



MONTHLY PERFORMANCE REPORT

July 2019

Service Achievements – Disclosures July 2019

AccessNI processed 13,139 disclosure certificates. Information was disclosed on 858 certificates¹.

Type	Number processed	Information disclosed
Basic	2942	79
Standard	395	81
Enhanced	9802	698

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	98.8%	
99% Standards issued within 7 days	99.5%	1 day
70% Enhanced issued within 10 days	82.5%	8 days
95% Enhanced issued within 21 days	92.1%	
98% of enhanced issued within 28 days	95.3%	

¹ The information disclosed number can include cases processed before July 2019 but which have been printed and issued in that month.

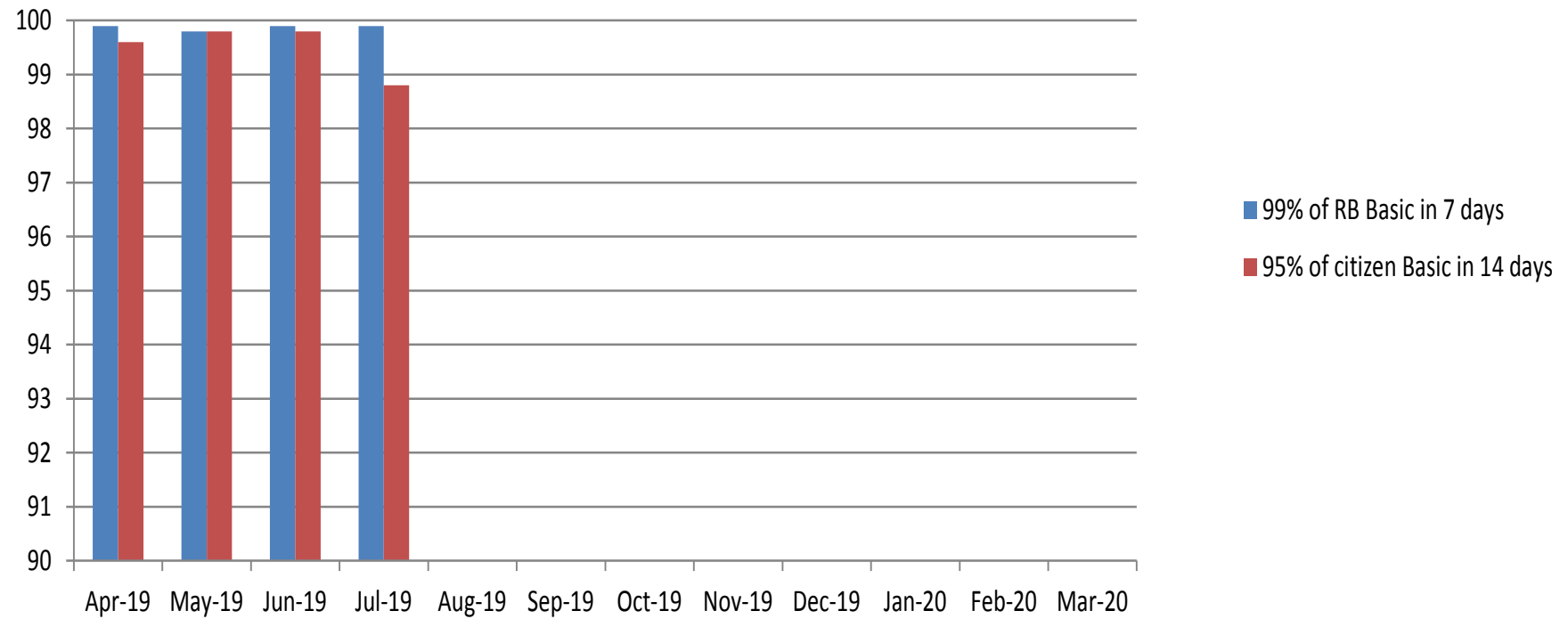
This month AccessNI also;

- Received 99.3% of all applications on-line;
- Issued 54% of certificates by digital means and 46% by paper;
- Filtered old and minor offences from 18 standard and 238 enhanced certificates;
- Made 50 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 8 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 163 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 0 substantive disputes about criminal record information disclosed on certificates;
- Referred 2,304 applications for enhanced certificates to PSNI and 336 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 648 phone calls transferred from Nidirect; and
- Made 23 compliance visits to Registered and Responsible Bodies.

