



MONTHLY PERFORMANCE REPORT

September 2019

Service Achievements – Disclosures September 2019

AccessNI processed 15,331 disclosure certificates. Information was disclosed on 717 certificates¹.

Type	Number processed	Information disclosed
Basic	2603	71
Standard	458	81
Enhanced	12270	691

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	2 days
95% of Basics applied for by citizen issued within 14 days	99.6%	
99% Standards issued within 7 days	99.8%	1 days
70% Enhanced issued within 10 days	88.8%	
95% Enhanced issued within 21 days	98%	6 days
98% of enhanced issued within 28 days	99.1%	

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

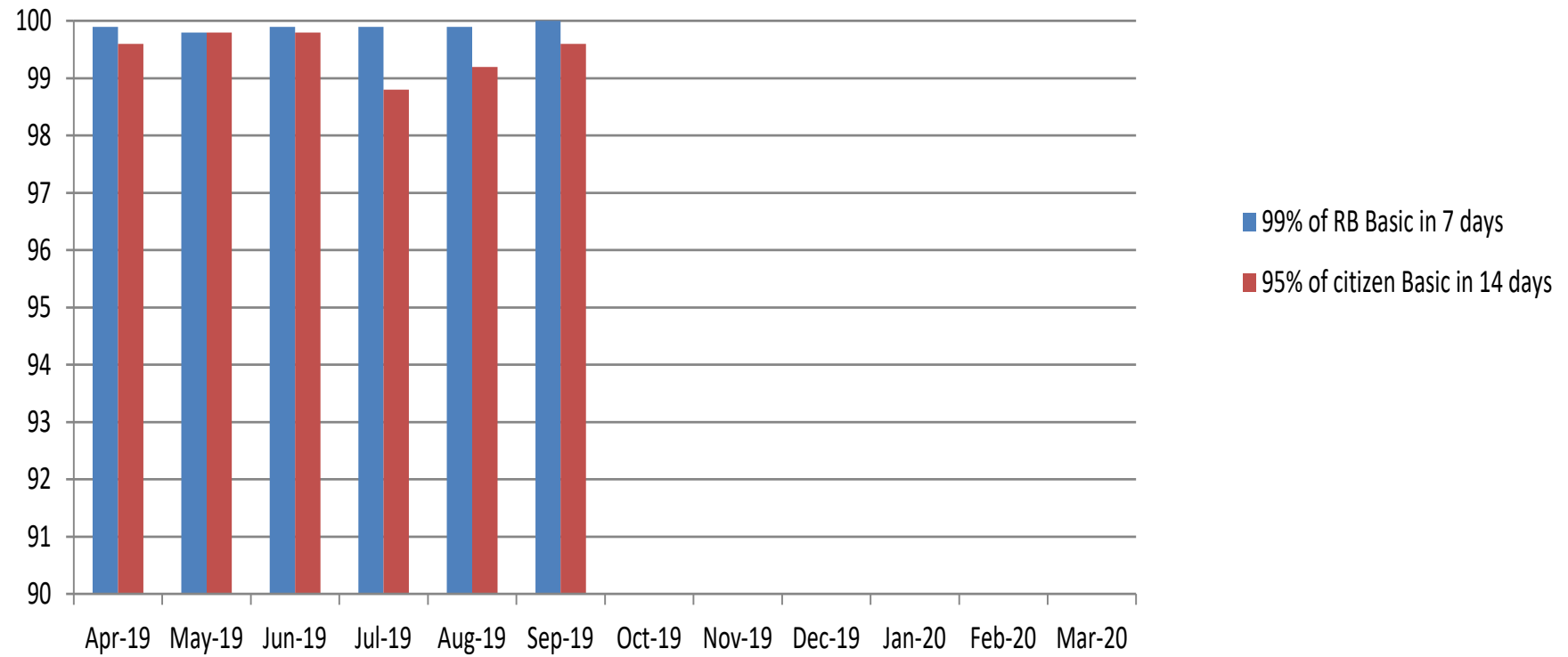
This month AccessNI also;

- Received 99.4% of all applications on-line;
- Issued 51% of certificates by digital means and 49% by paper;
- Filtered old and minor offences from 17 standard and 201 enhanced certificates;
- Made 44 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 10 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 211 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 2,958 applications for enhanced certificates to PSNI and 669 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 565 phone calls transferred from Nidirect; and
- Made 17 compliance visits to Registered and Responsible Bodies.

