



# **MONTHLY PERFORMANCE REPORT**

**May 2019**

## Service Achievements – Disclosures May 2019

AccessNI processed 12,907 disclosure certificates. Information was disclosed on 905 certificates<sup>1</sup>.

Type	Number processed	Information disclosed
Basic	2549	60
Standard	432	98
Enhanced	9926	747

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.8%	2 days
95% of Basics applied for by citizen issued within 14 days	99.8%	
99% Standards issued within 7 days	99.8%	1 days
70% Enhanced issued within 10 days	82.8%	8 days
95% Enhanced issued within 21 days	87%	
98% of enhanced issued within 28 days	92.1%	

<sup>1</sup> The information disclosed number can include cases processed before May 2019 but which have been printed and issued in that month.

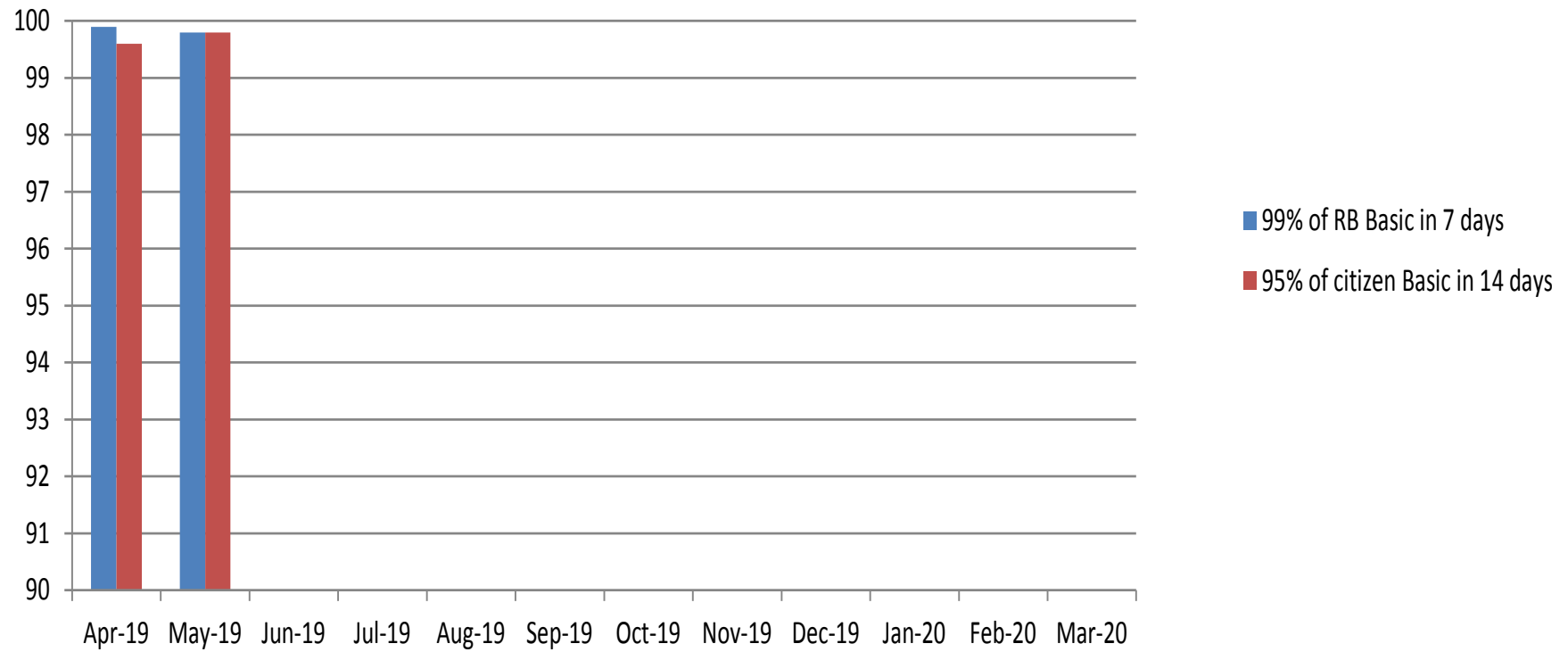
## **This month AccessNI also;**

- Received 99.3% of all applications on-line;
- Issued 50% of certificates by digital means and 50% by paper;
- Filtered old and minor offences from 20 standard and 256 enhanced certificates;
- Made 47 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 6 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 70 referrals to the UK Central Authority for the exchange of criminal record information in respect of EU nationals seeking to work with children in Northern Ireland;
- Upheld 2 substantive disputes about criminal record information disclosed on certificates;
- Referred 2,472 applications for enhanced certificates to PSNI and 368 to other police forces across the UK to find out if those forces had information about the applicant that should be included in the certificate;
- Dealt with 725 phone calls transferred from Nidirect; and
- Made 25 compliance visits to Registered and Responsible Bodies.

