

# Monthly Performance Report

July 2008

**Disclosure**  
SCOTLAND

# Service Achievements – July 2008

---

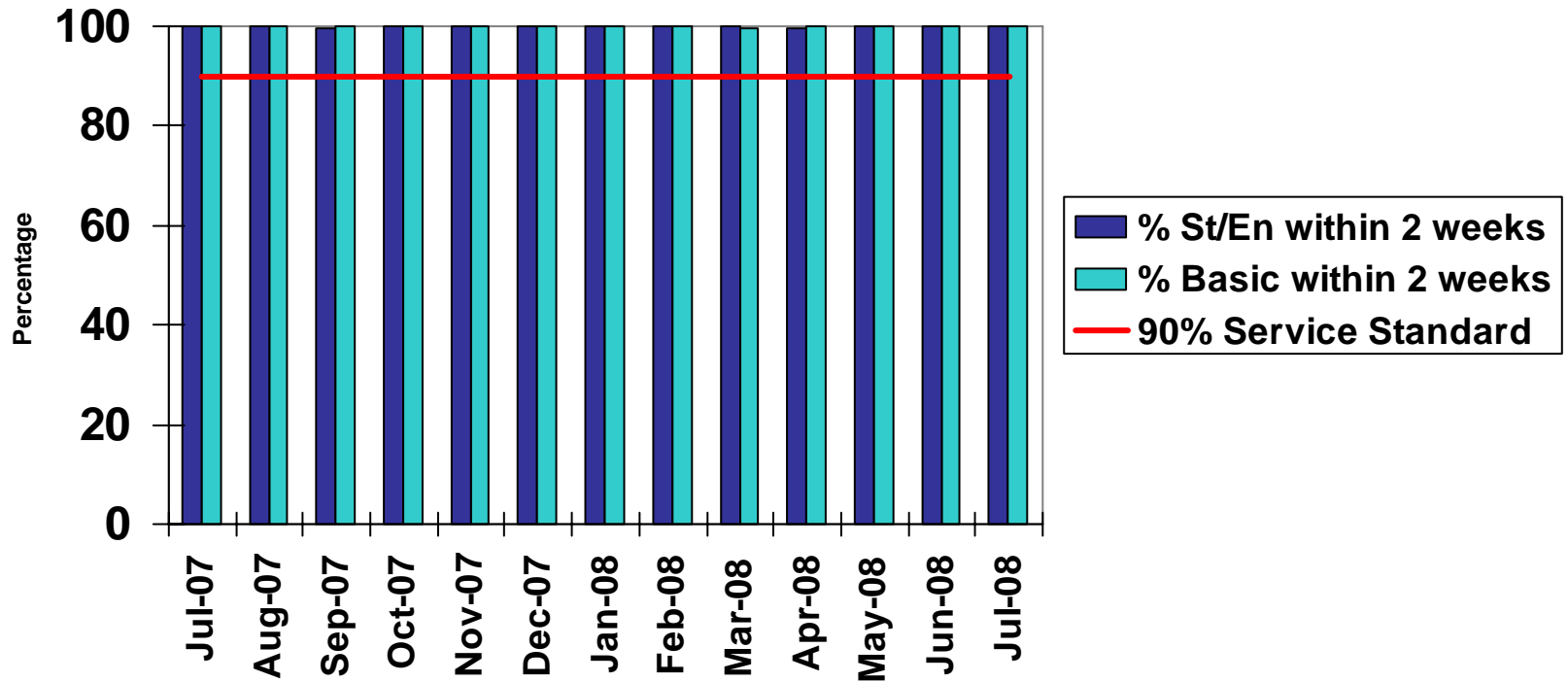
- **This month we processed 71,718 disclosures**
- 90% of Standard/Enhanced issued within 2 week SLA :  
**Achieved (100%, average 9.0 days)**
- 90% of Basics issued within 2 week SLA :  
**Achieved (100%, average 8.6 days)**

