



MONTHLY PERFORMANCE REPORT

August 2019

Service Achievements – Disclosures August 2019

AccessNI processed 12,559 disclosure certificates. Information was disclosed on 829 certificates¹.

Type	Number processed	Information disclosed
Basic	2739	85
Standard	405	53
Enhanced	9415	691

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	99.2%	
99% Standards issued within 7 days	100%	1 days
70% Enhanced issued within 10 days	91.1%	6 days
95% Enhanced issued within 21 days	95.9%	
98% of enhanced issued within 28 days	98.4%	

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

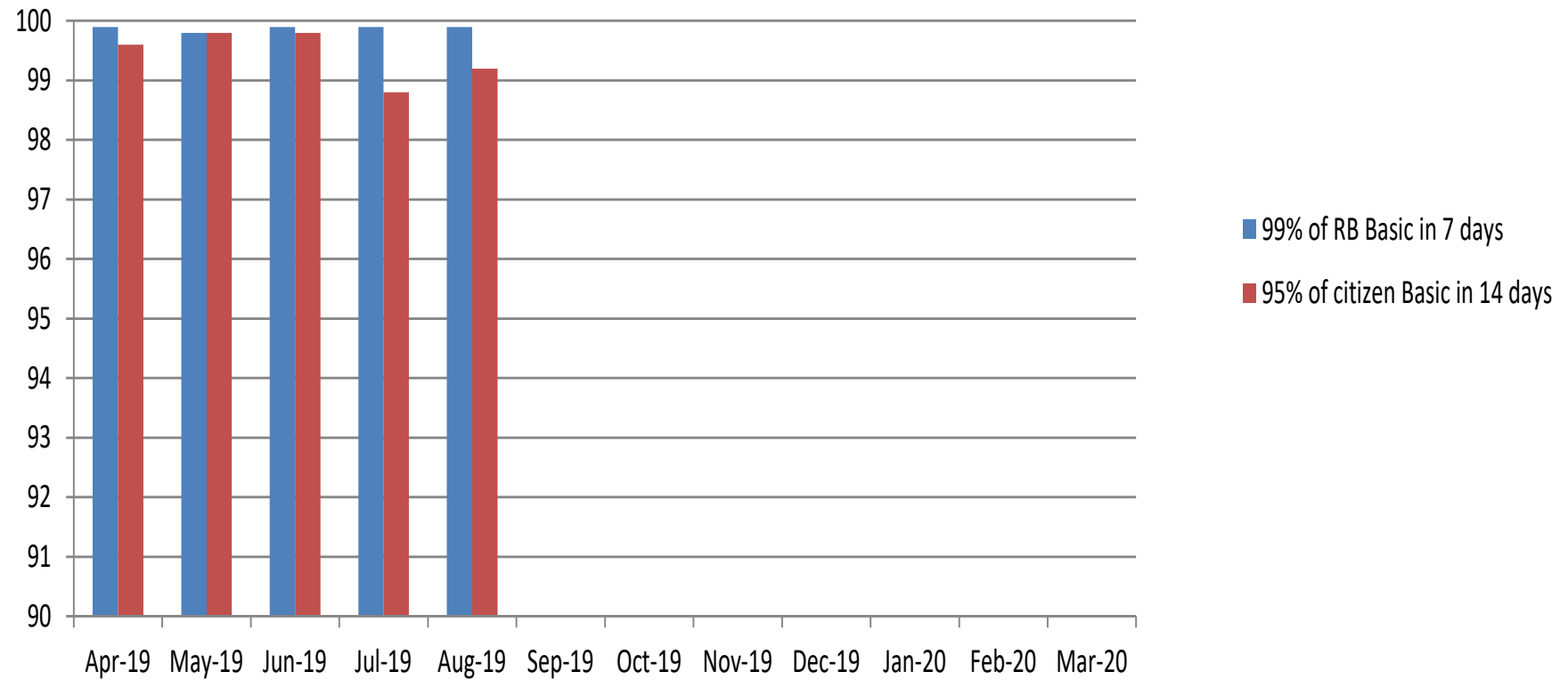
This month AccessNI also;

- Received 99.5% of all applications on-line;
- Issued 53% of certificates by digital means and 47% by paper;
- Filtered old and minor offences from 15 standard and 200 enhanced certificates;
- Made 44 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 16 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 118 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 2,164 applications for enhanced certificates to PSNI and 338 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 663 phone calls transferred from Nidirect; and
- Made 16 compliance visits to Registered and Responsible Bodies.

