

Monthly Performance Report

November 2009

Disclosure
SCOTLAND

Service Achievements – November 2009

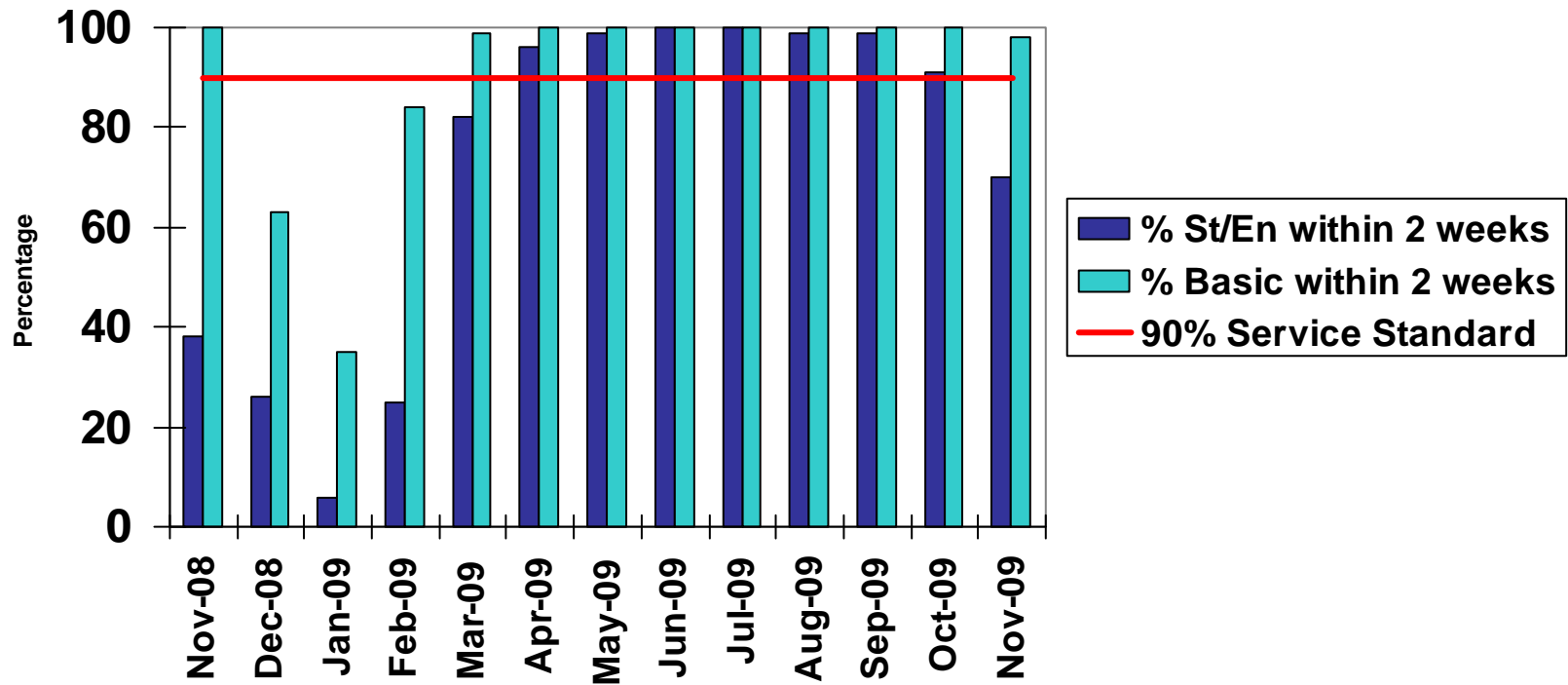
- **This month we processed 97,876 disclosures**
- 90% of Standard/Enhanced issued within 2 week SLA :
Achieved (70%, average 13.1 days)
- 90% of Basics issued within 2 week SLA :
Achieved (98%, average 8.2 days)

