

Monthly Performance Report

January 2010

Disclosure
SCOTLAND

Service Achievements – January 2010

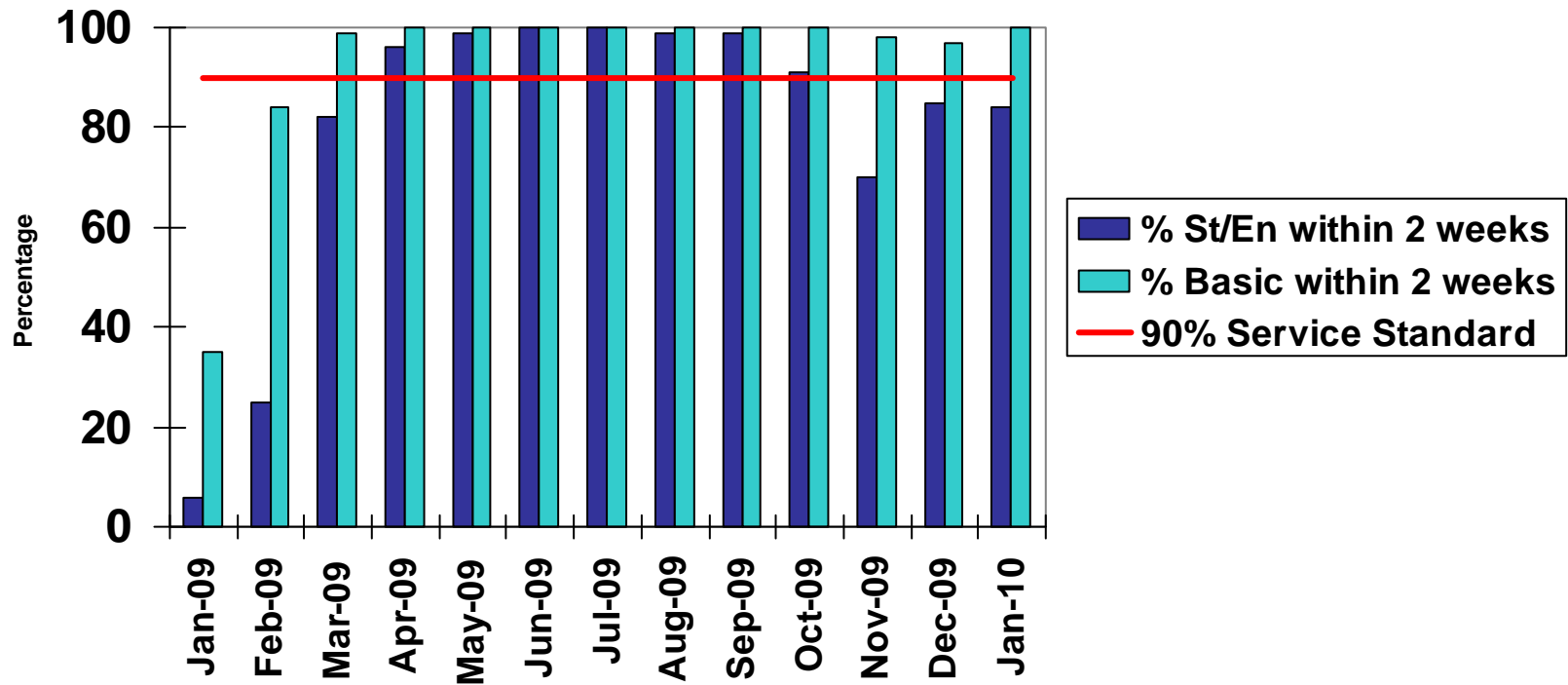
- **This month we processed 64,512 disclosures**
- **Our Targets are:**
 - 90% of Standard/Enhanced issued within 2 week SLA :
Achieved (85%, average 6.1 days)
 - 90% of Basics issued within 2 week SLA :
Achieved (100%, average 3.0 days)

