

Monthly Performance Report

October 2008

Disclosure
SCOTLAND

Service Achievements – October 2008

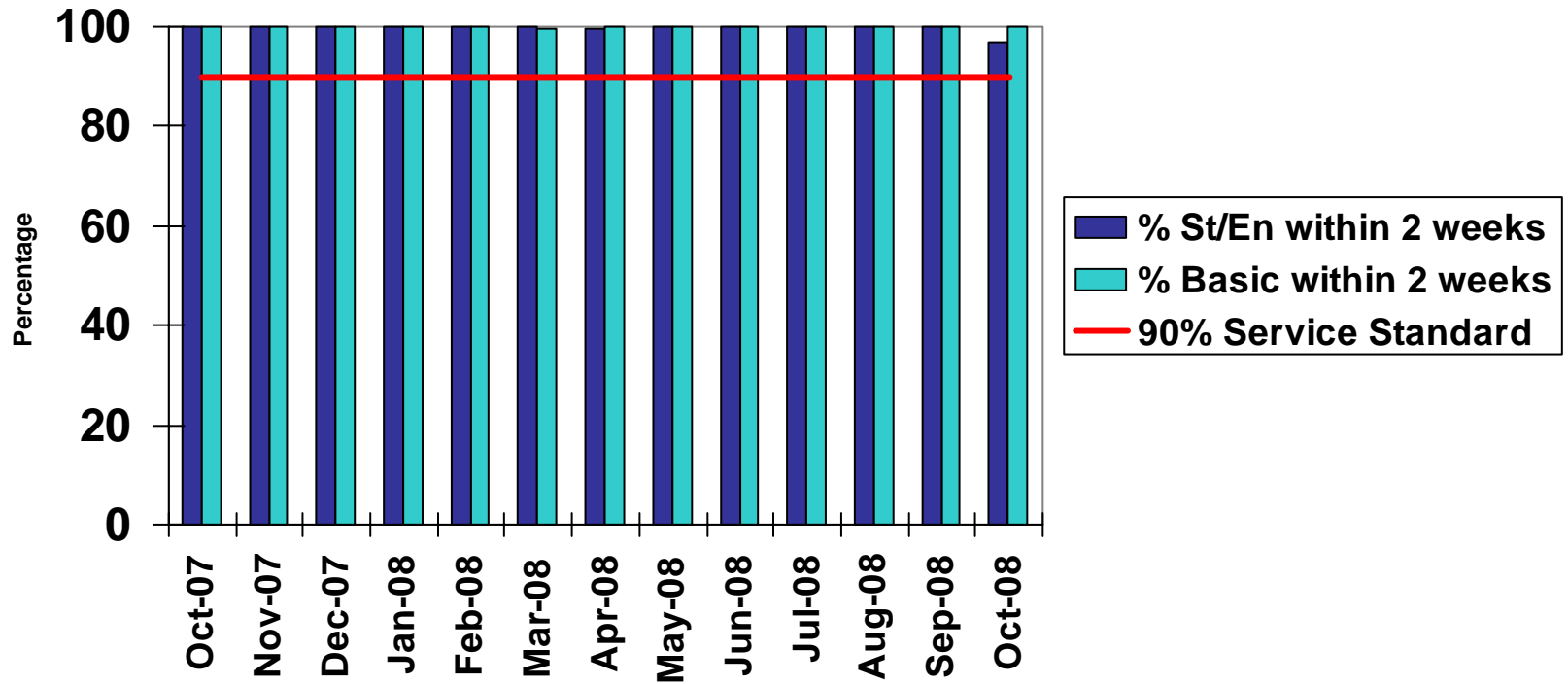
- **This month we processed 62,397 disclosures**
- 90% of Standard/Enhanced issued within 2 week SLA :
Achieved (97%, average 14.2 days)
- 90% of Basics issued within 2 week SLA :
Achieved (100%, average 13.2 days)

