

Monthly Performance Report

July 2010

Disclosure
SCOTLAND

Service Achievements – July 2010

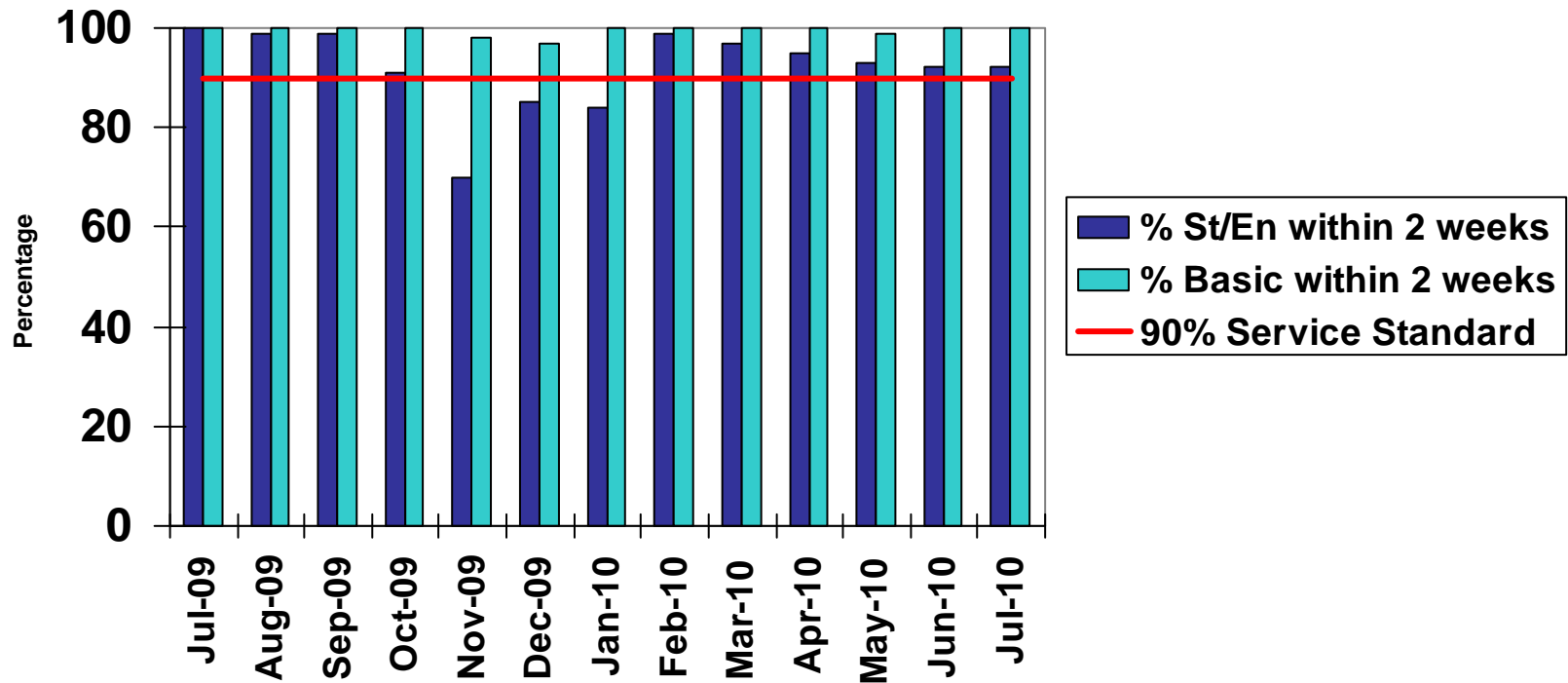
- **This month we processed 93,078 disclosures**
- **Our Targets are:**
 - 90% of Standard/Enhanced issued within 2 week SLA :
Achieved (92%, average 10.8 days)
 - 90% of Basics issued within 2 week SLA :
Achieved (100%, average 6.4 days)