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

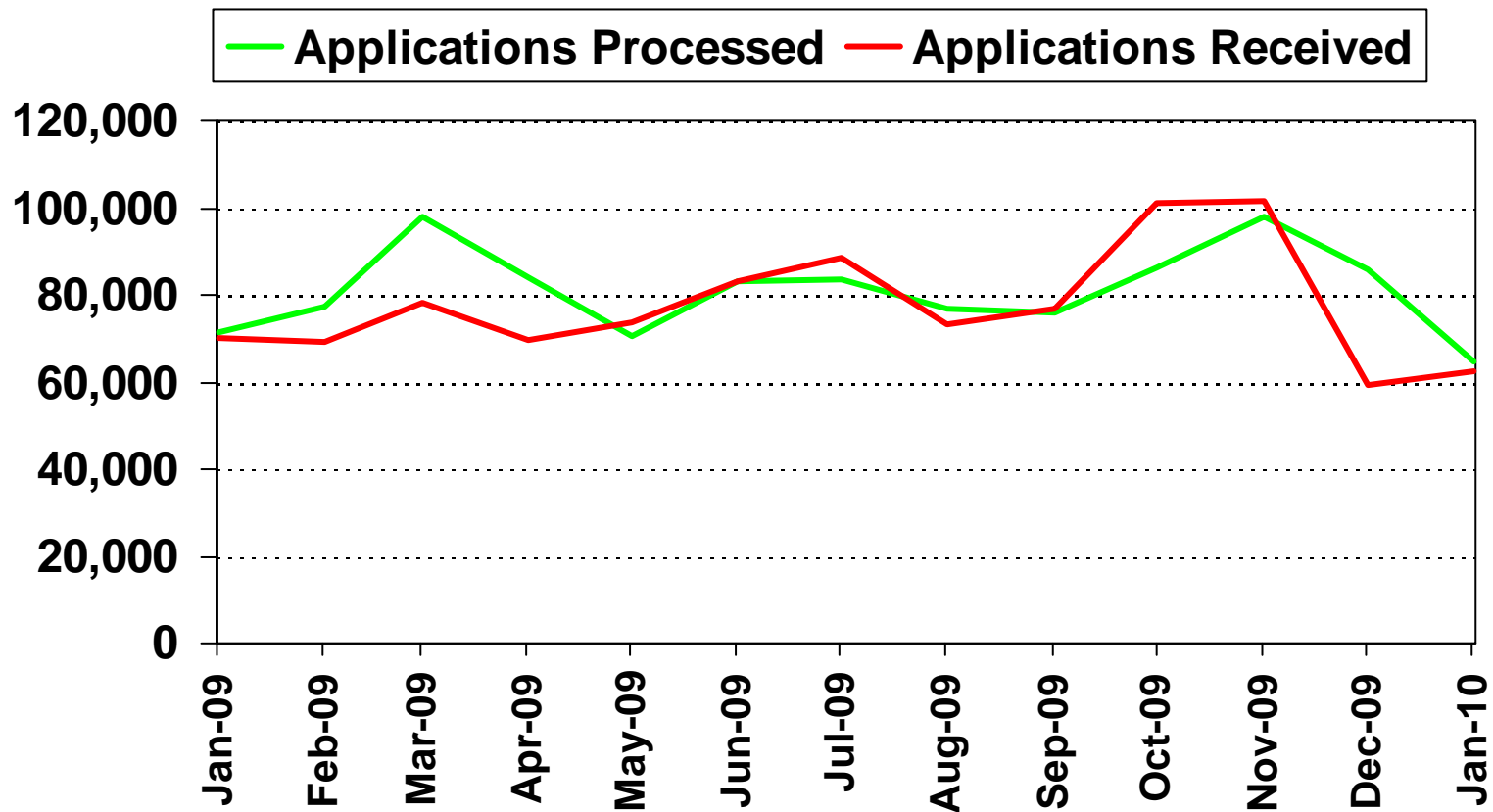
Monthly Summary – January 2010

	January 2010	% Growth	YTD
Applications Received			
Standard/Enhanced	22,630	-24%	307,306
Basic	39,823	-1%	481,746
Total	62,453	-11%	789,052
Standard/Enhanced	25,682		312,476
Basic	36,928		477,866
Non System	1,902		18,054
Total	64,512		808,396
Average Turnaround			
Standard/Enhanced	6.1 days		
Basic	3.0 days		
Total	4.3 days		