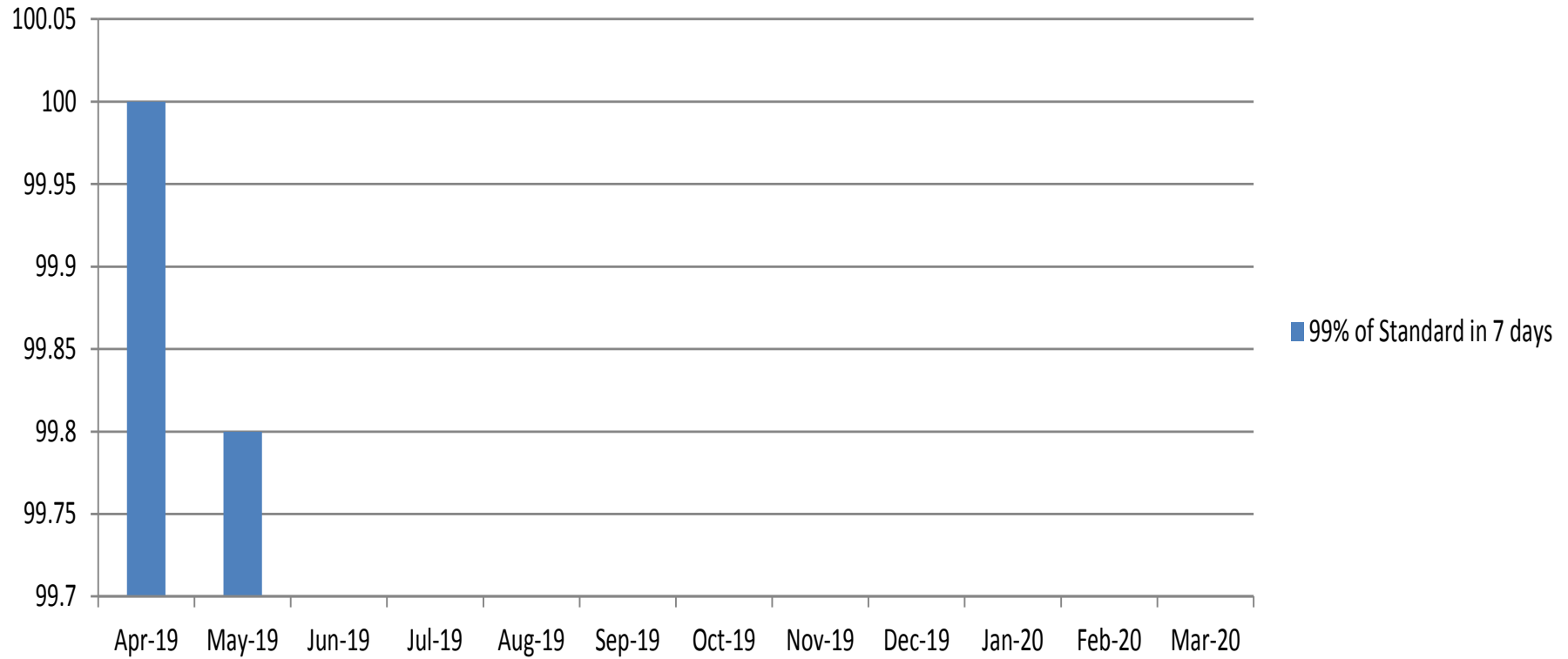
### Monthly summary table

	May-19	%May -18	Total 19/20	%18/19
<b>Applications Received</b>				
Basic	2,720		5,354	
Standard	482		979	
Enhanced	9,904		19,217	
<b>Total</b>	<b>13,106</b>		<b>25,550</b>	
