

# Monthly Performance Report

June 2010

**Disclosure**  
SCOTLAND

# Service Achievements – June 2010

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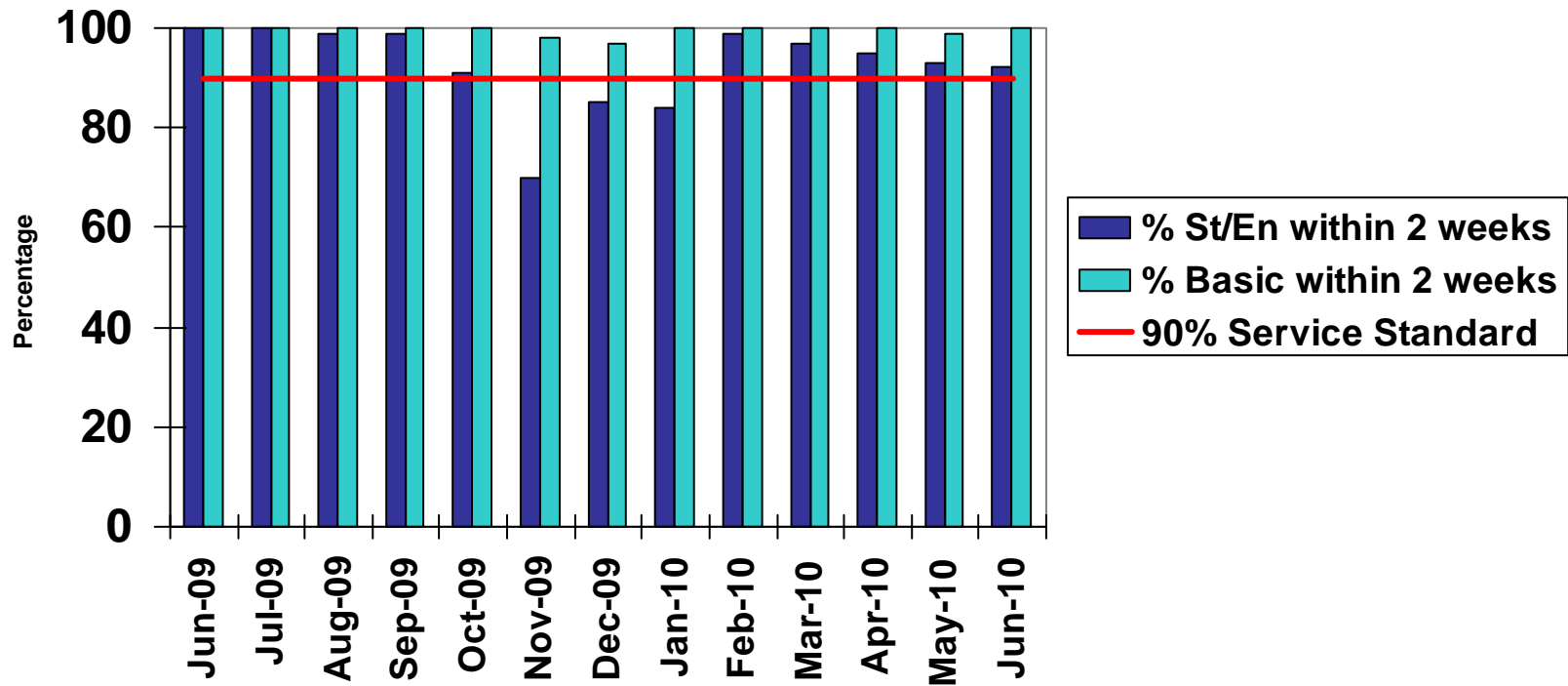
- **This month we processed 77,993 disclosures**
- **Our Targets are:**
  - 90% of Standard/Enhanced issued within 2 week SLA :  
**Achieved (92%, average 10.8 days)**
  - 90% of Basics issued within 2 week SLA :  
**Achieved (100%, average 6.6 days)**