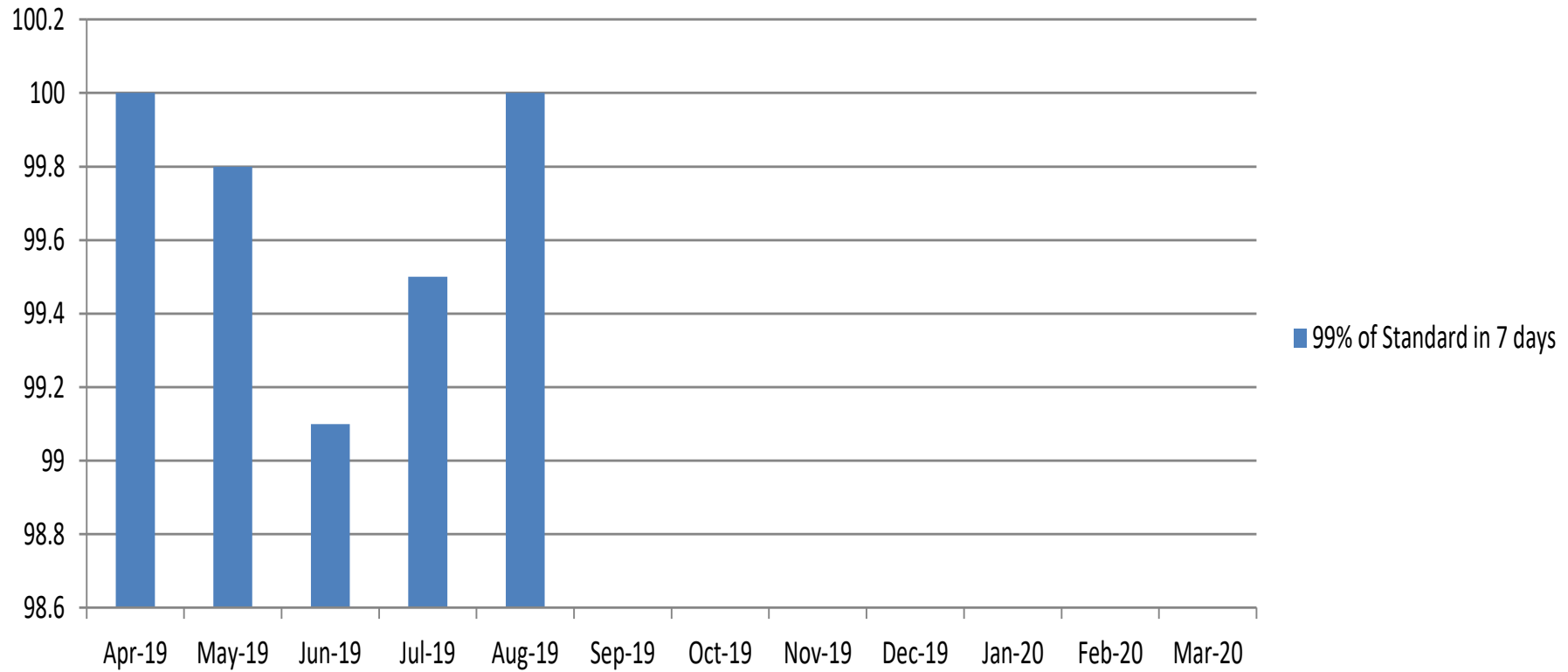
Monthly summary table

	Aug-19	%Aug -18	Total 19/20	%18/19
Applications Received				
Basic	2,958	4.10	14206	-2.55
Standard	428	-28.50	2176	-11.10
Enhanced	8,810	-8.20	47932	1.00
Total	12,196	-6.42	64,314	0.10
Applications Processed				
Basic	2,739		13142	
Standard	405		2033	
Enhanced	9,415		49154	
Total	12,559		64329	