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

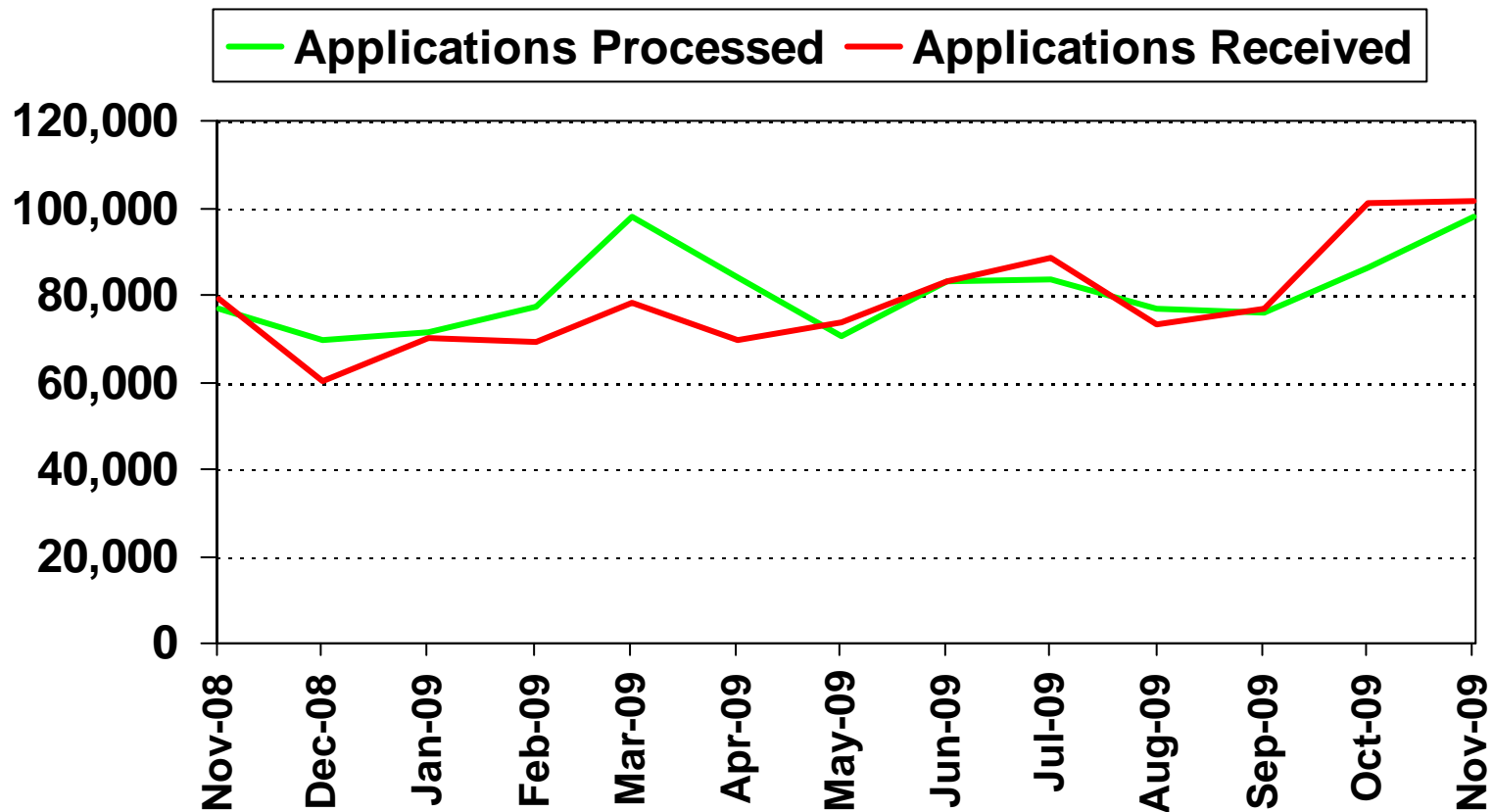
Monthly Summary – November 2009

	November 2009	% Growth	YTD
Applications Received			
Standard/Enhanced	35,272	+ 12%	261,494
Basic	66,390	+ 40%	405,645
Total	101,662	+ 29%	667,139
Standard/Enhanced	35,798		254,618
Basic	60,118		389,033
Non System	1,960		14,223
Total	97,876		657,874
Average Turnaround			
Standard/Enhanced	13.1 days		
Basic	8.2 days		
Total	10.0 days		