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

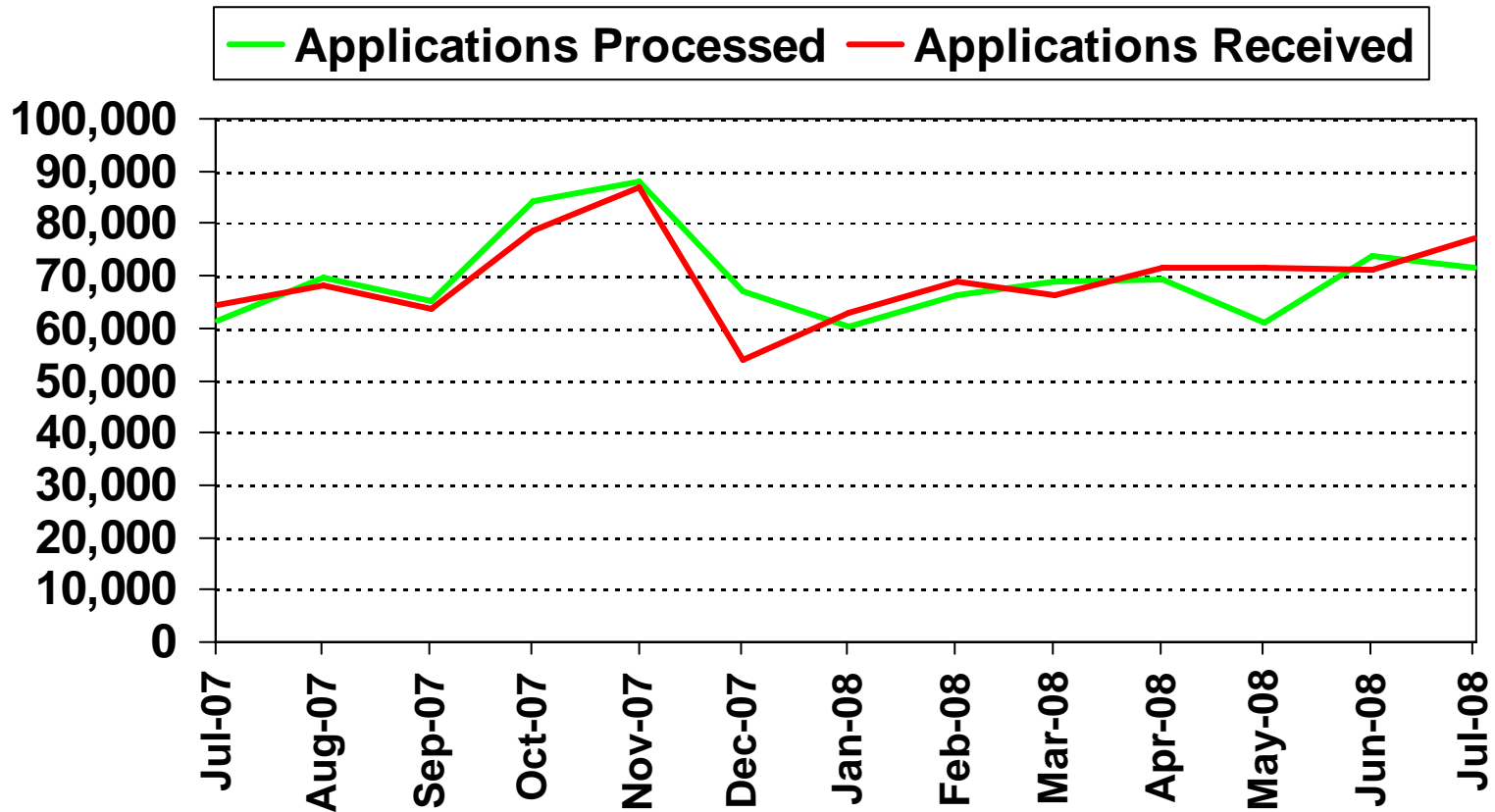
# Monthly Summary – July 2008

	July 2008	% Growth	YTD
<b>Applications Received</b>			
Standard/Enhanced	36,546	+ 12%	132,615
Basic	40,503	+ 27%	158,487
<b>Total</b>	<b>77,049</b>	<b>+ 20%</b>	<b>291,102</b>
<b>Applications Processed</b>			
Standard/Enhanced	35,425		122,675
Basic	34,798		146,934
Non System	1,495		6,273
<b>Total</b>	<b>71,718</b>		<b>275,882</b>
<b>Average Turnaround</b>			
Standard/Enhanced	9.0 days		
Basic	8.6 days		
<b>Total</b>	<b>8.8 days</b>		