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

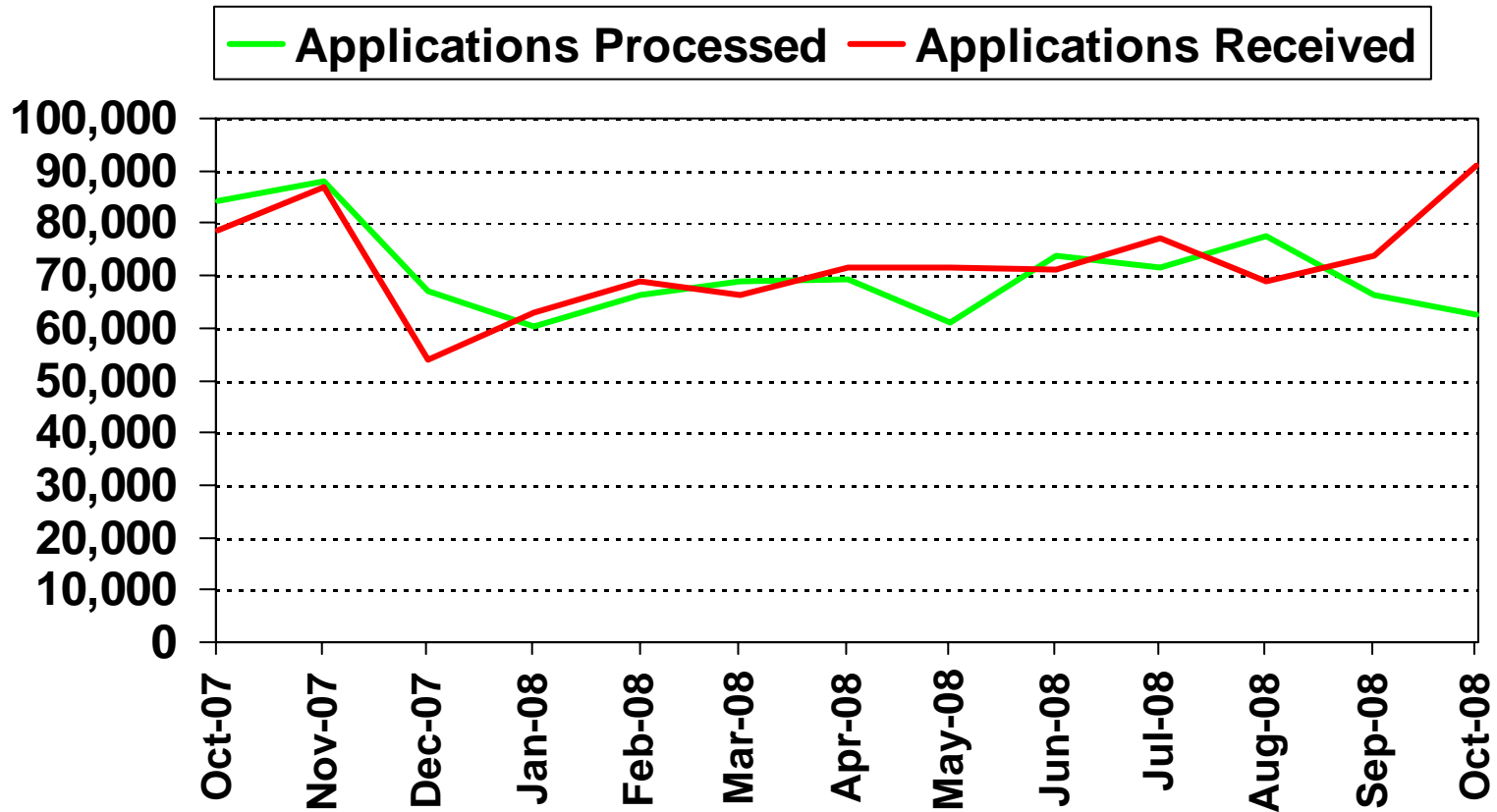
Monthly Summary – October 2008

	October 2008	% Growth	YTD
Applications Received			
Standard/Enhanced	34,863	+ 15%	231,723
Basic	56,012	+ 16%	292,948
Total	90,875	+ 15%	524,671
Applications Processed			
Standard/Enhanced	24,156		209,631
Basic	36,318		260,731
Non System	1,923		11,606
Total	62,397		481,968
Average Turnaround			
Standard/Enhanced	14.2 days		
Basic	13.2 days		
Total	13.6 days		

