



# **MONTHLY PERFORMANCE REPORT**

**June 2019**

## Service Achievements – Disclosures June 2019

AccessNI processed 12,854 disclosure certificates. Information was disclosed on 621 certificates<sup>1</sup>.

Type	Number processed	Information disclosed
Basic	2547	66
Standard	348	78
Enhanced	9959	477

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.9%	2 days
95% of Basics applied for by citizen issued within 14 days	99.8%	
99% Standards issued within 7 days	99.1%	2 days
70% Enhanced issued within 10 days	83%	8 days
95% Enhanced issued within 21 days	86%	
98% of enhanced issued within 28 days	90.9%	

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

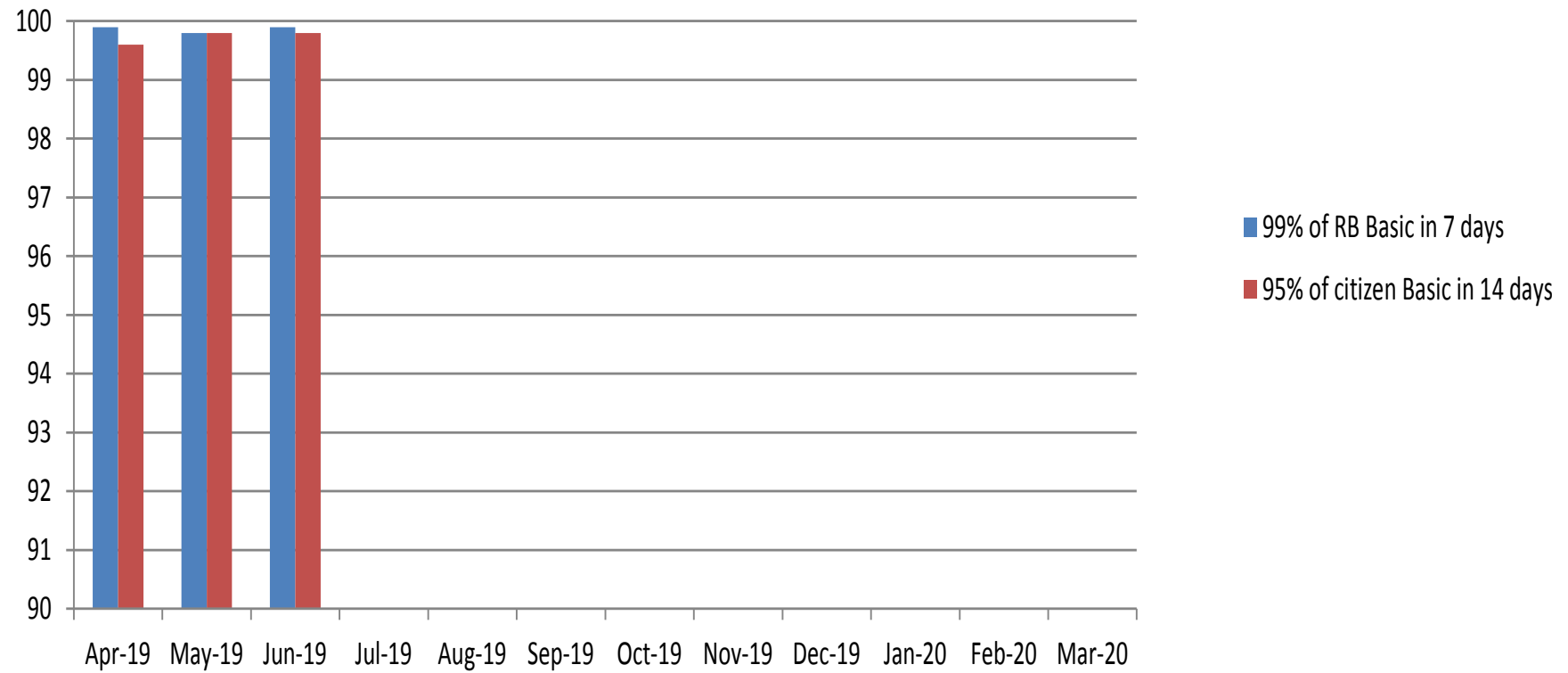
## **This month AccessNI also;**

- Received 99.2% of all applications on-line;
- Issued 52% of certificates by digital means and 48% by paper;
- Filtered old and minor offences from 25 standard and 182 enhanced certificates;
- Made 33 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 12 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 157 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 1 substantive dispute about criminal record information disclosed on certificates;
- Referred 2,498 applications for enhanced certificates to PSNI and 376 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 539 phone calls transferred from Nidirect; and
- Made 31 compliance visits to Registered and Responsible Bodies.