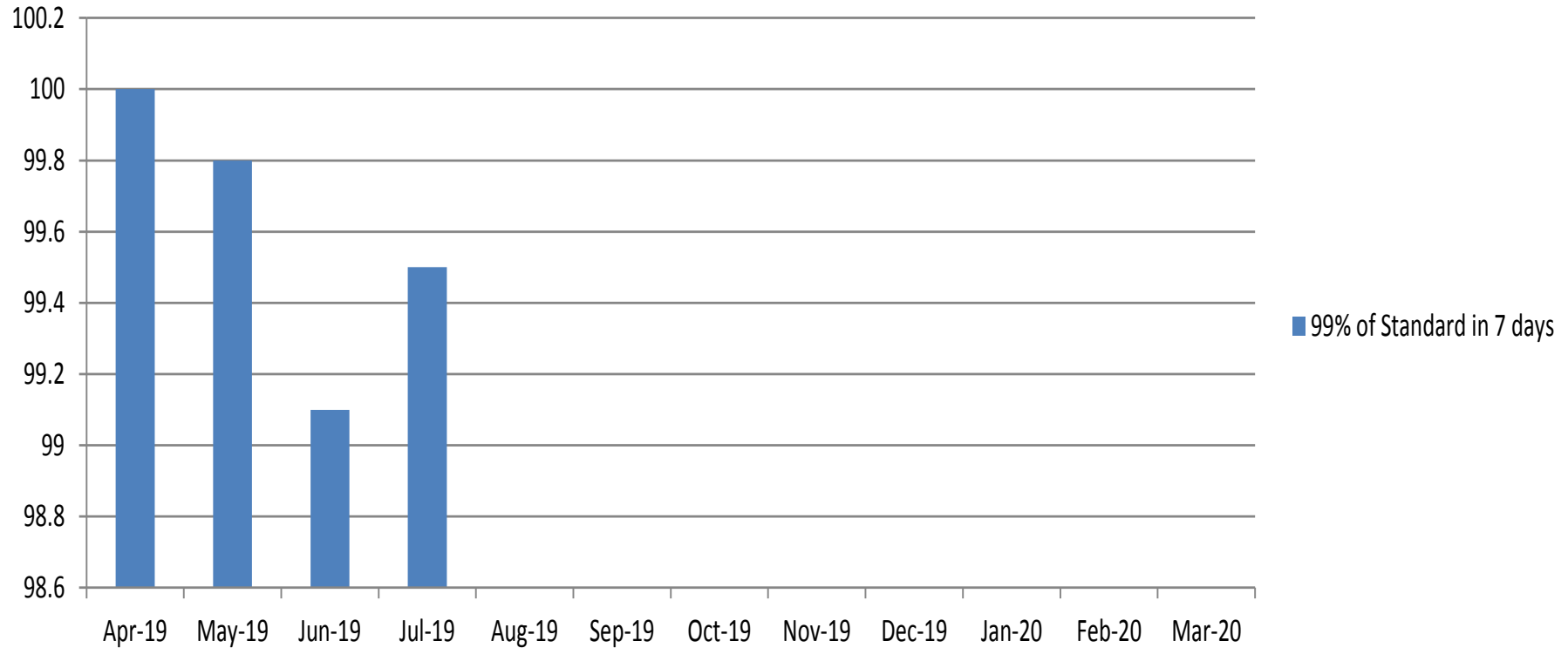
Monthly summary table

	Jul-19	%July -18	Total 19/20	%18/19
Applications Received				
Basic	3,109	28.00%	11248	-4.20%
Standard	412	-7.80%	1748	-5.40%
Enhanced	9,750	17.30%	39146	5.00%
Total	13,271	18.60%	52,142	1.80%
Applications Processed				
Basic	2,942	35.60	10403	-3.50%
Standard	395	-2.70	1628	-5.30%
Enhanced	9,802	9.00	39739	5.50%
Total	13,139	13.60	51770	3.10%