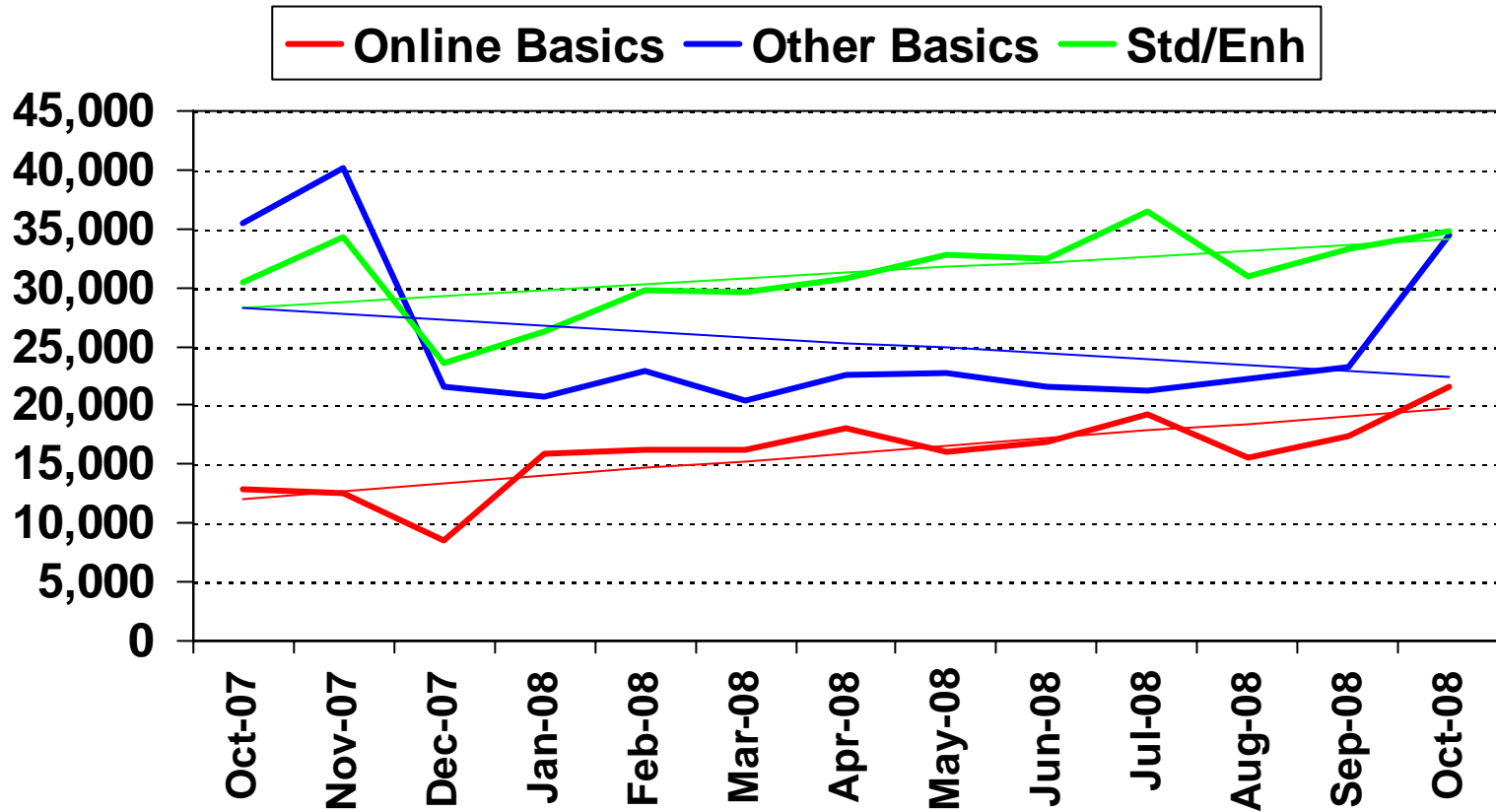
Service Performance