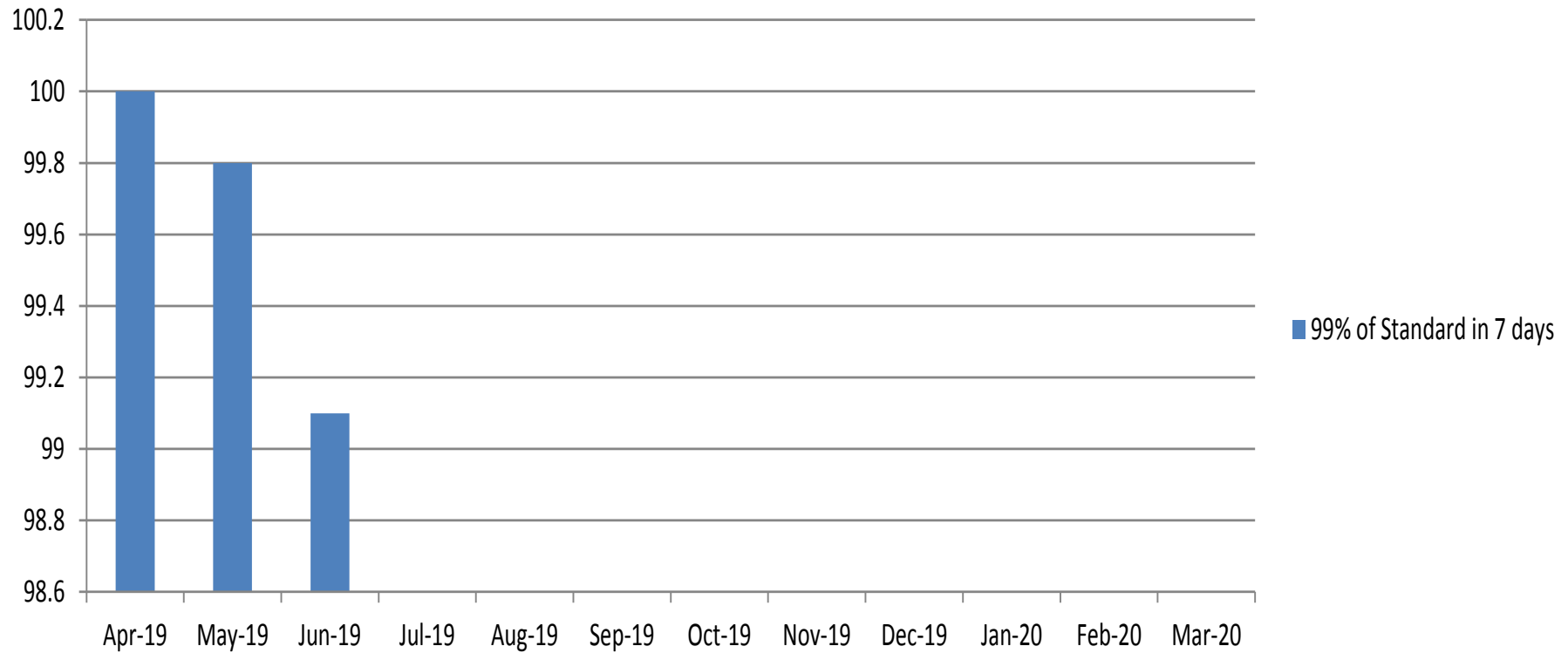
## Monthly summary table

	Jun-19	%June -18	Total 19/20	%18/19
<b>Applications Received</b>				
Basic	2,785		8,139	
Standard	358		1,336	
Enhanced	10,187		29,398	
<b>Total</b>	<b>13,330</b>		<b>38,873</b>	