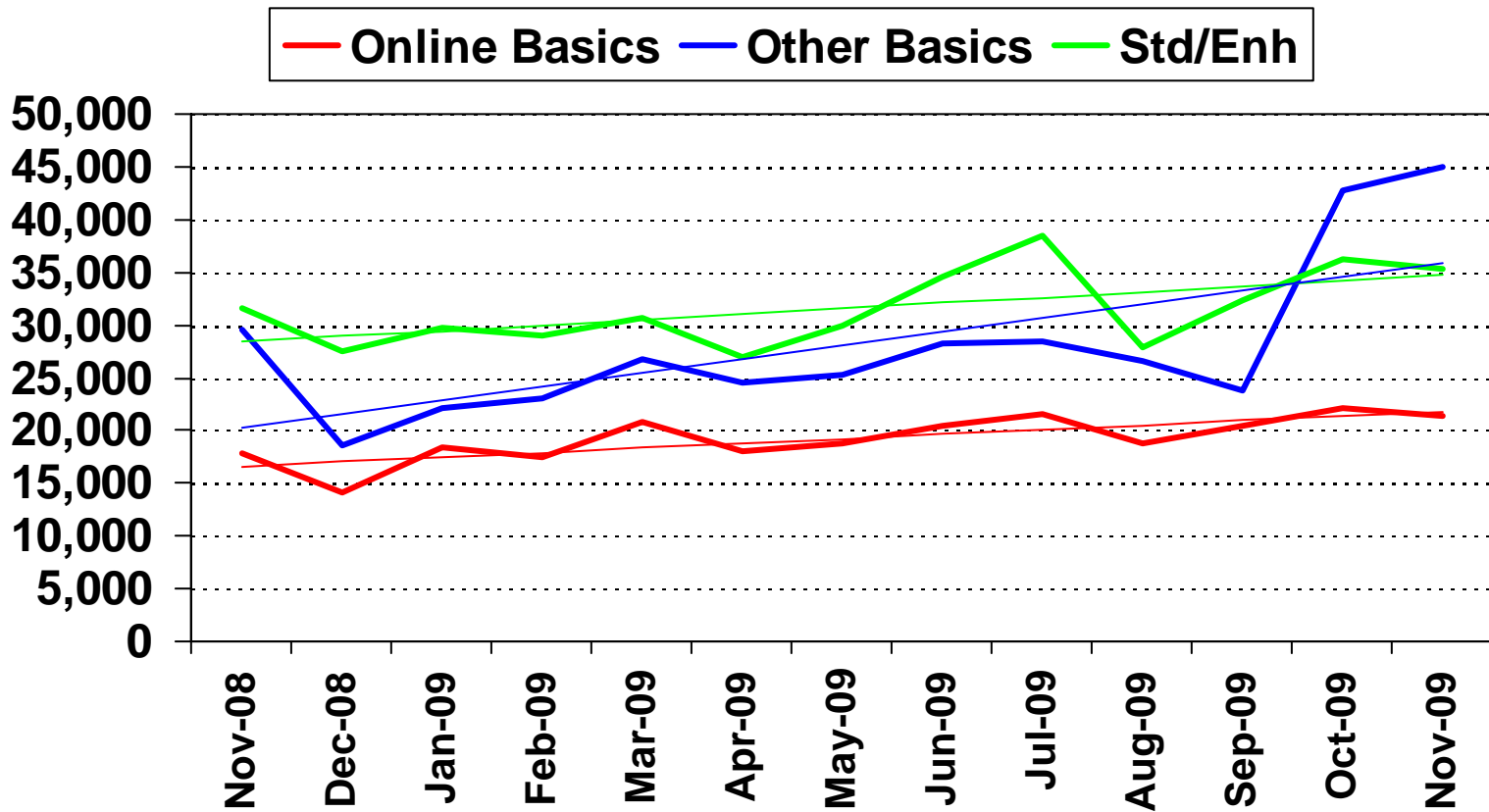
Service Performance