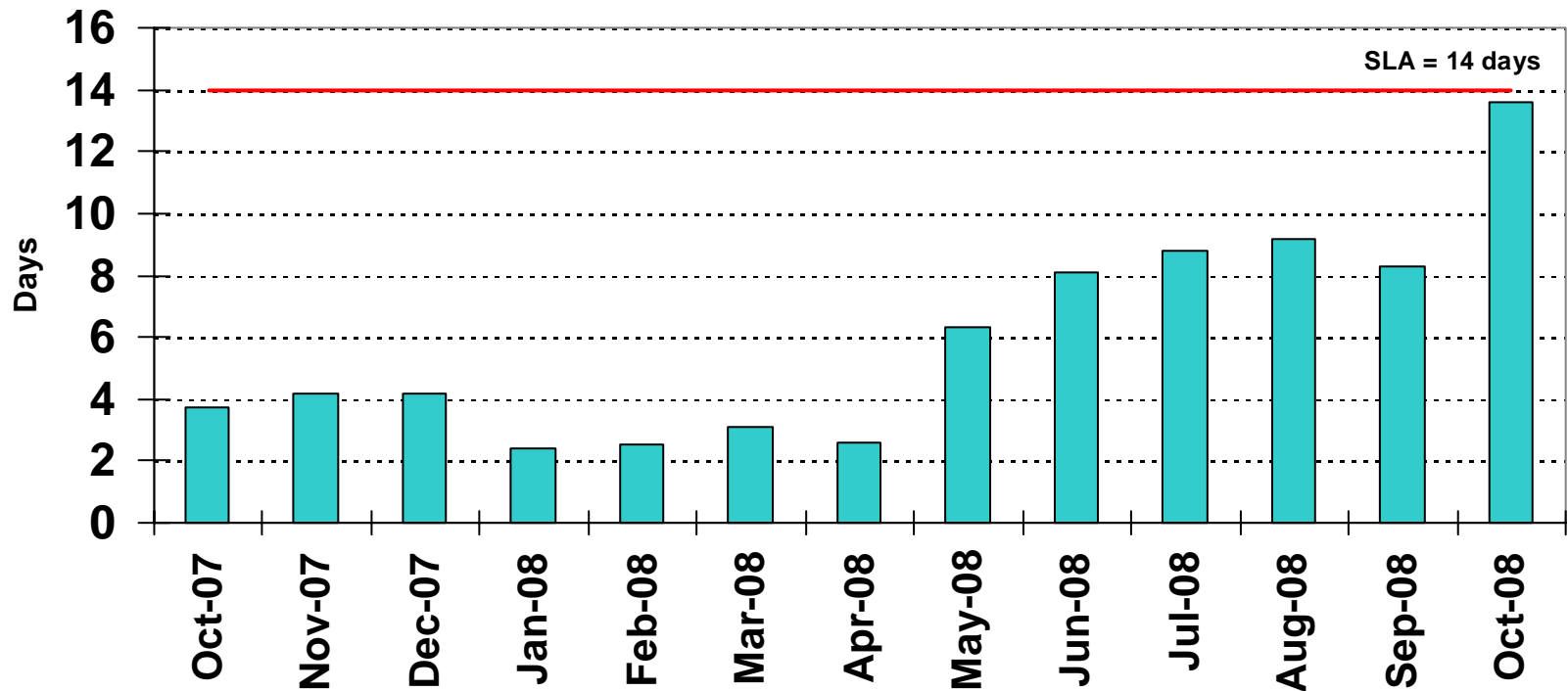
Application Volumes