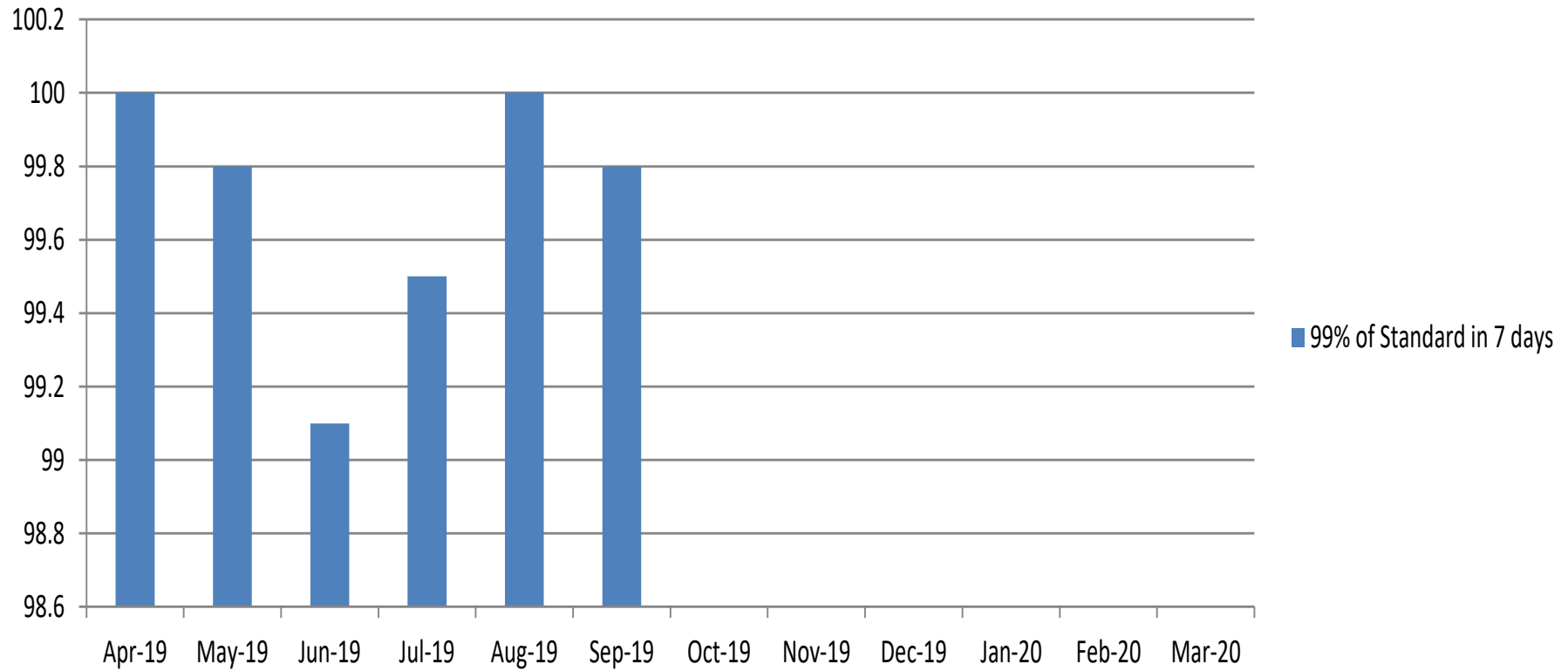
Monthly summary table

	Sep-19	%Sept -18	Total 19/20	%18/19
Applications Received				
Basic	2,976	-4.50	17182	-2.90
Standard	482	0.00	2657	-9.40
Enhanced	12,885	11.60	60784	3.40
Total	16,343	7.90	80,623	1.55
Applications Processed				
Basic	2,603		15745	
Standard	458		2491	
Enhanced	12,270		61424	
Total	15,331		79660	