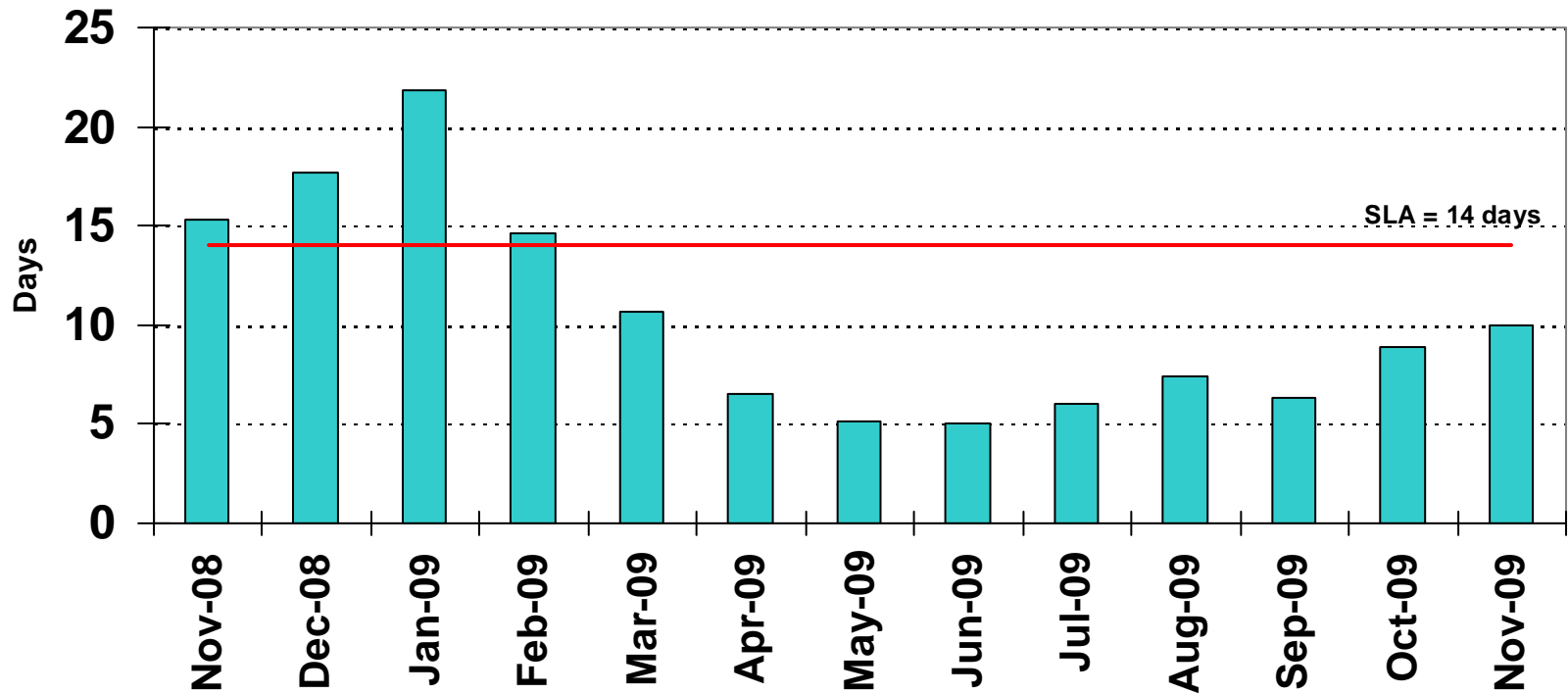
Application Volumes