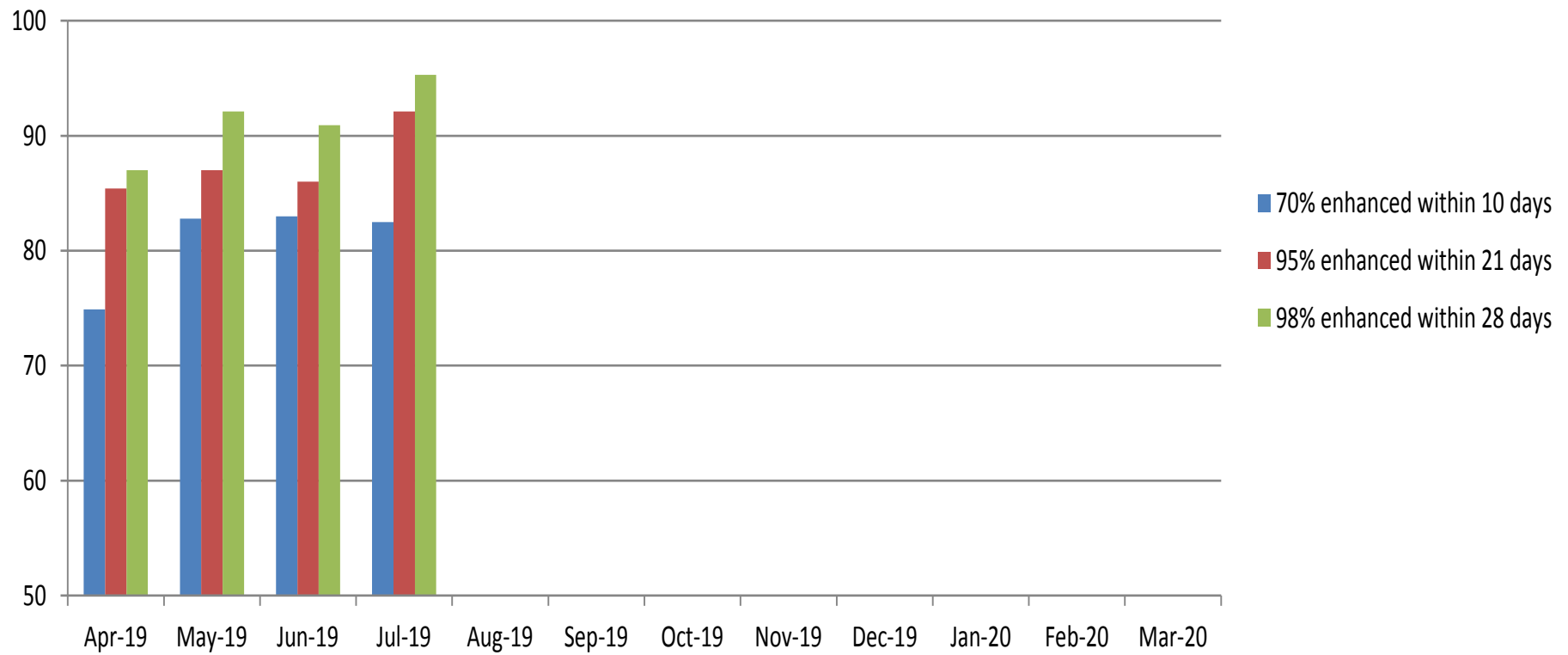
Issue of basic certificates against targets



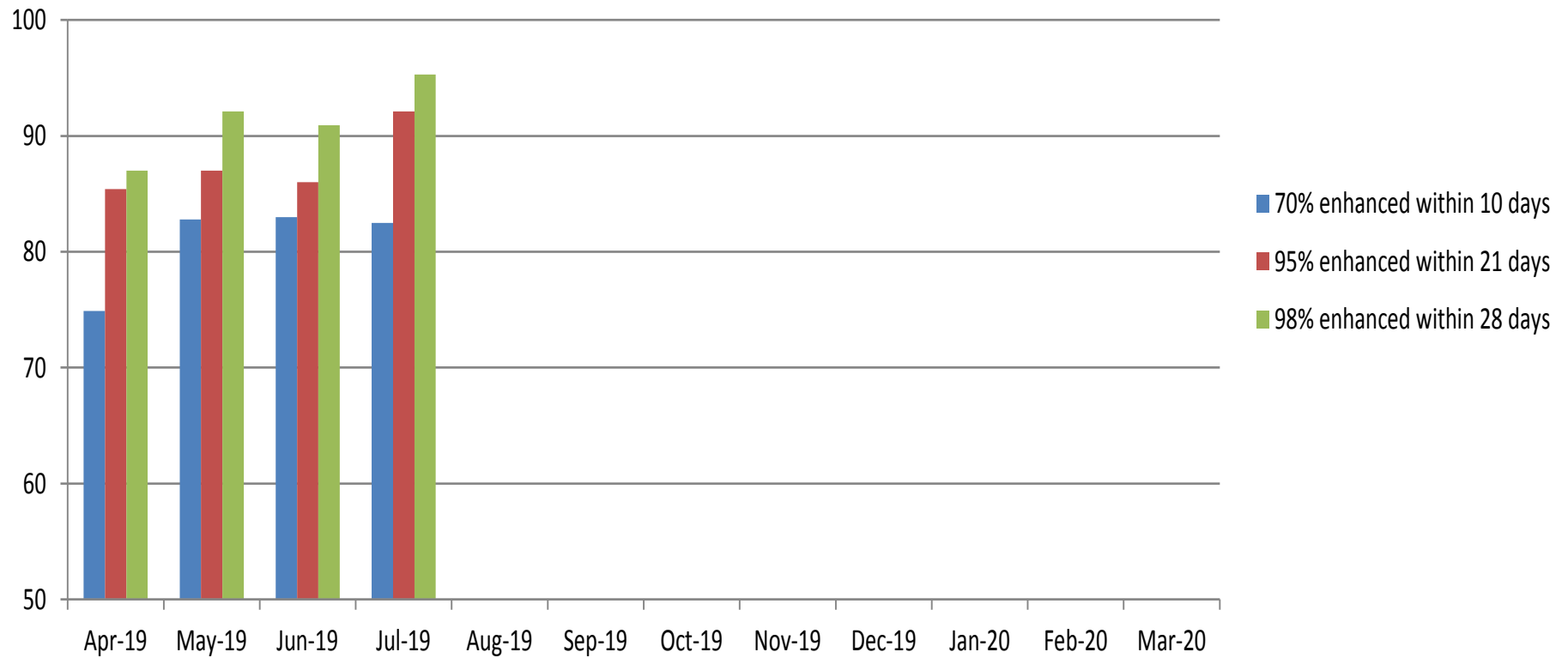
Issue of standard certificates against target