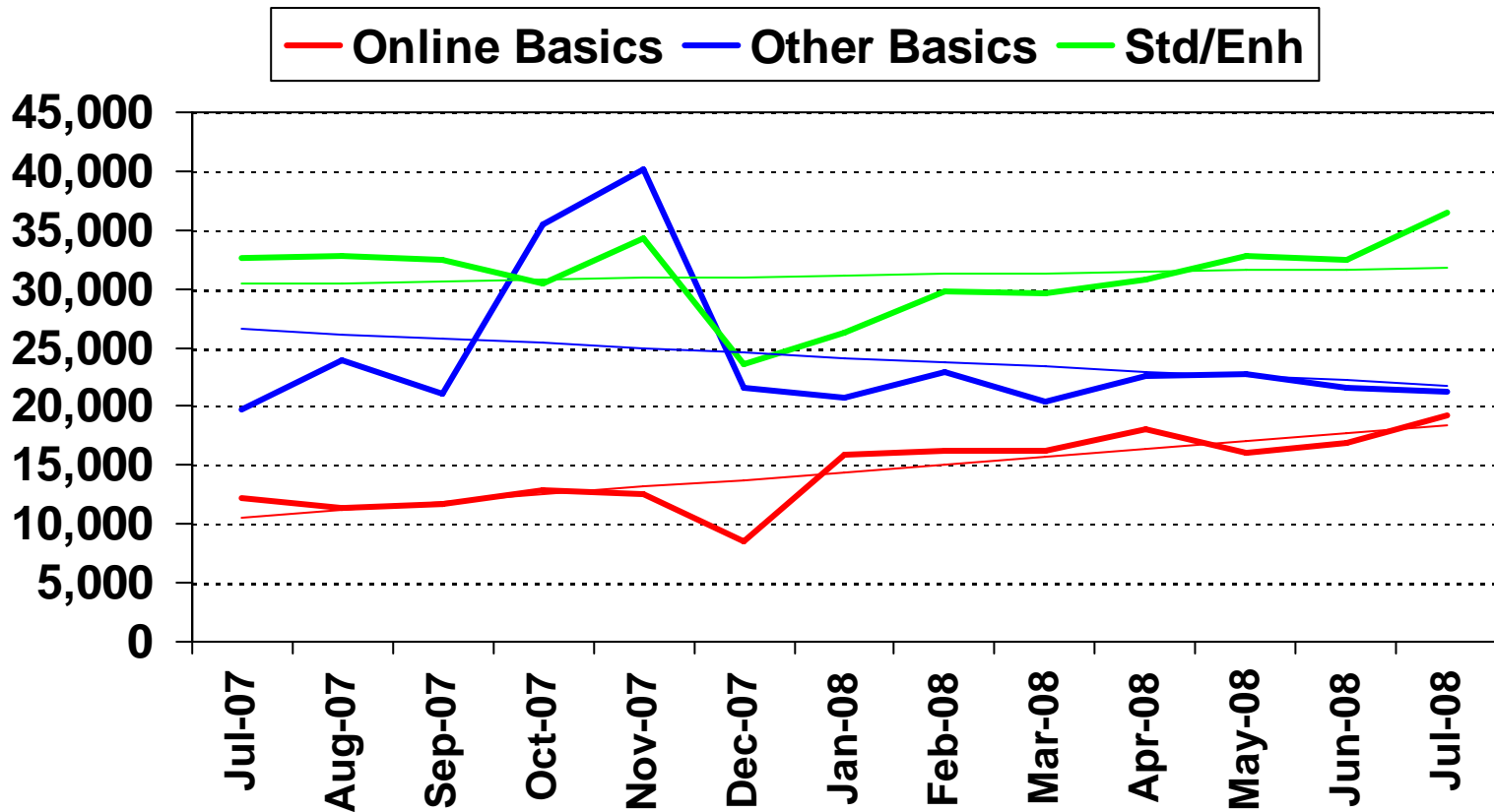
# Service Performance