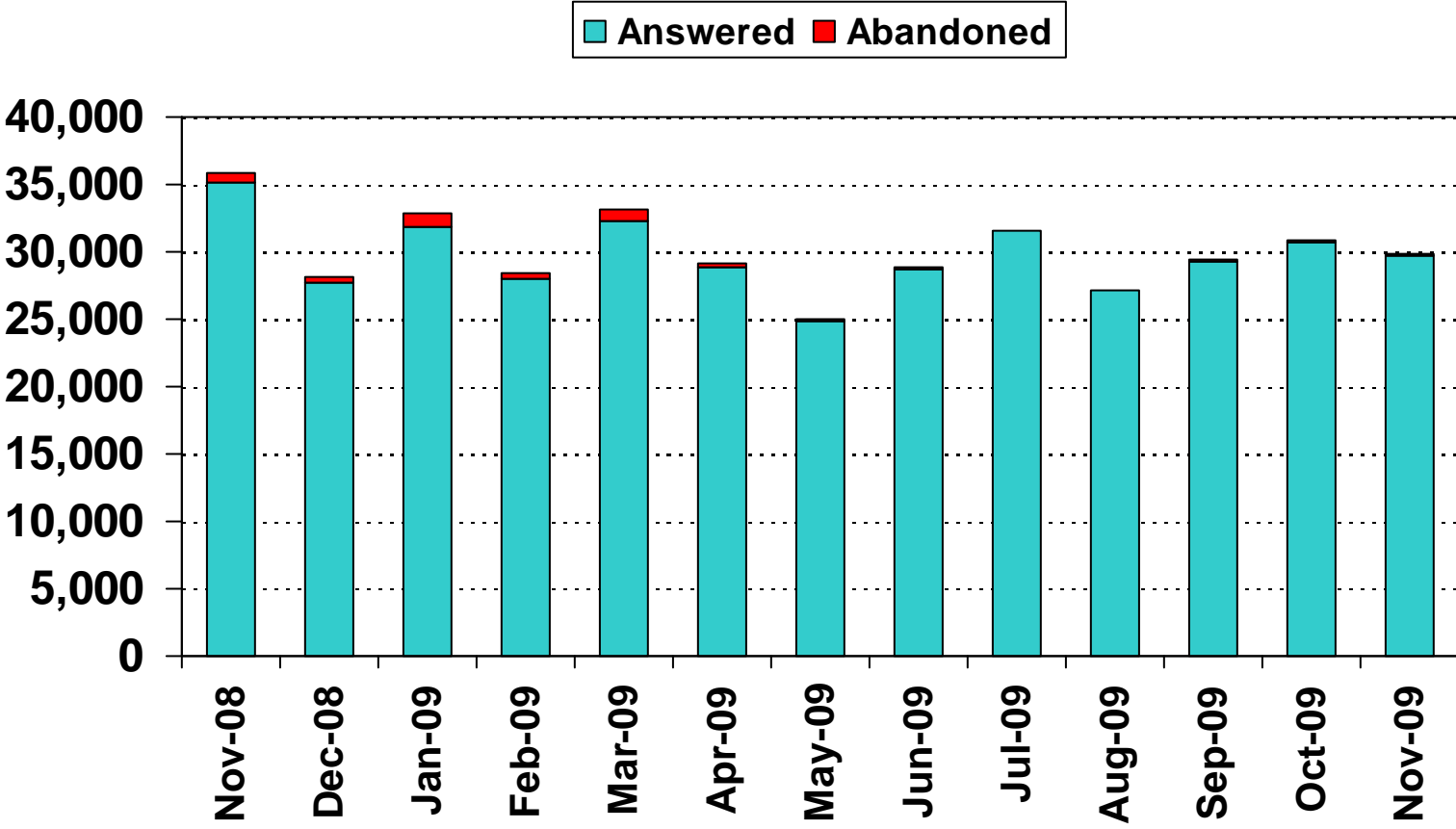
Applications (Trends)