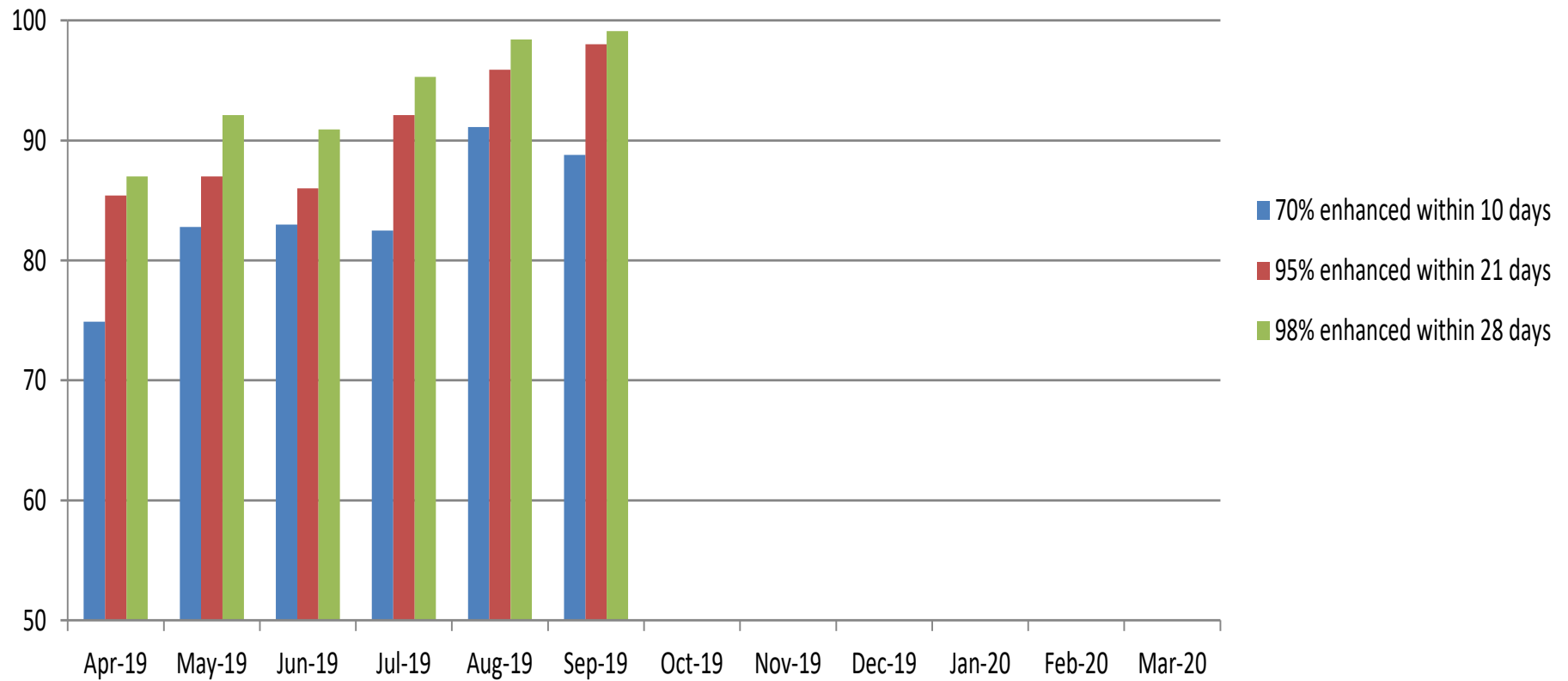
Issue of basic certificates against targets



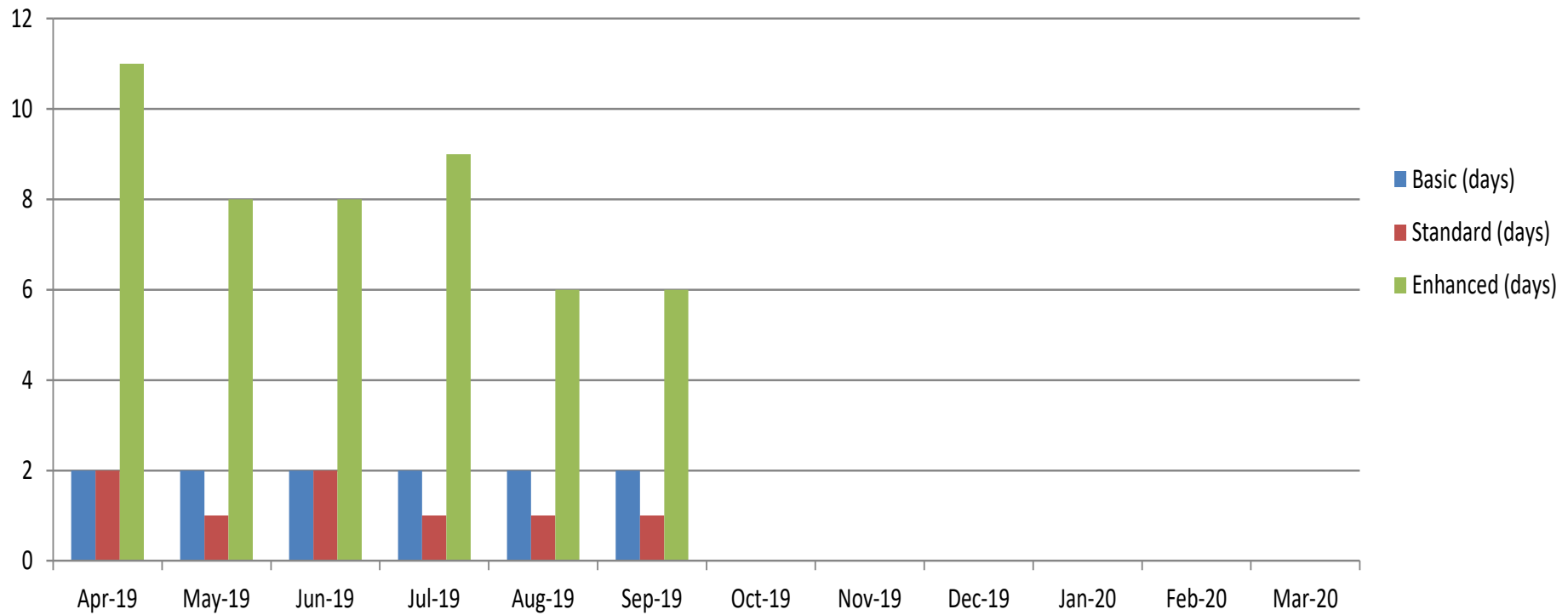
Issue of standard certificates against target



