

**Service Level Standards
Summary Service Report
Quarter Ended September 2013**

The number of measures relates to the service items in the service catalogue, not the number of separate transactions

Percentage of measures met, where data is available and there are transactions in the current period: **90%** (75% for Apr-Jun)

Percentage of measures not met, where data is available and there are transactions in the current period: **10%** (25% for Apr-Jun)

	<u>July to September 2013</u>		
	<u>Met</u>	<u>Not met</u>	<u>No transactions</u>
1. On site report delivery Service standard is under development			
2. Licence Applications			
Fiduciary Number of measures	8	1	0
Investment Number of measures	4	1	0
Insurance Number of measures	3	1	0
Banking Number of measures	0	0	1
3. Notifications			
Fiduciary Number of measures	1	0	0
Insurance Number of measures	6	0	5
Banking Number of measures	1	0	0
Authorisations Unit Number of measures	2	0	0
4. Complaints Number of measures	0	0	1
5. Consultations Number of measures	1	0	0
6. Other			
Banking Number of measures	1	0	0
Total number of measures	27	3	7

During the period there were a further 6 measures where data not available and 1 measure where the service standard is under development.