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

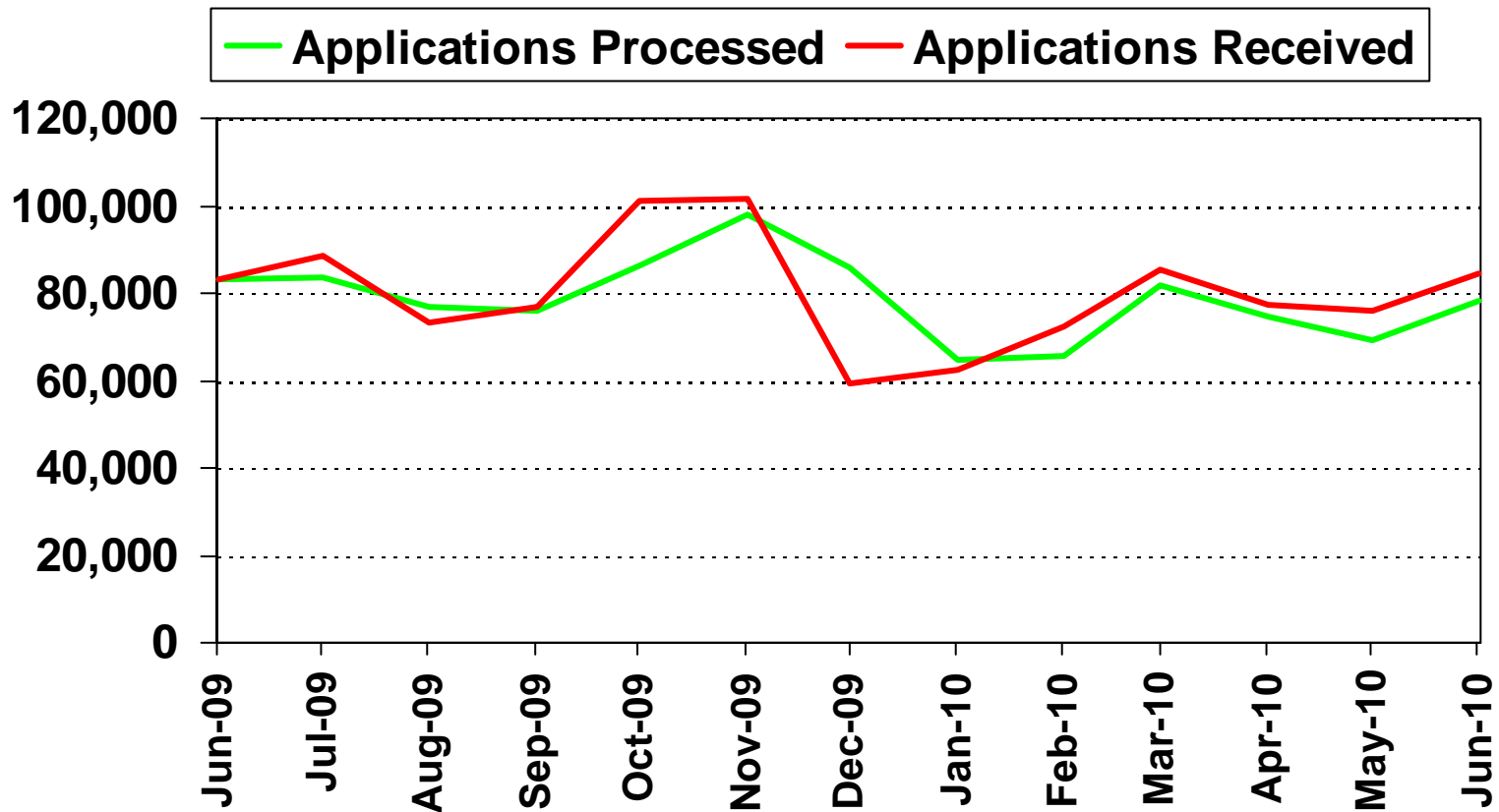
# Monthly Summary – June 2010

	Jun 2010	% Growth	YTD
<b>Applications Received</b>			
Standard/Enhanced	31,075	-10%	83,935
Basic	53,350	+10%	153,927
<b>Total</b>	<b>84,425</b>	<b>+2%</b>	<b>237,862</b>
Standard/Enhanced	28,197		78,056
Basic	49,796		143,899
<b>Total</b>	<b>77,993</b>		<b>221,955</b>
<b>Average Turnaround</b>			
Standard/Enhanced	10.8 days		
Basic	6.6 days		
<b>Total</b>	<b>8.1 days</b>		