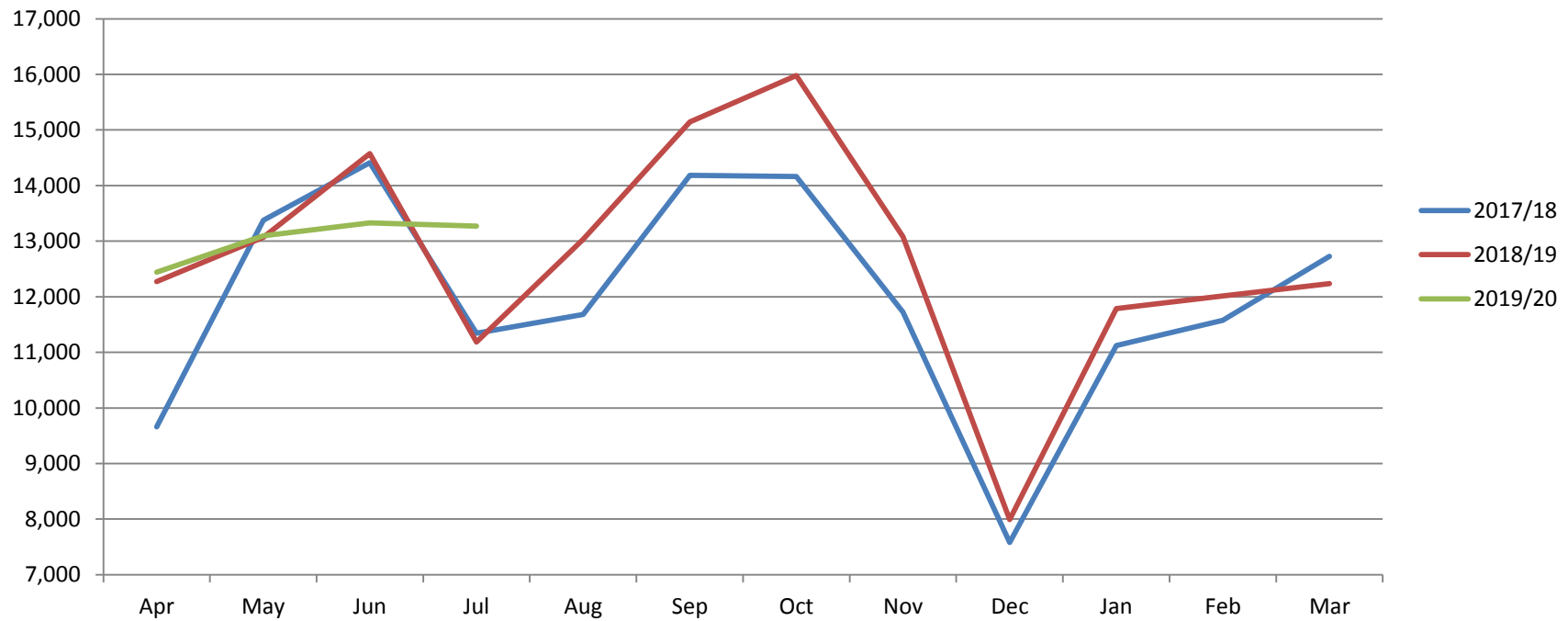
Issue of enhanced checks against targets



Issue of enhanced checks against targets



Monthly flow of applications received for last 3 years



Monthly flow of applications processed for last 3 years