Application Turnaround Time

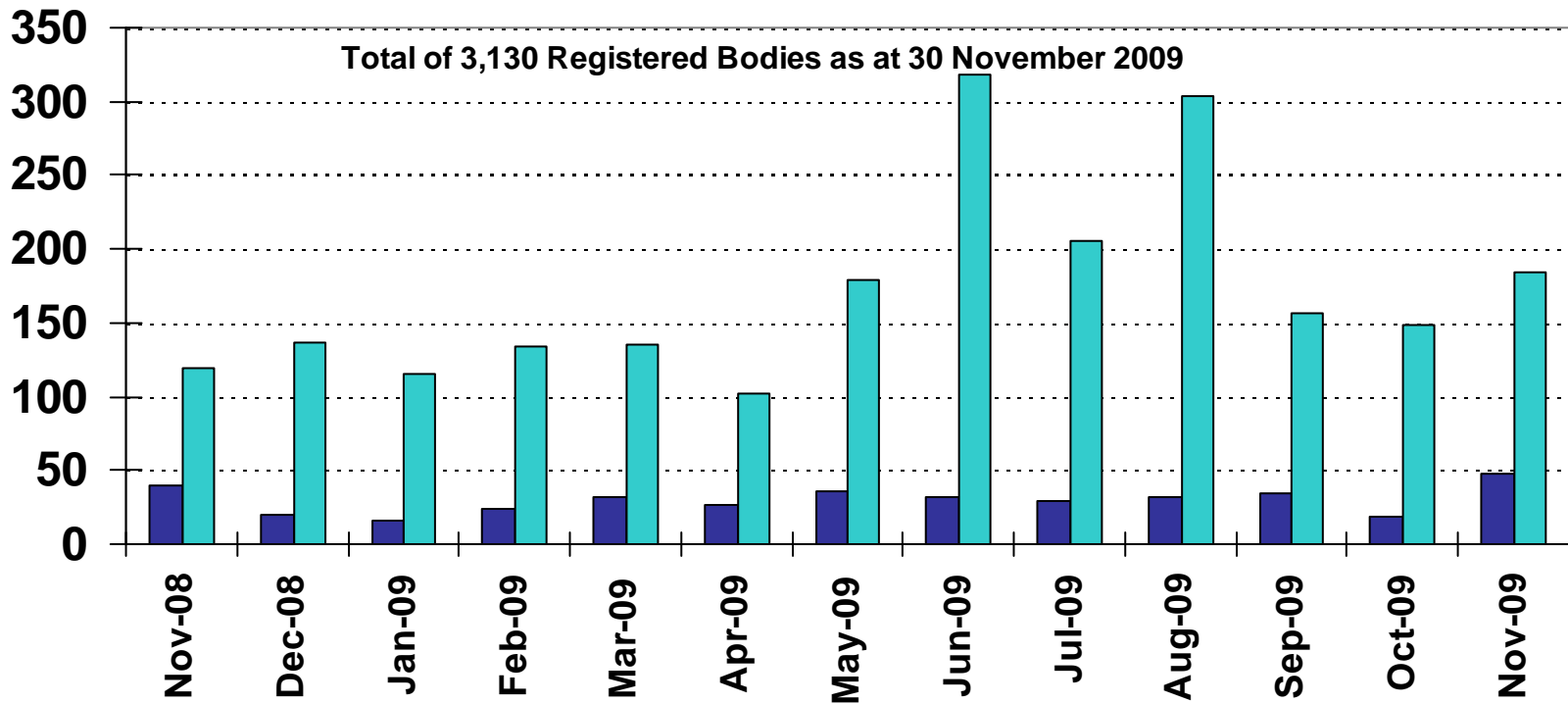


Telephone Calls to Helpdesk



Registrations

■ Registered/Responsible Bodies ■ Counter Signatories



Customer Disputes (%)