<b>Applications Processed</b>				
Basic	2,365		7,461	
Standard	348		1,233	
Enhanced	9,959		29,937	
<b>Total</b>	<b>12,672</b>		<b>38,631</b>	

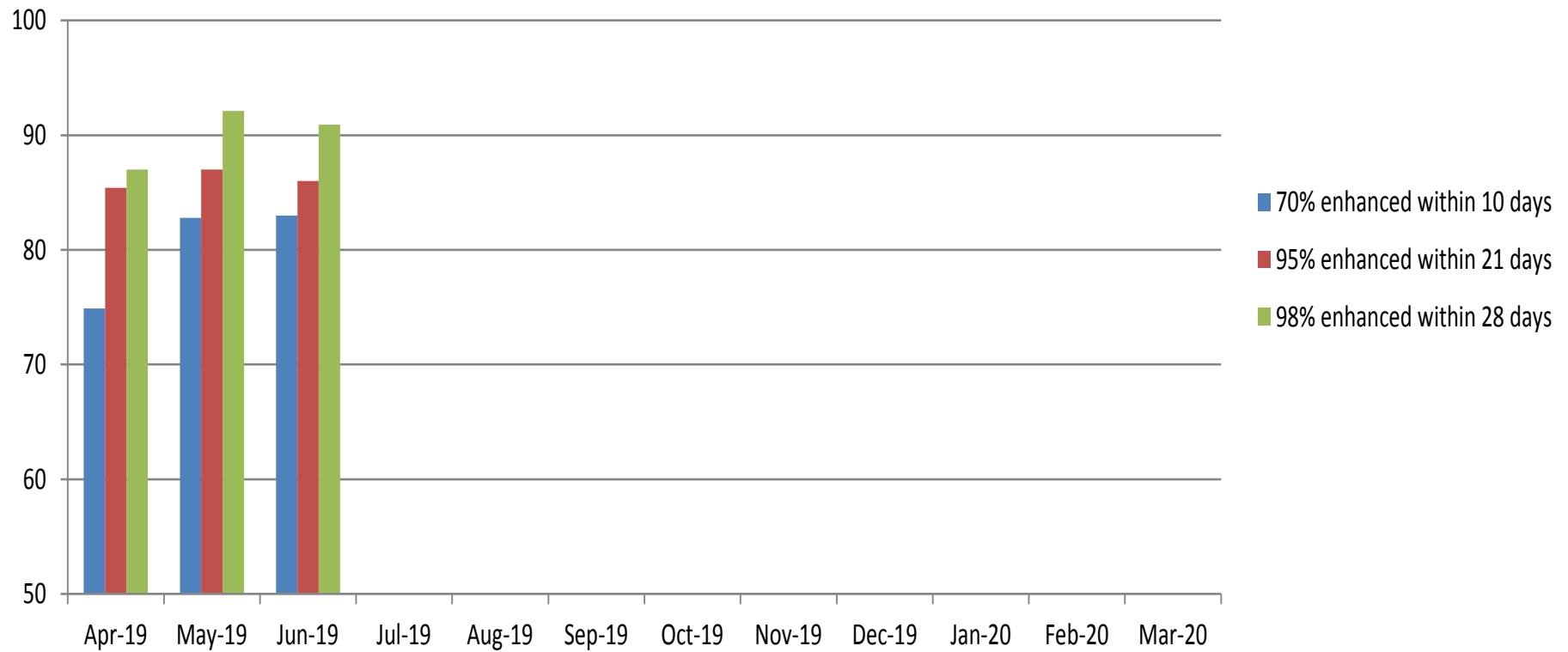
## Issue of basic certificates against targets