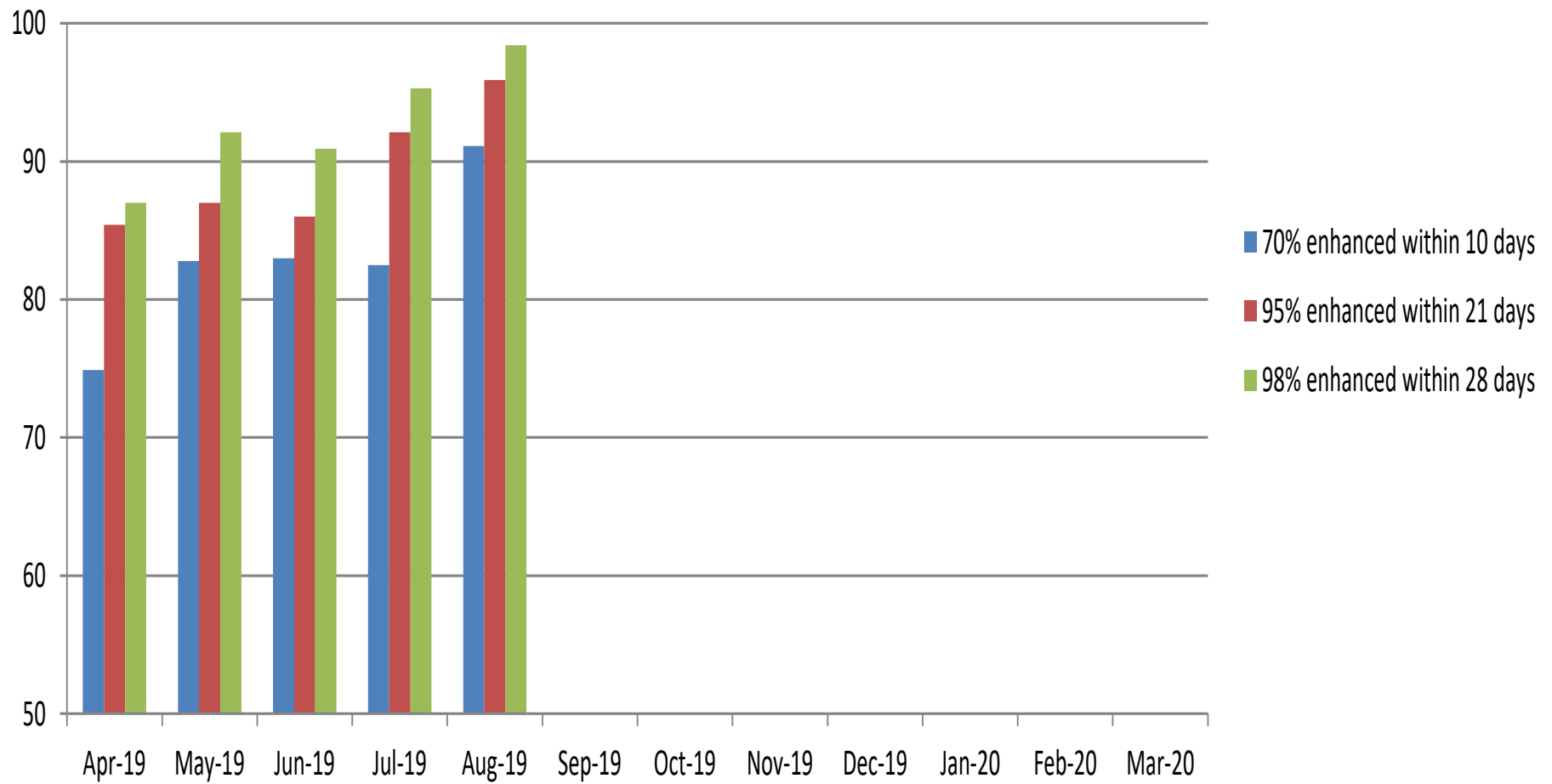
Issue of basic certificates against targets



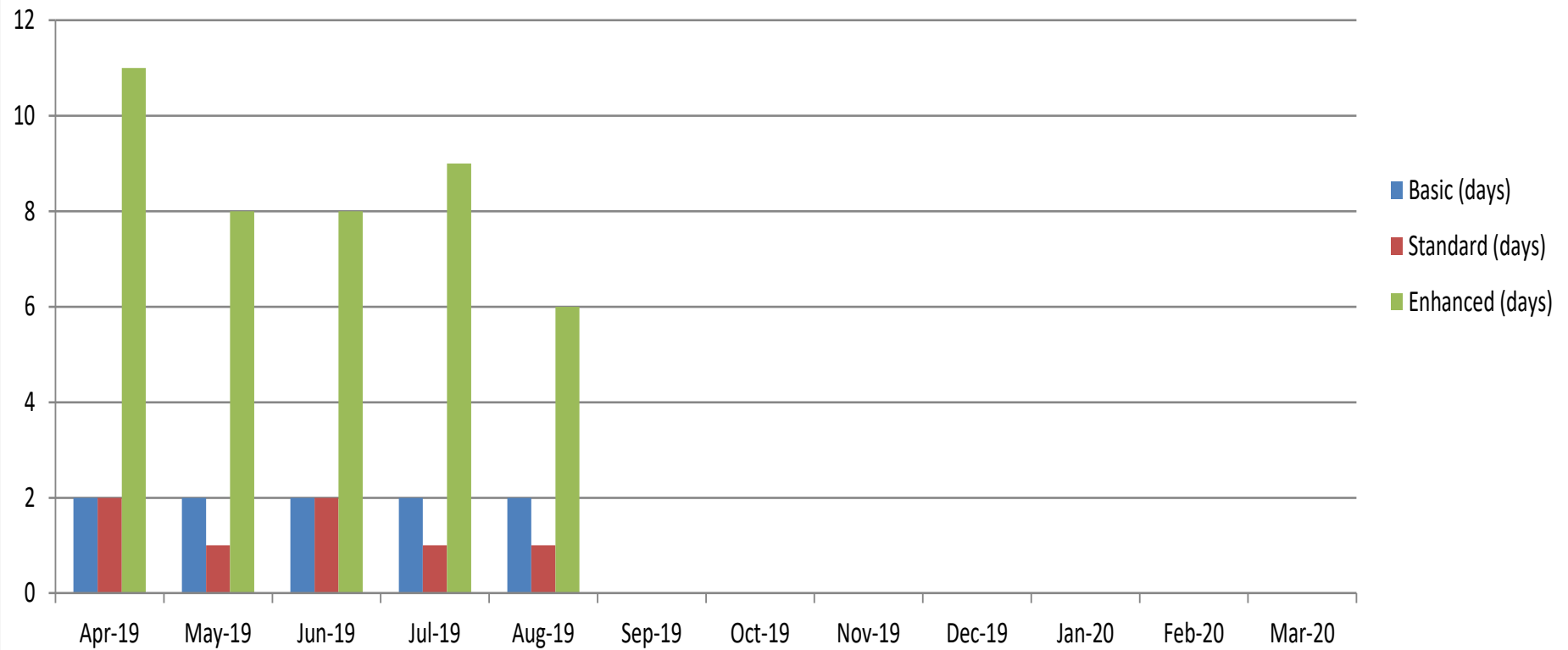
Issue of standard certificates against target