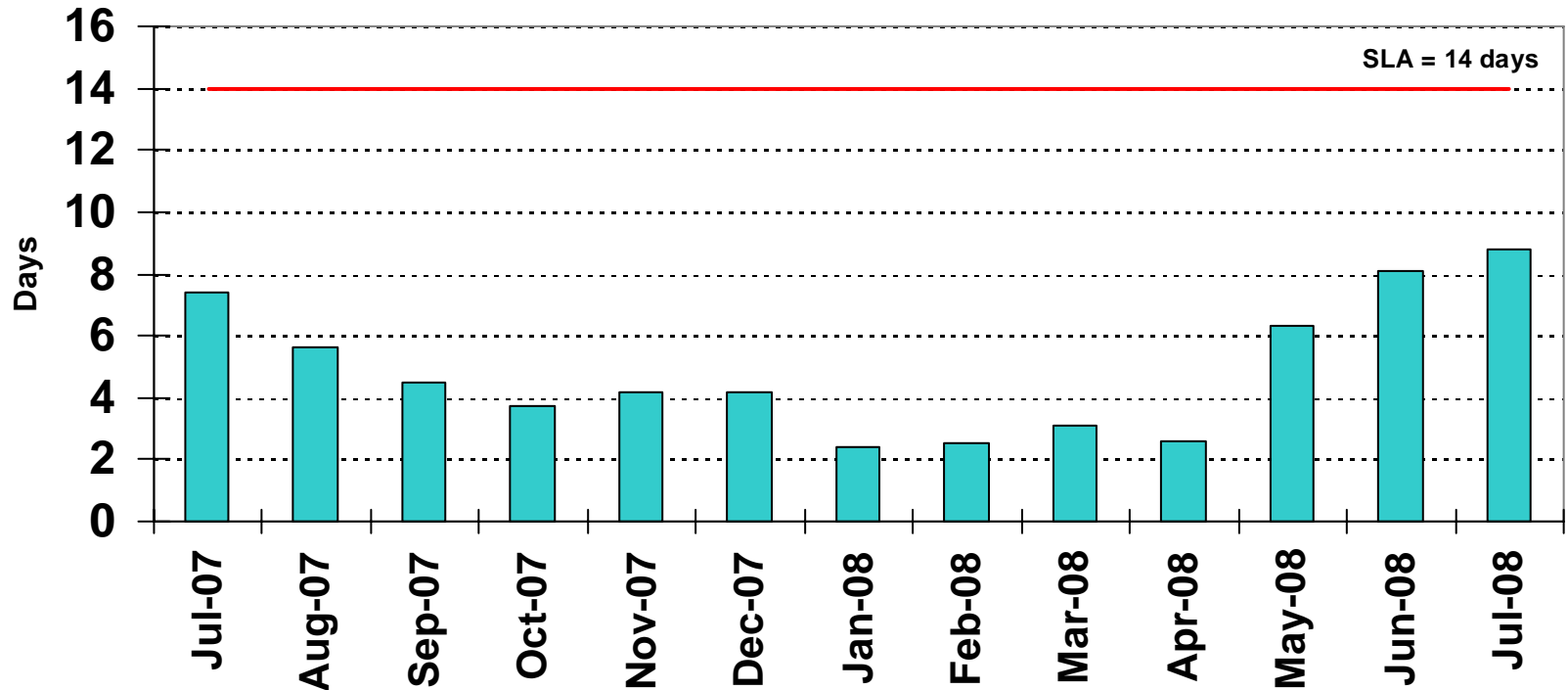
# Application Volumes