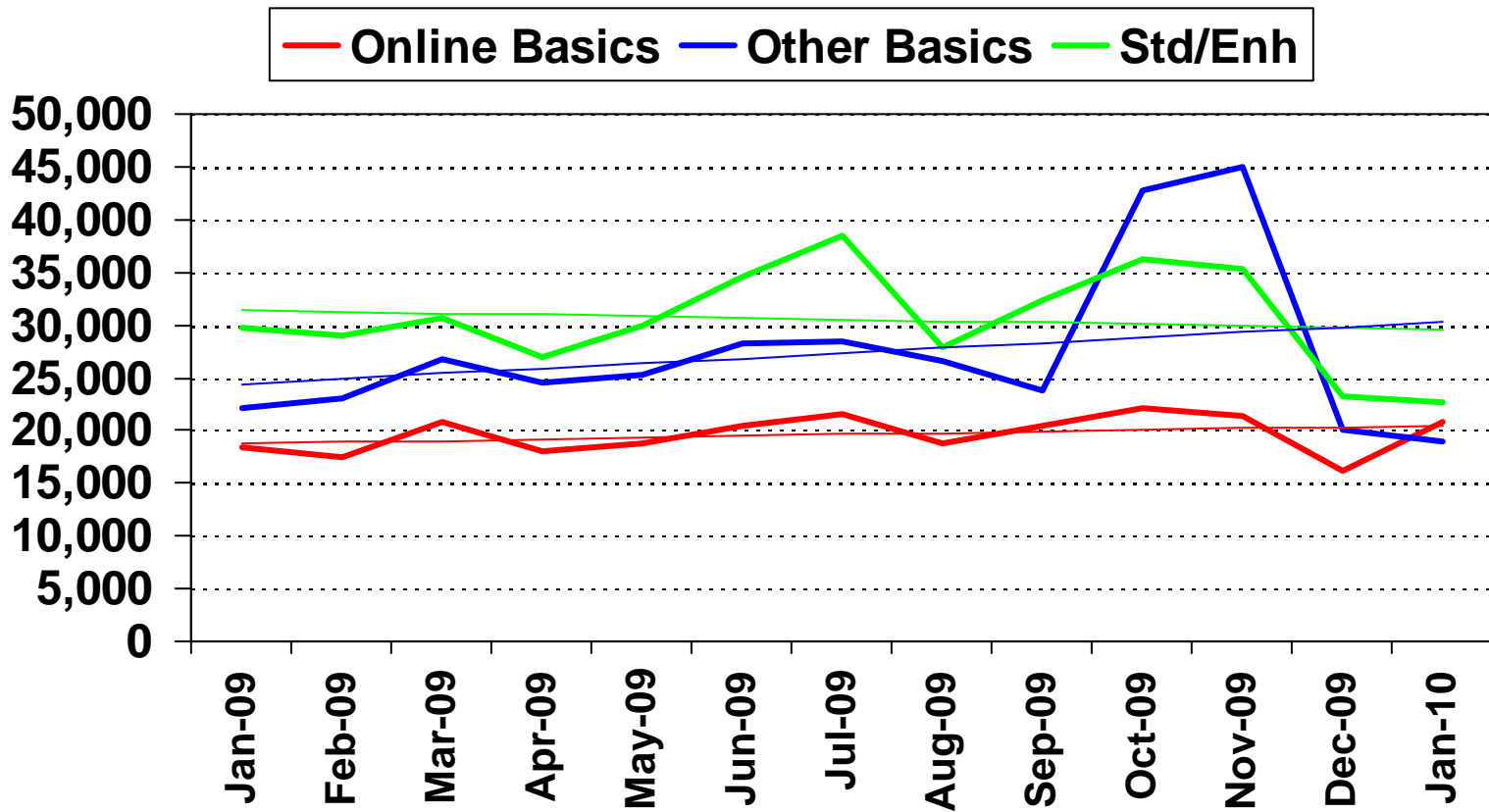
Service Performance