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

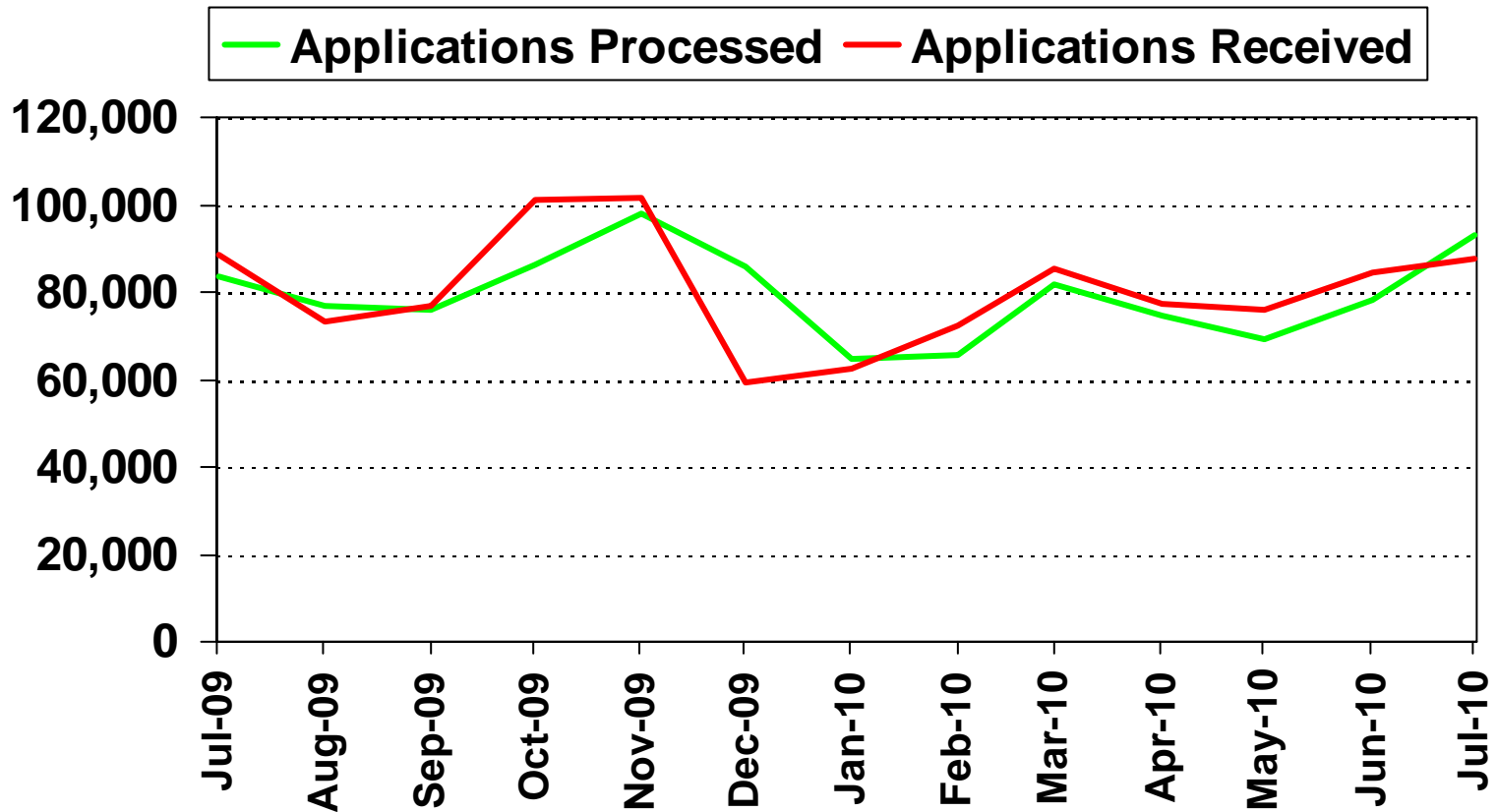
Monthly Summary – July 2010

	Jul 2010	% Growth	YTD
Applications Received			
Standard/Enhanced	31,730	-18%	115,665
Basic	55,760	+12%	209,687
Total	87,490	-1%	325,352
Standard/Enhanced	36,181		114,237
Basic	56,897		200,796
Total	93,078		315,033
Average Turnaround			
Standard/Enhanced	10.8 days		
Basic	6.4 days		
Total	8.1 days		