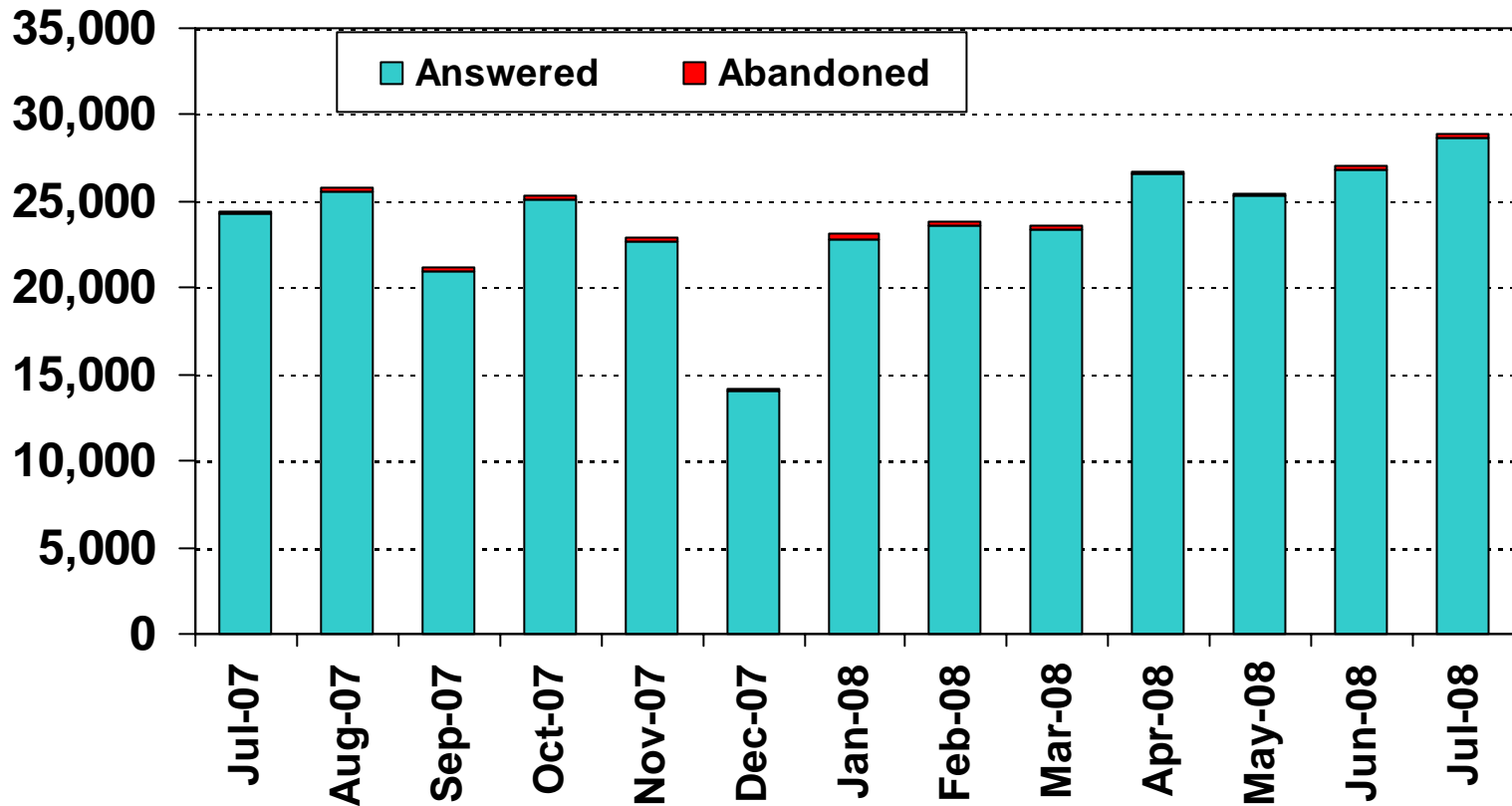
# Applications (Trends)