<b>Applications Processed</b>				
Basic	2,549		4,914	
Standard	432		885	
Enhanced	9,926		19,978	
<b>Total</b>	<b>12,907</b>		<b>25,777</b>	

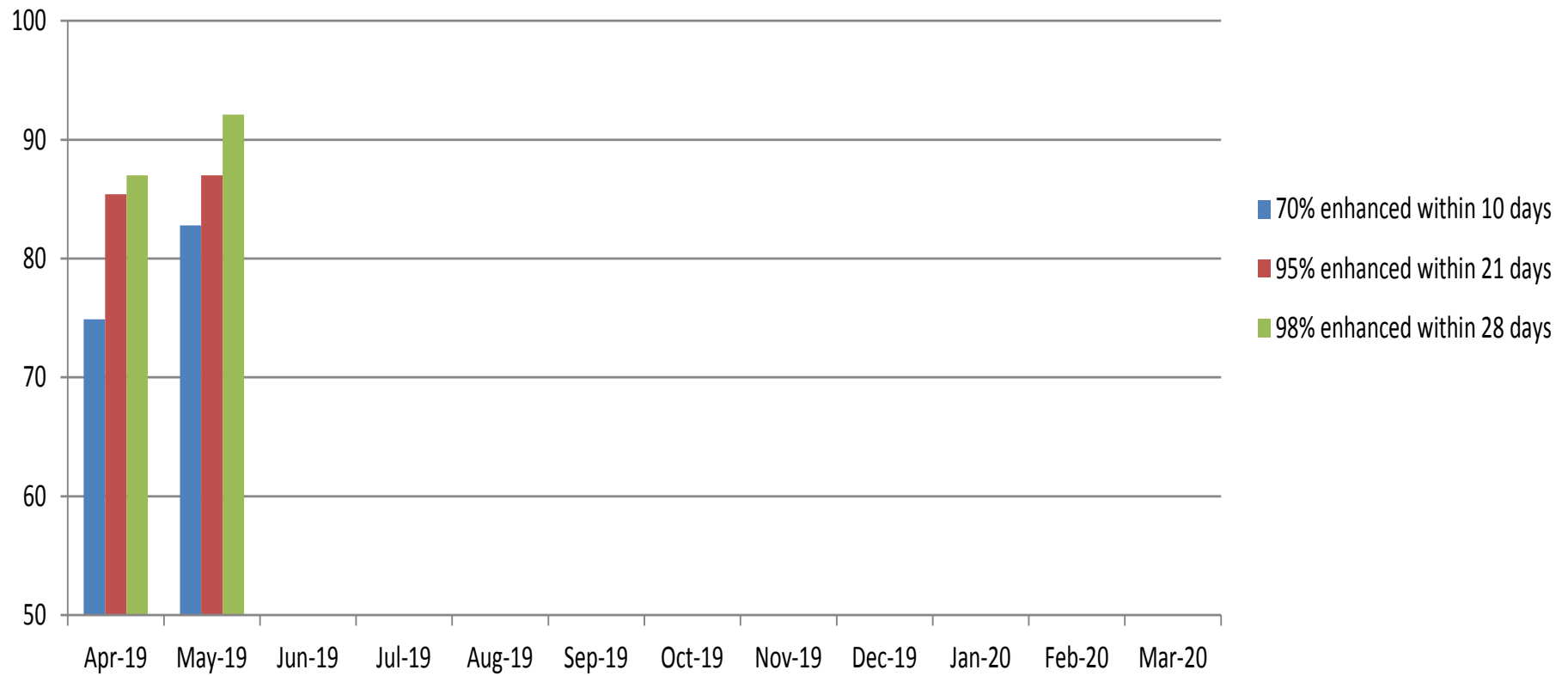
## Issue of basic certificates against targets