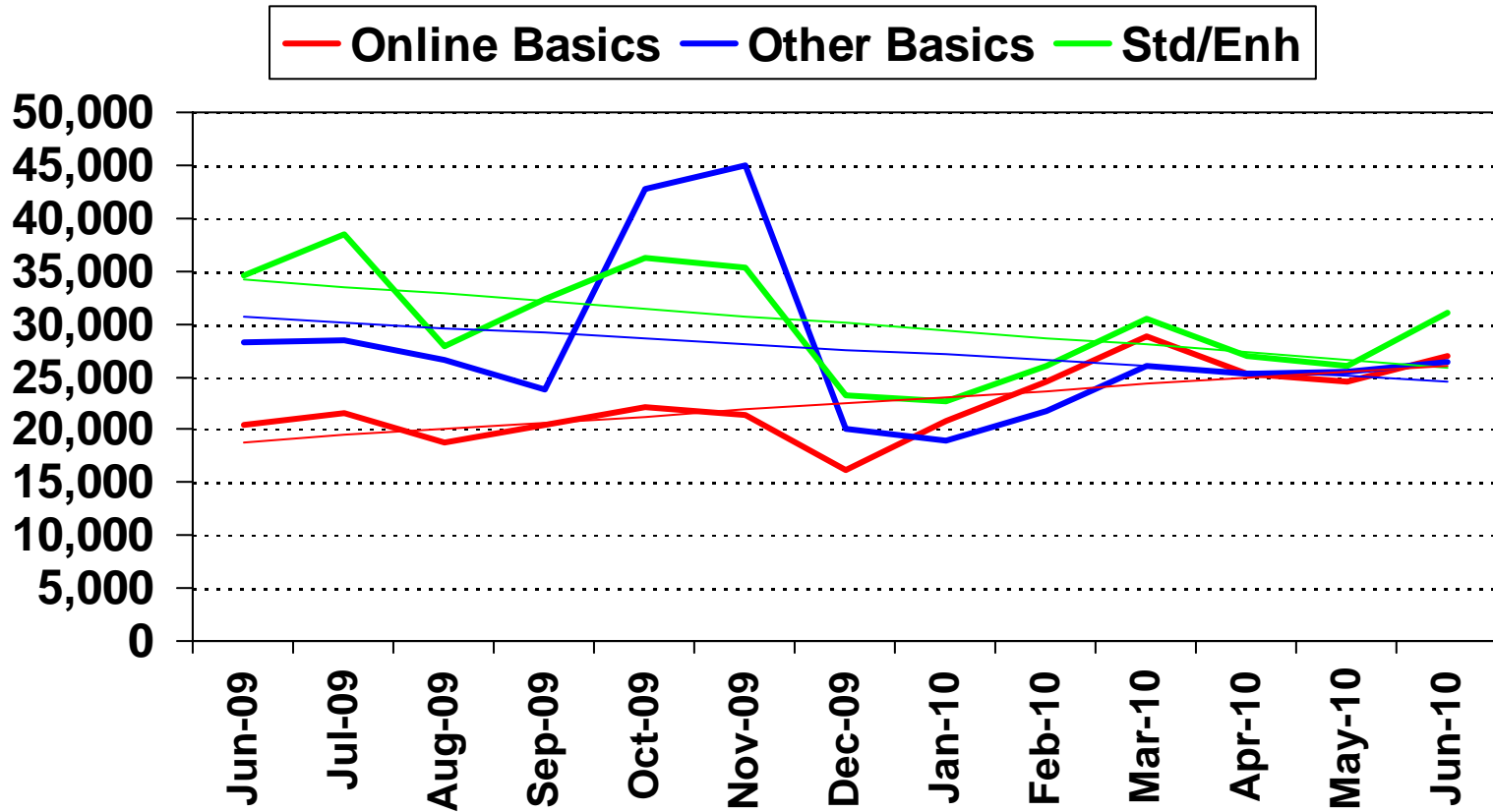
# Service Performance



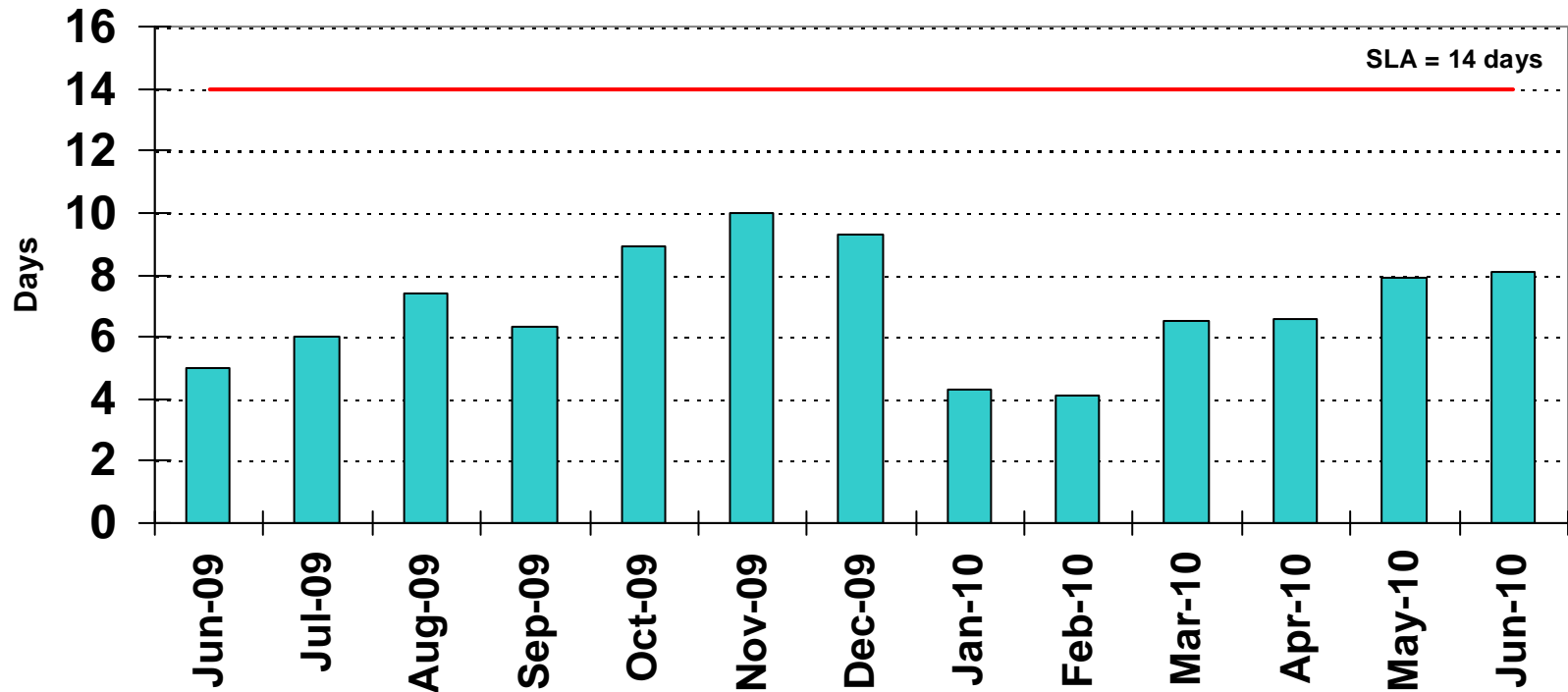