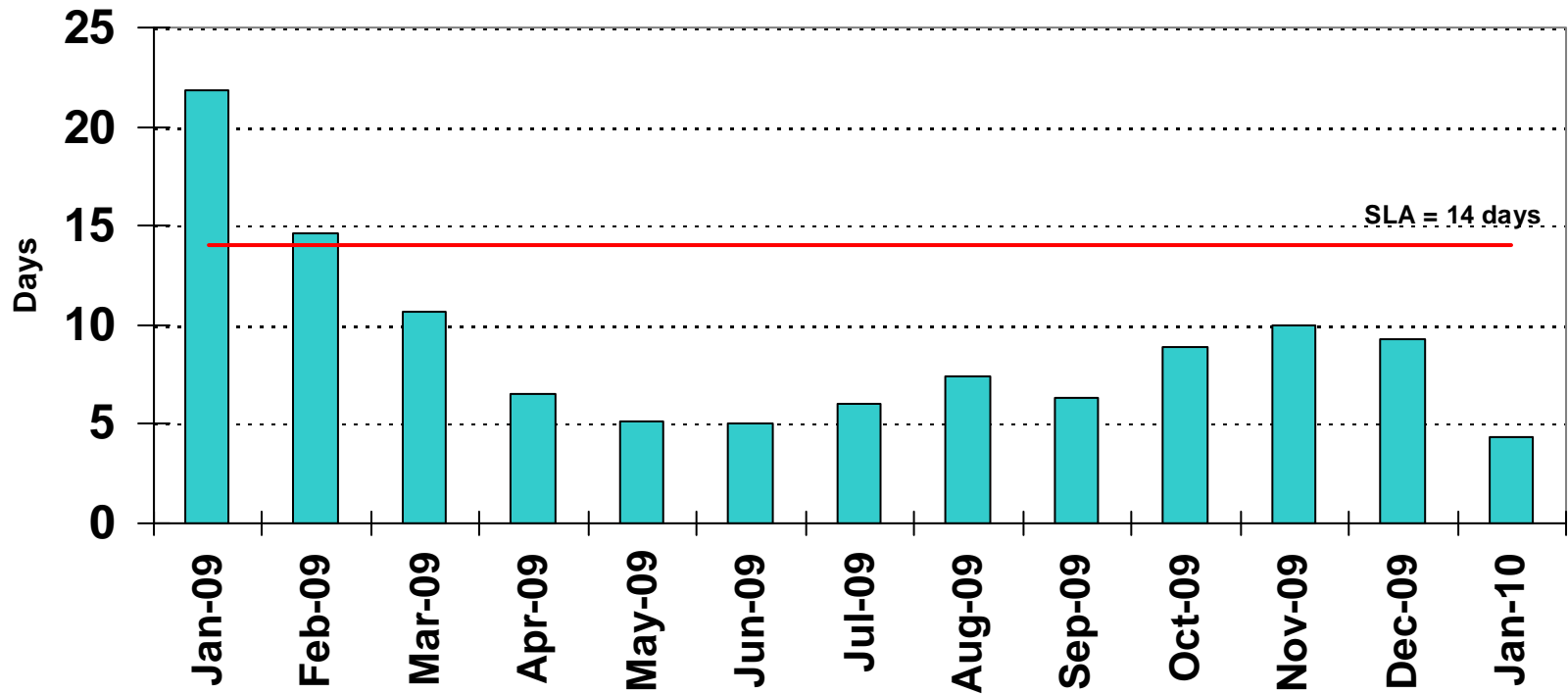
Application Volumes



