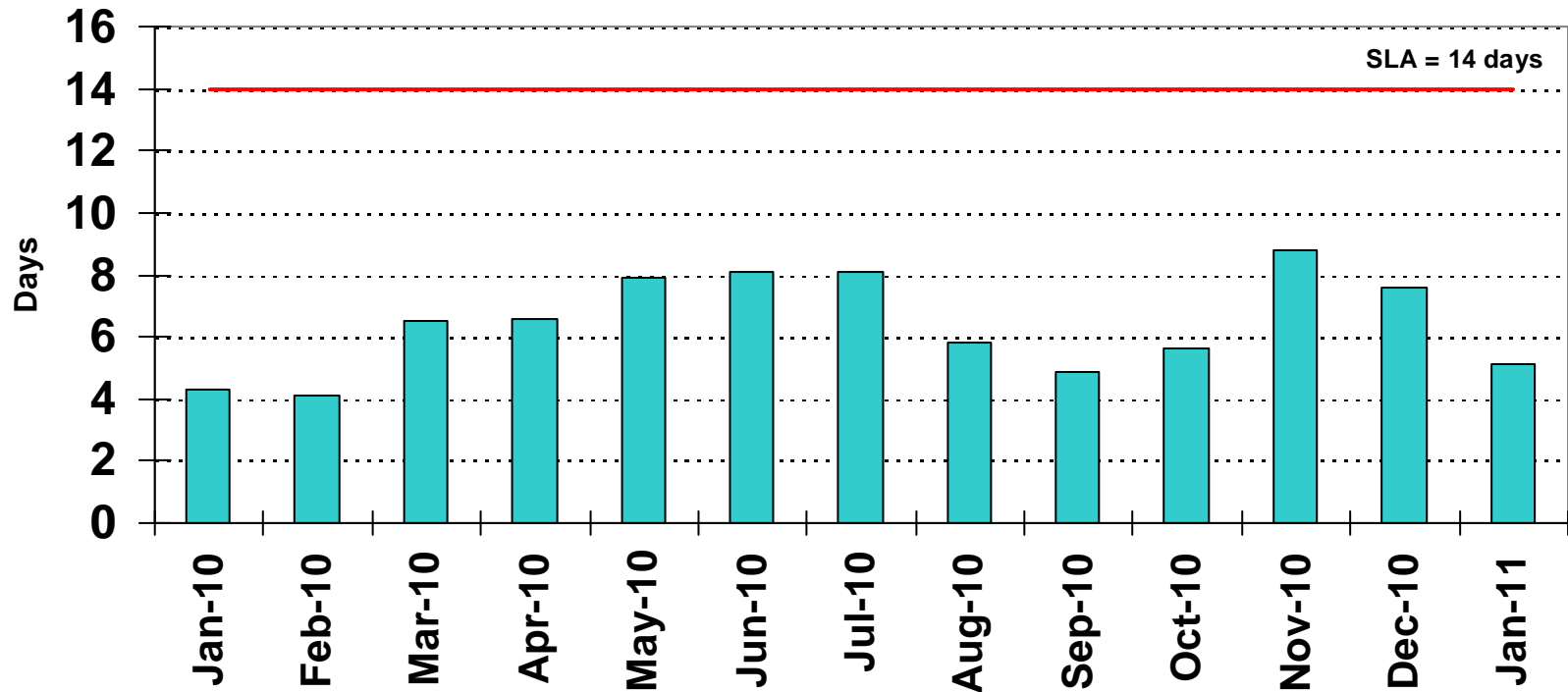
Application Volumes



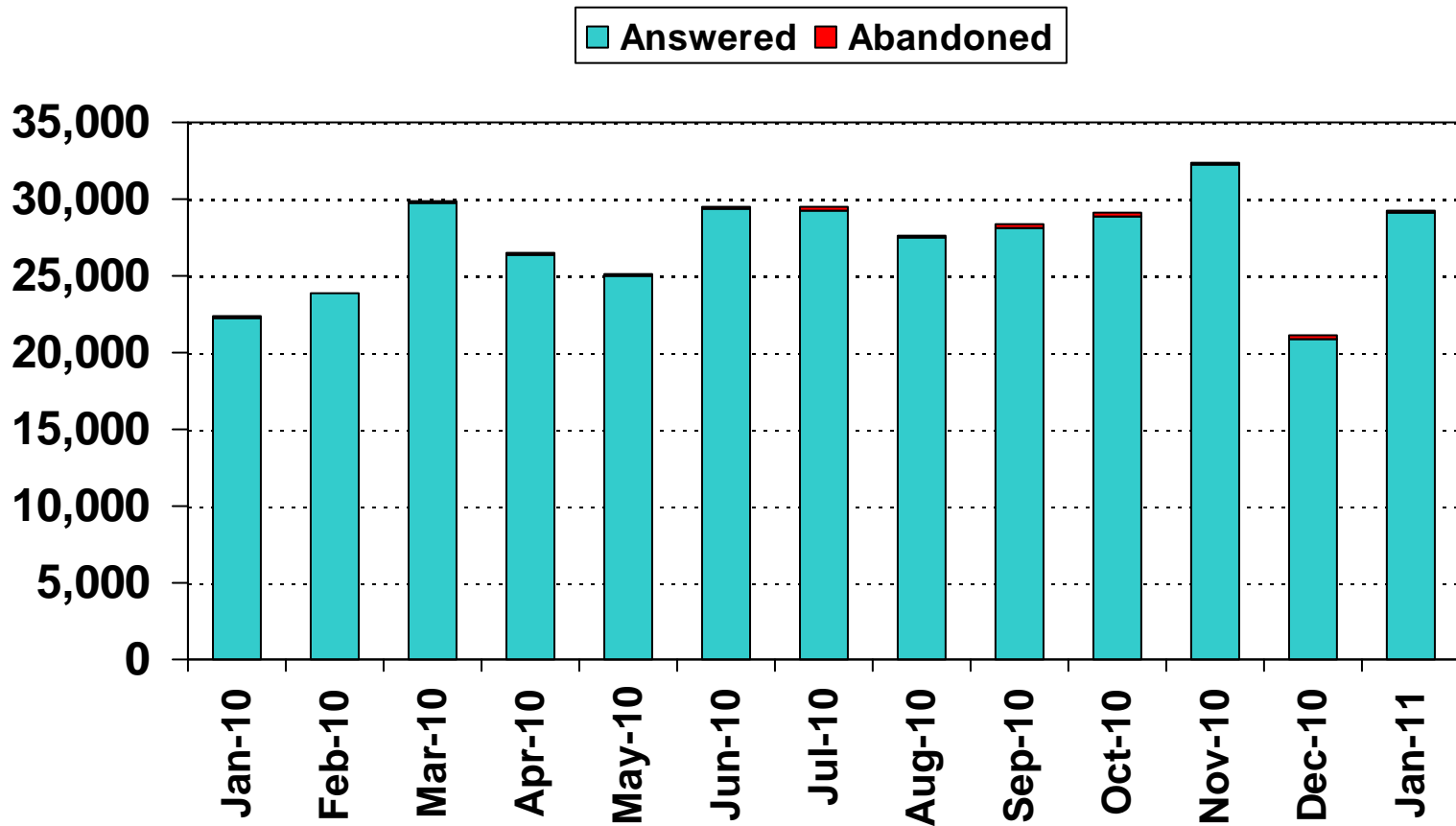
Applications (Trends)



Application Turnaround Time



Telephone Calls to Helpdesk



Registrations

Registered/Responsible Bodies Counter Signatories