# Application Volumes



# Applications (Trends)

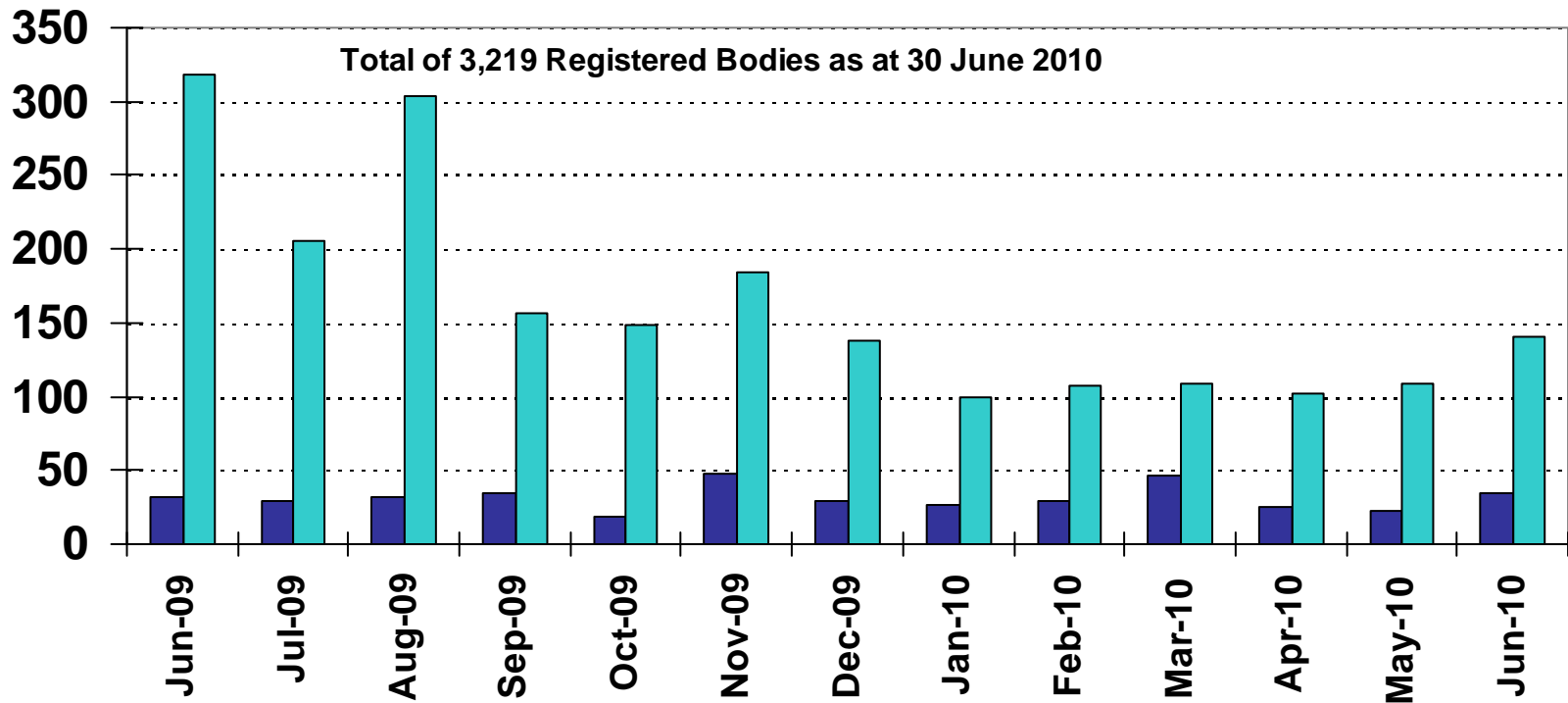


# Application Turnaround Time



# Registrations

Registered/Responsible Bodies Counter Signatories



# Telephone Calls to Helpdesk