# Application Turnaround Time

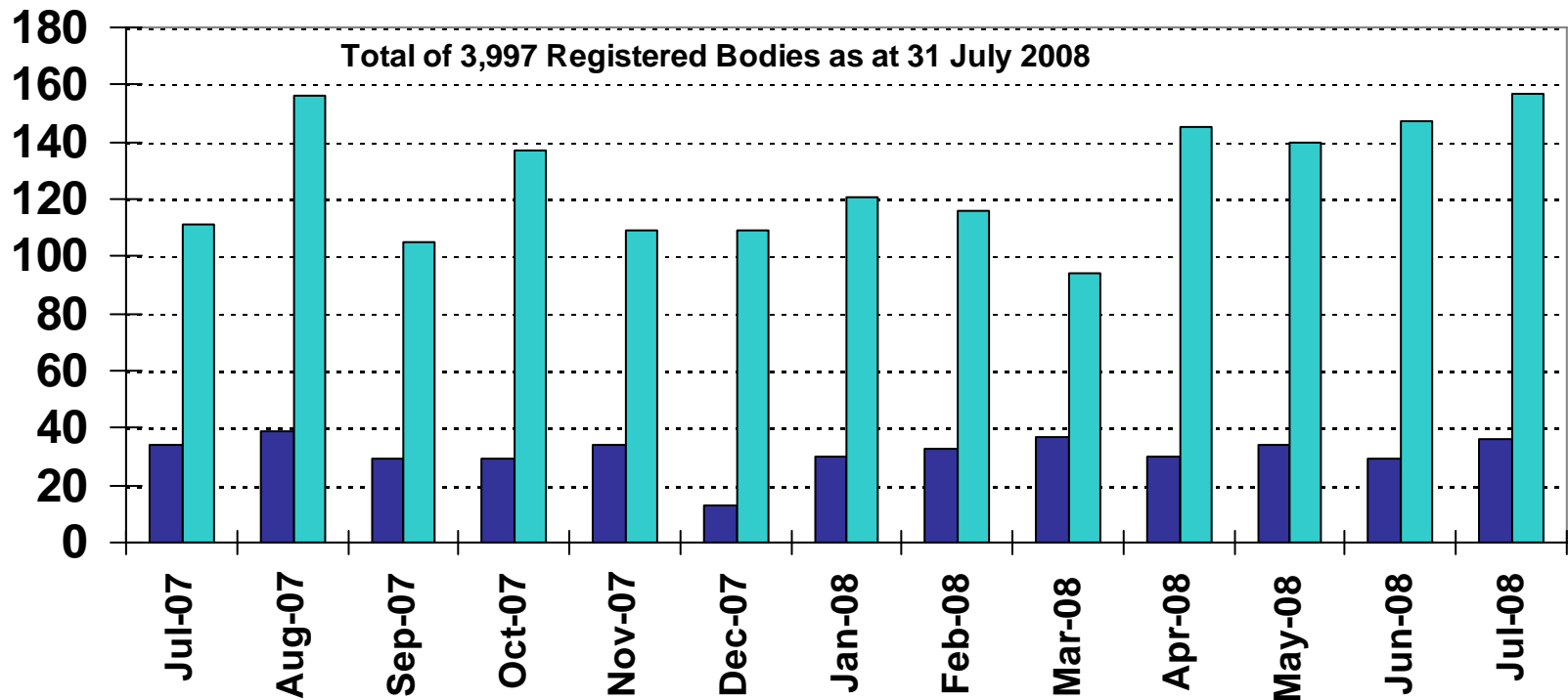


# Telephone Calls to Helpdesk

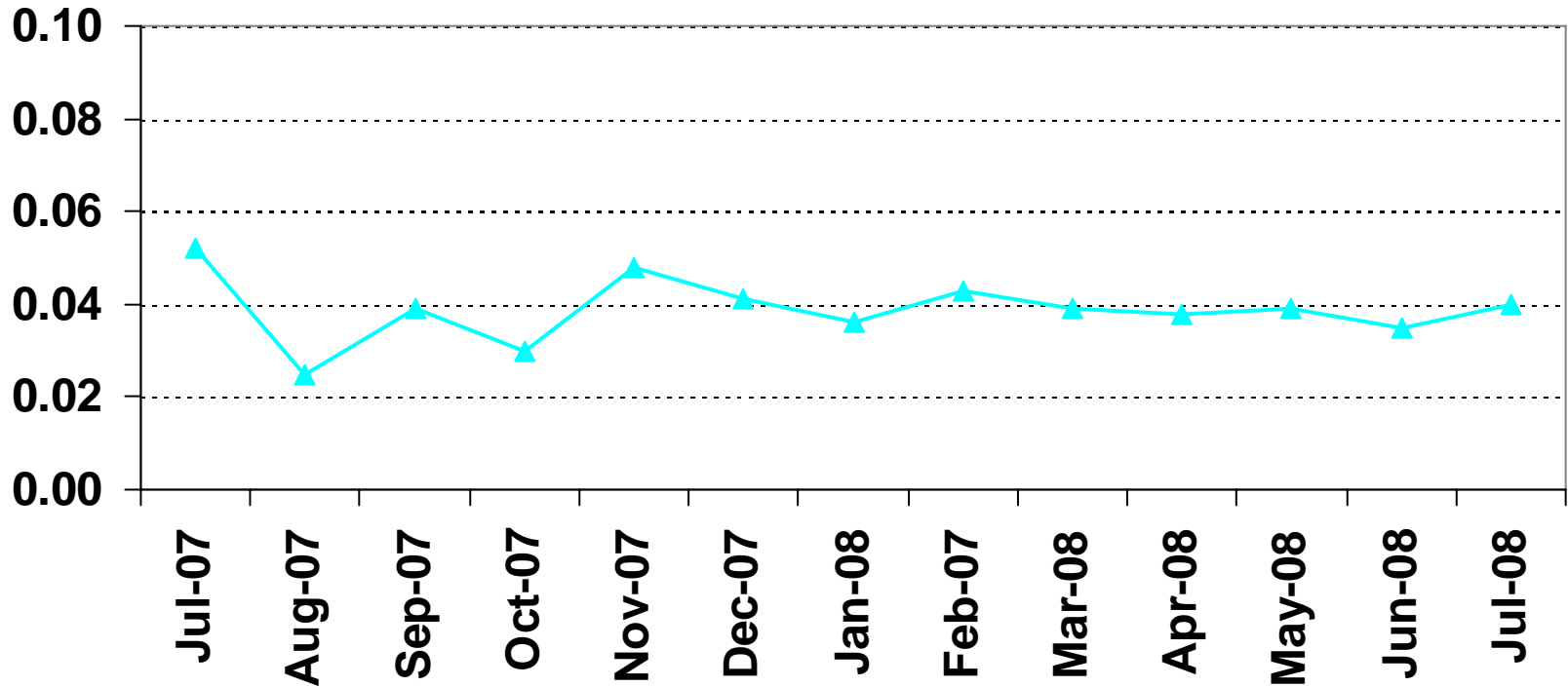


# Registrations

Registered/Responsible Bodies Counter Signatories



# Customer Disputes (%)



# Force Enquiries (all Forces)