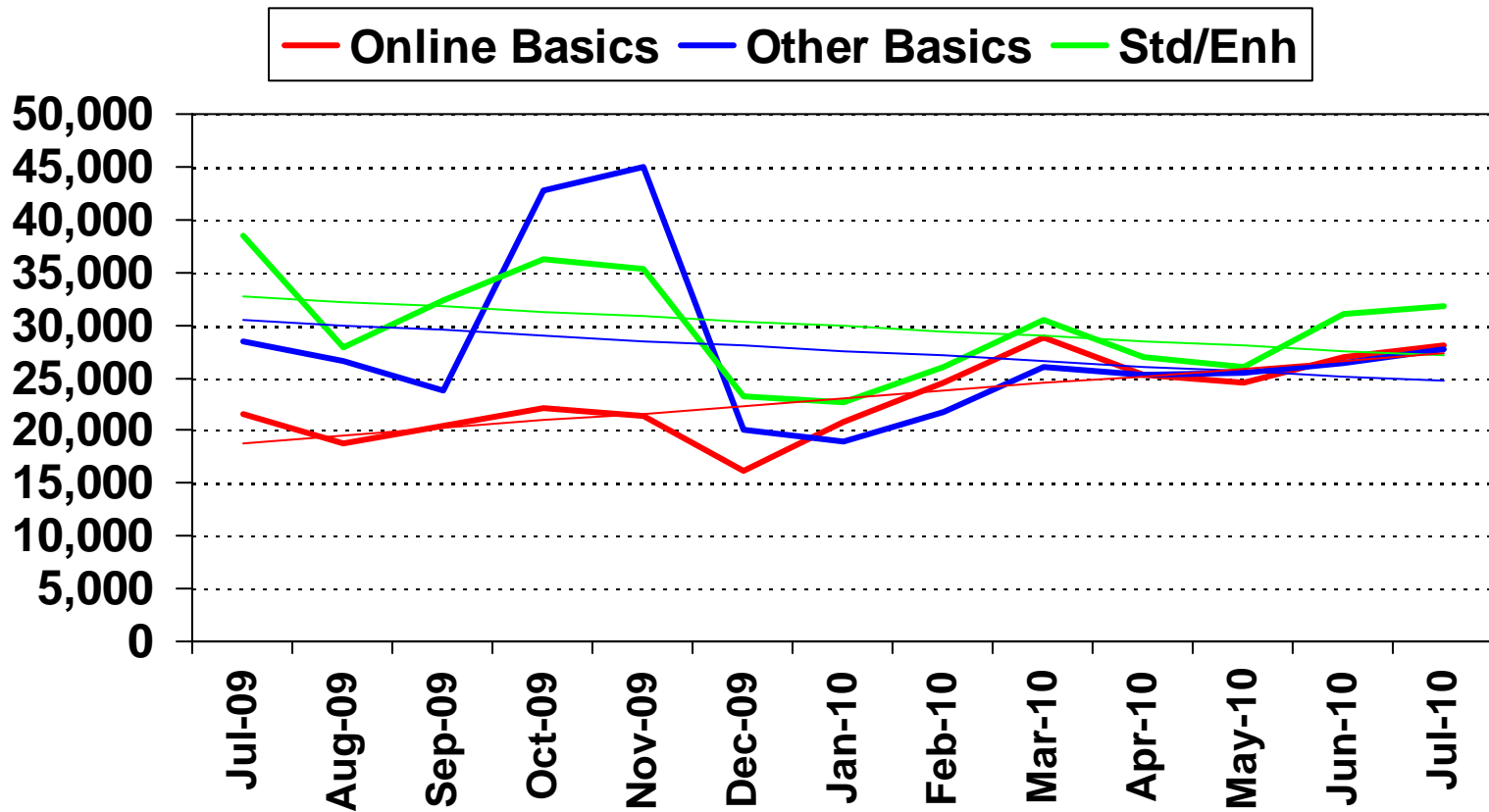
Service Performance