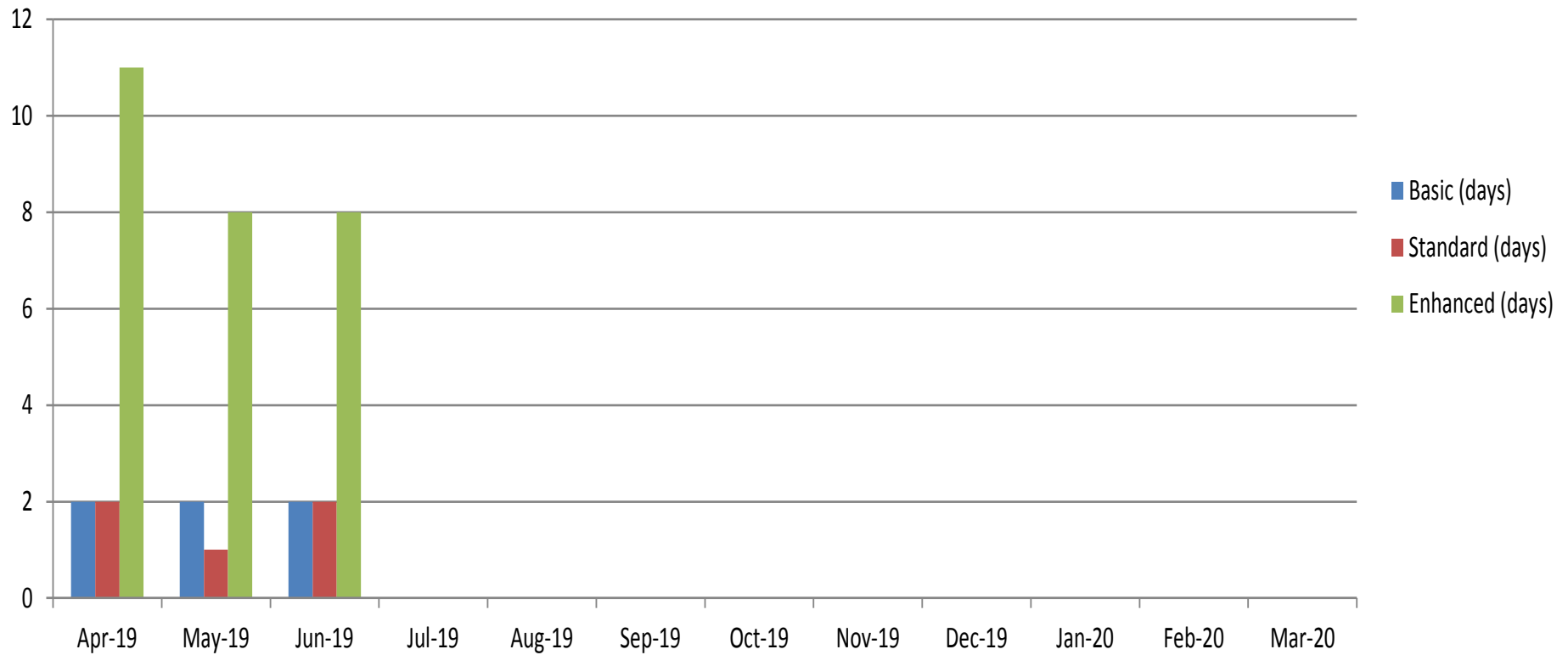
## Issue of standard certificates against target