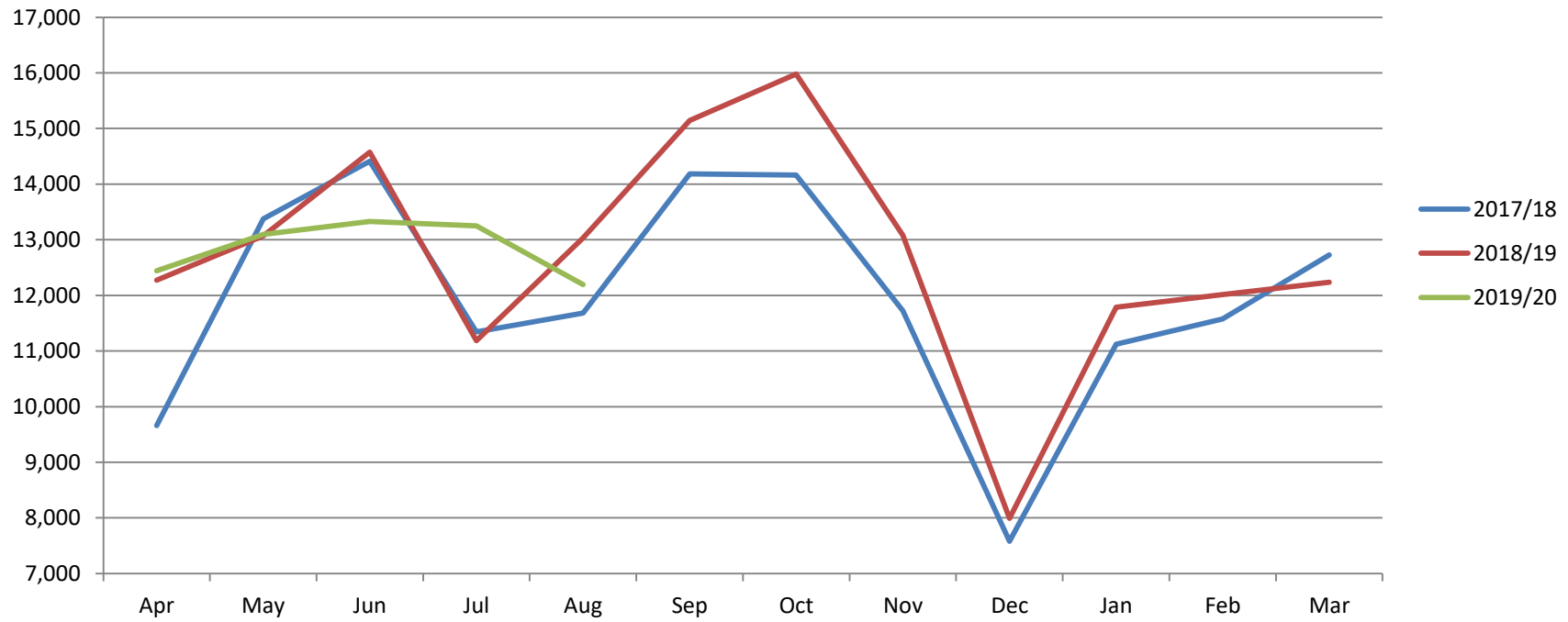
Issue of enhanced checks against targets



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