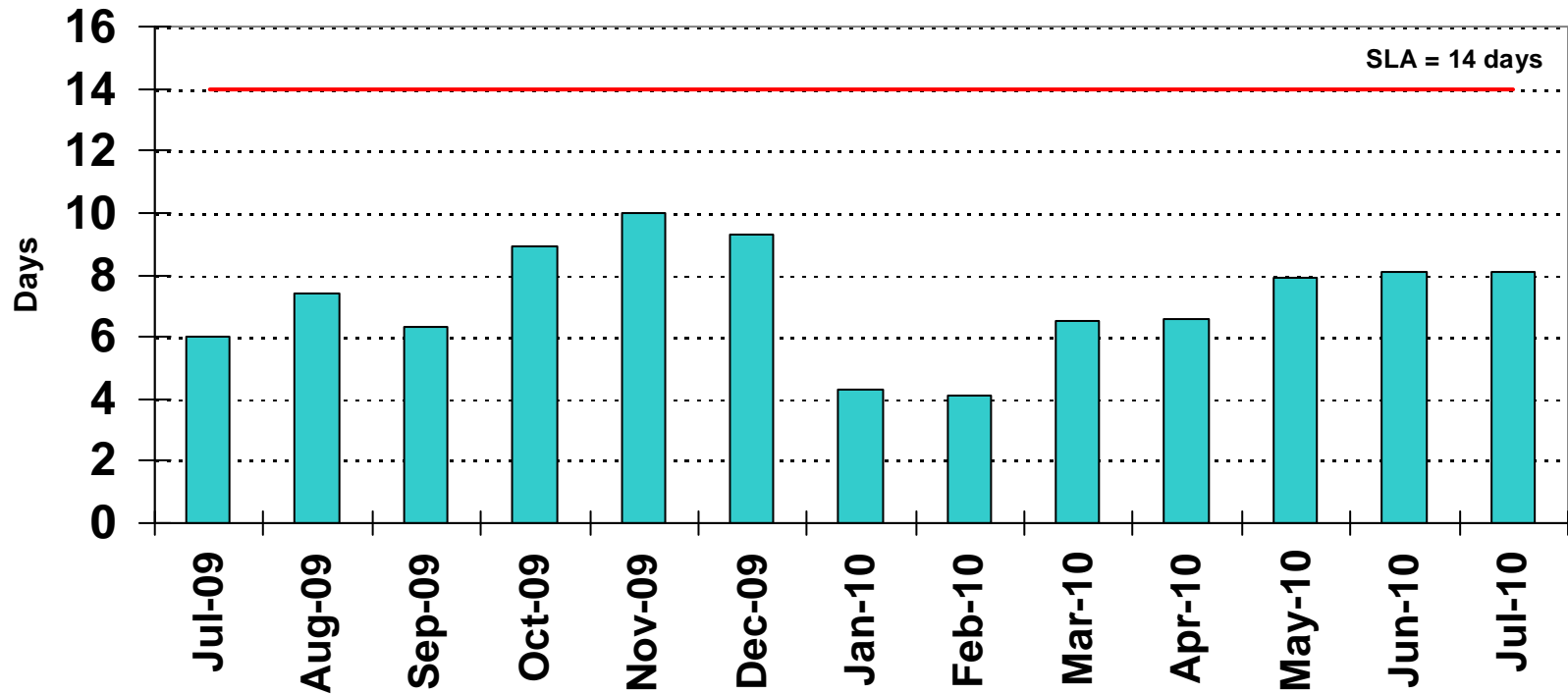
Application Volumes



Applications (Trends)