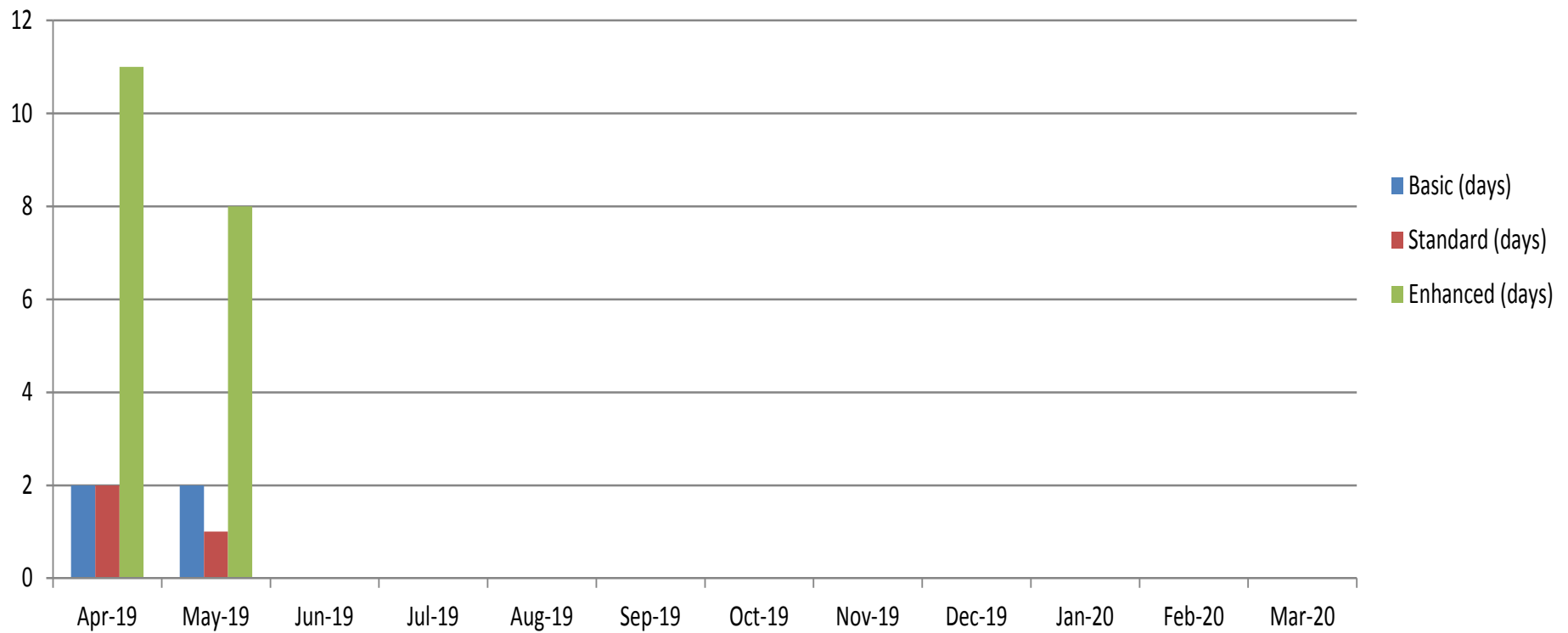
## Issue of standard certificates against target