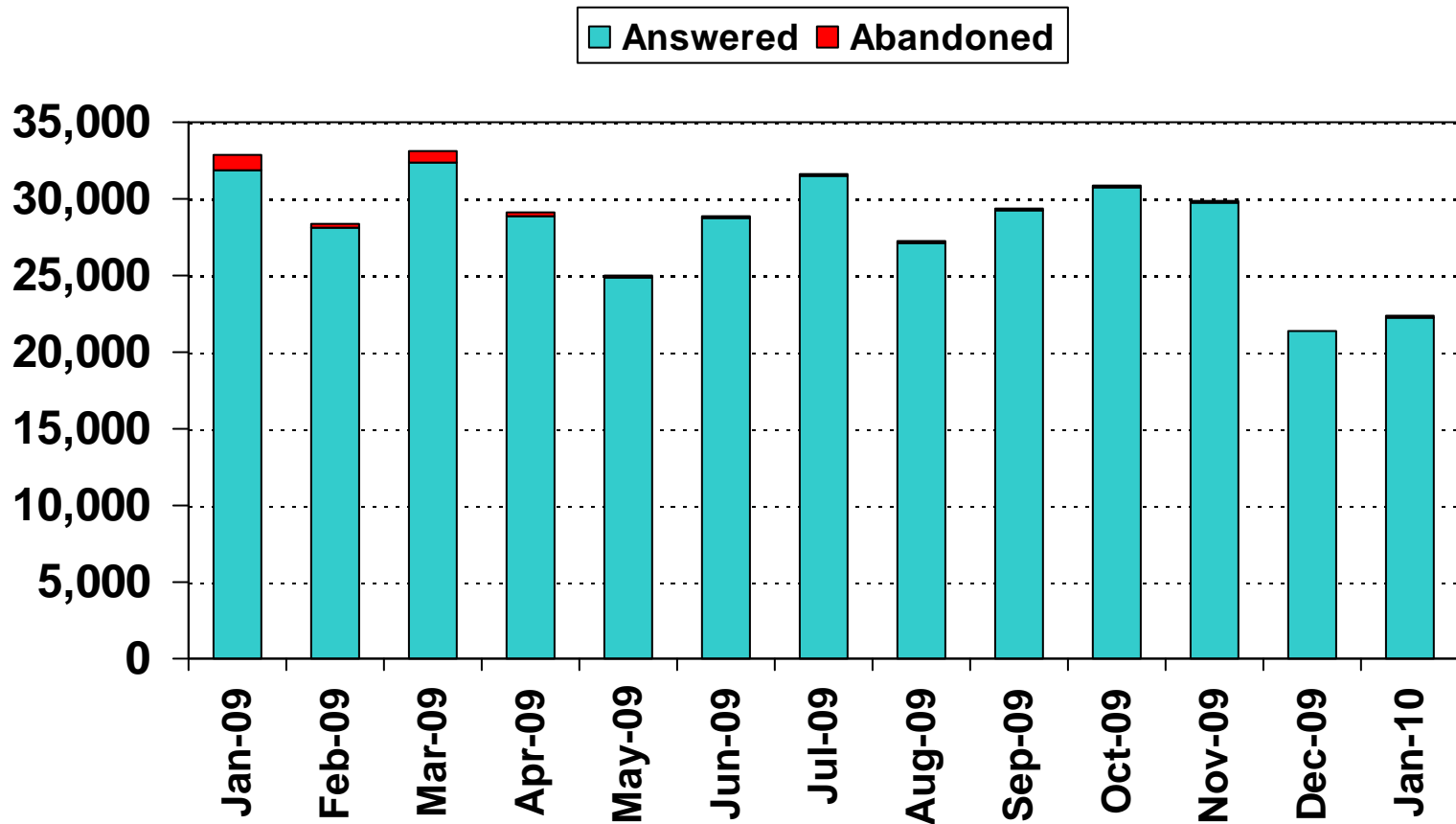
Applications (Trends)