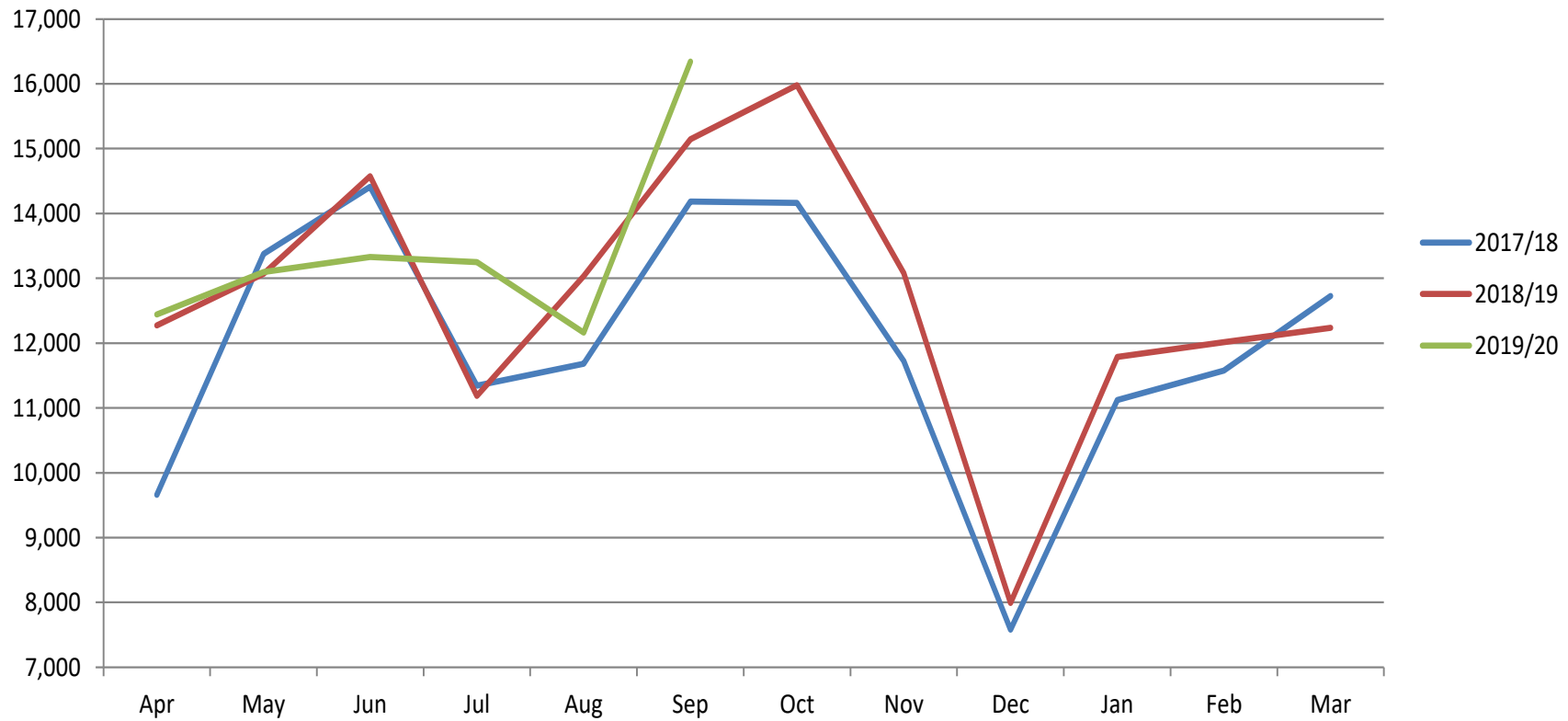
Issue of enhanced checks against targets



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