## Issue of enhanced checks against targets

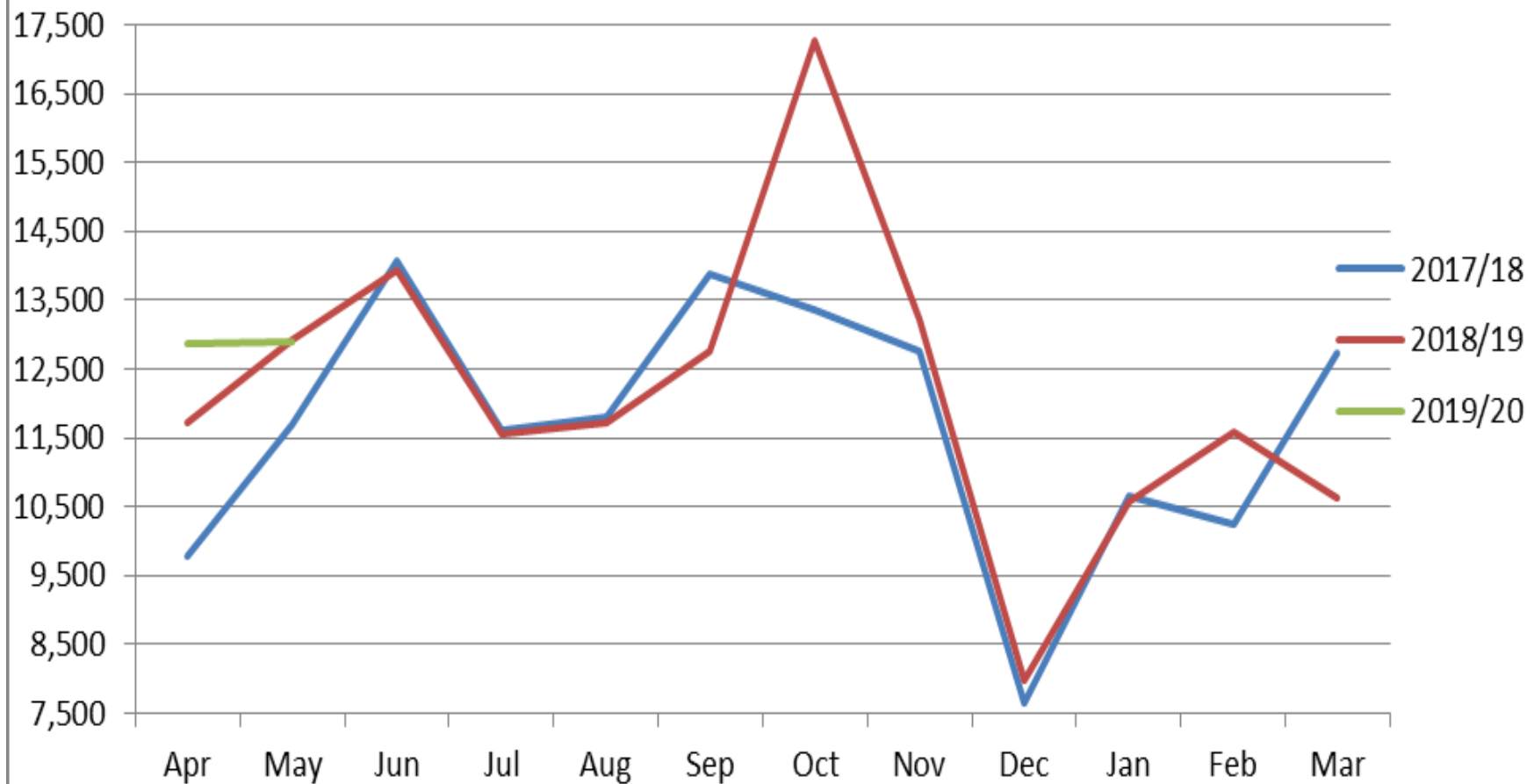


## Average number of days to issue a certificate





Monthly flow of applications processed for last 3 years



Monthly flow of applications received for last 3 years