Application Turnaround Time

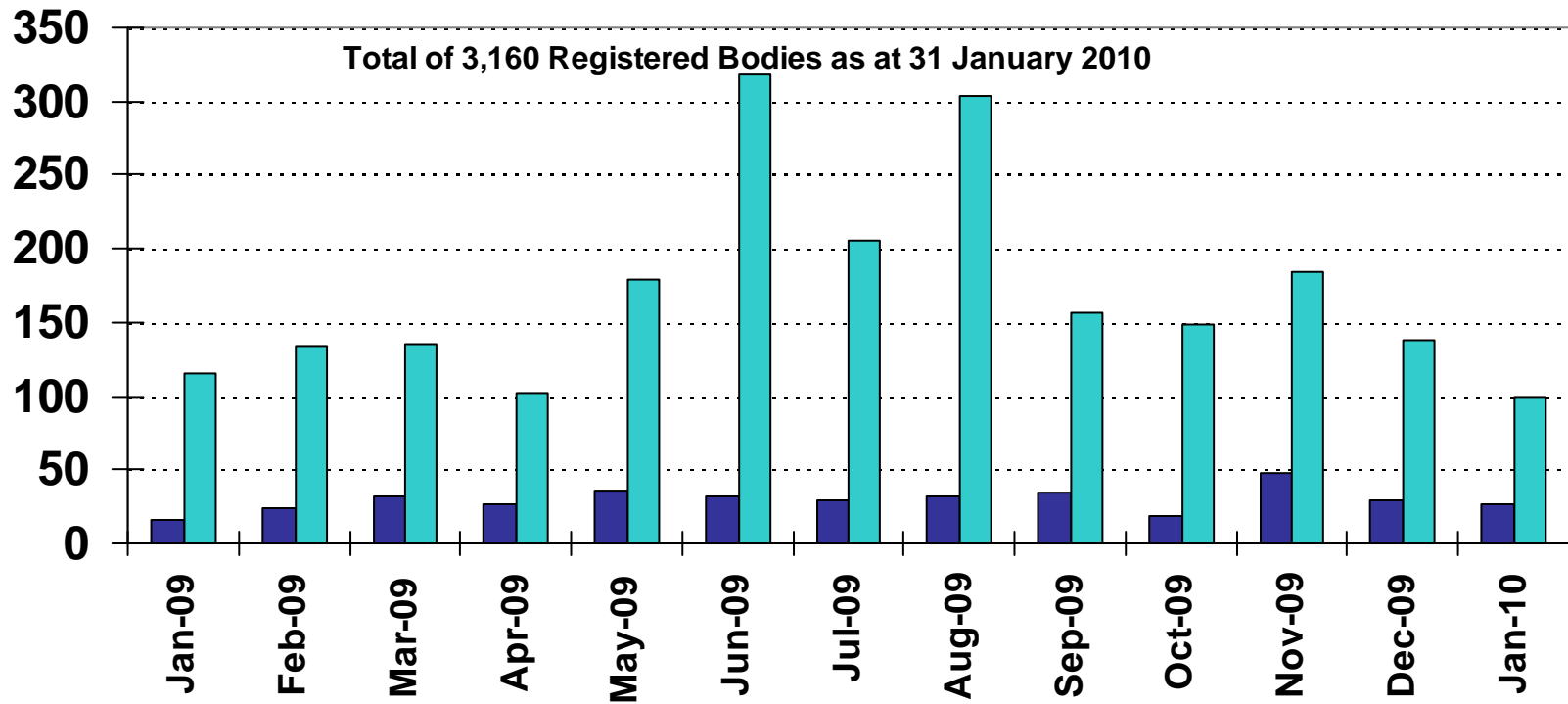


Telephone Calls to Helpdesk



Registrations

Registered/Responsible Bodies Counter Signatories



Customer Disputes (%)