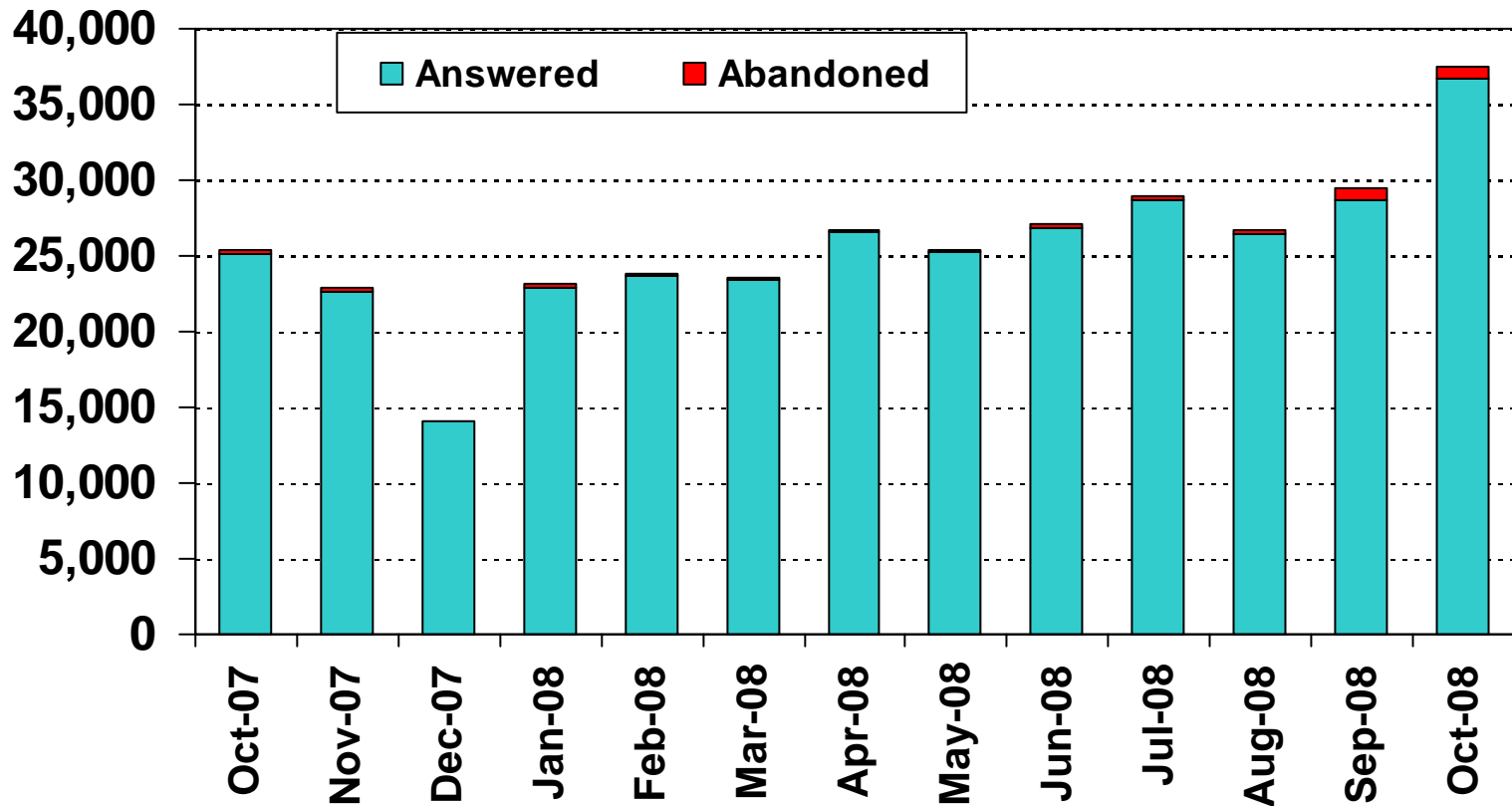
Applications (Trends)