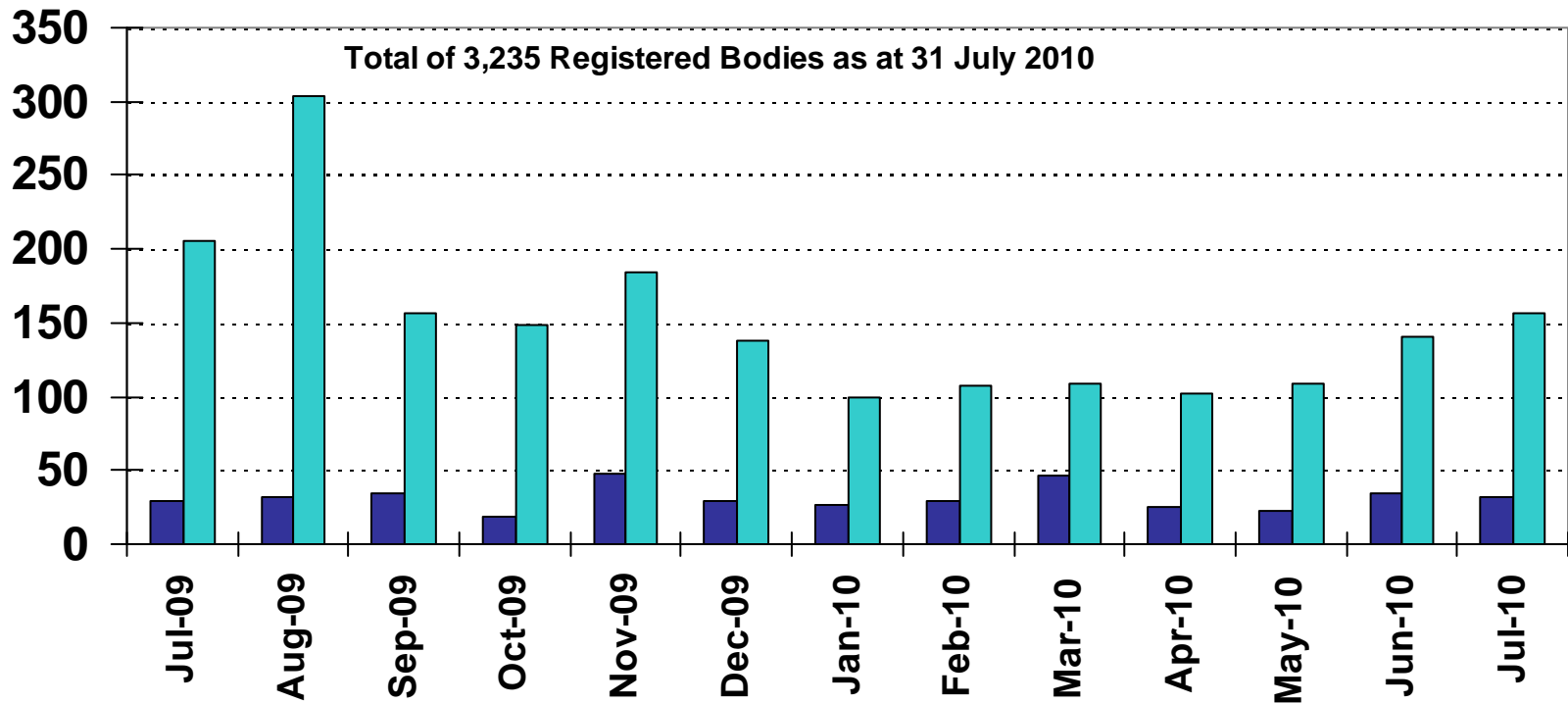


Application Turnaround Time



Registrations

Registered/Responsible Bodies Counter Signatories



Telephone Calls to Helpdesk