## Issue of enhanced checks against targets

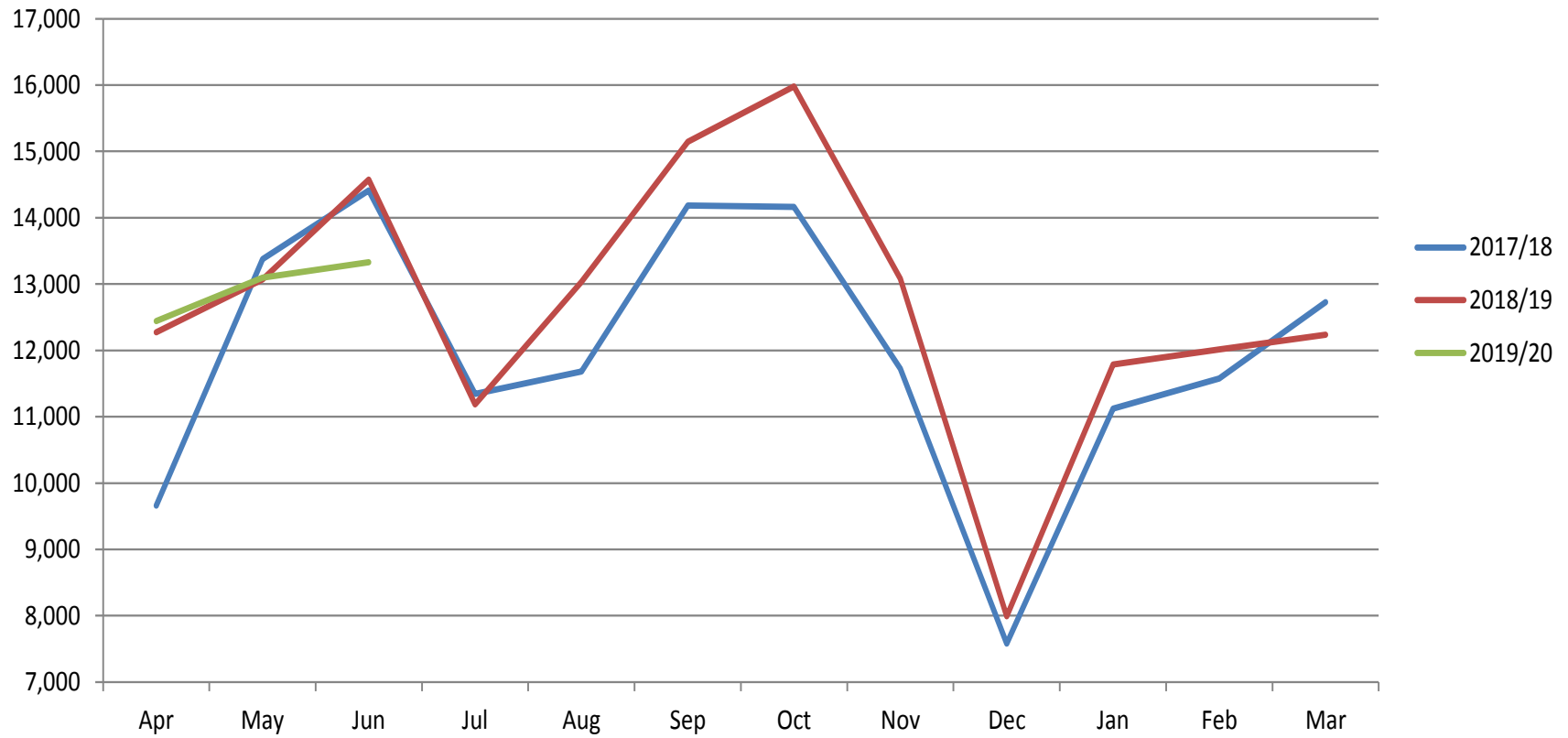


## Average number of days to issue a certificate





### Monthly flow of applications received for last 3 years



### Monthly flow of applications processed for last 3 years