Application Turnaround Time

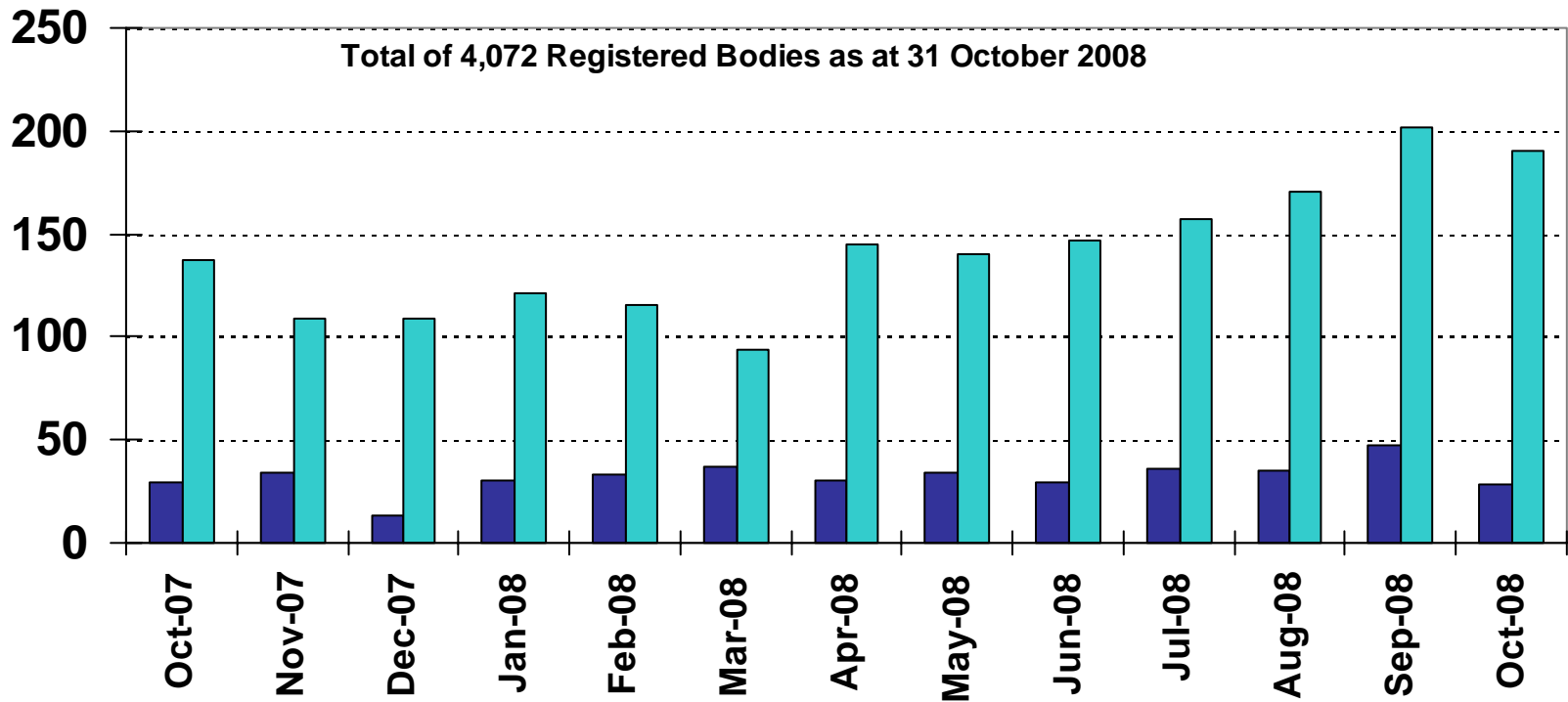


Telephone Calls to Helpdesk

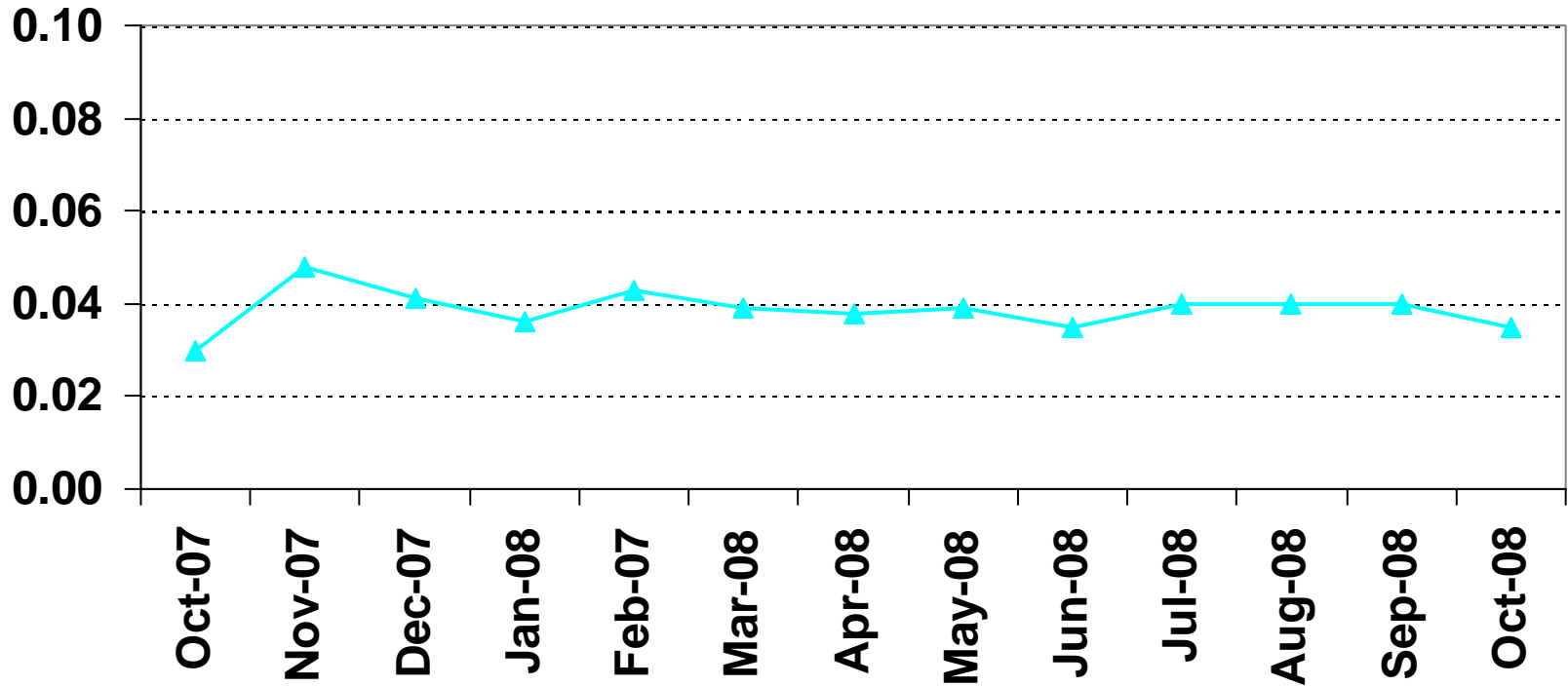


Registrations

Registered/Responsible Bodies Counter Signatories



Customer Disputes (%)



Force Enquiries (all Forces)

