



MONTHLY PERFORMANCE REPORT

October 2019

Service Achievements – Disclosures October 2019

AccessNI processed 16,080 disclosure certificates. Information was disclosed on 869 certificates¹.

Type	Number processed	Information disclosed
Basic	2886	86
Standard	346	47
Enhanced	12848	736

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	99.7%	
99% Standards issued within 7 days	99.7%	1 days
70% Enhanced issued within 10 days	91.7%	5 days
95% Enhanced issued within 21 days	98.3%	
98% of enhanced issued within 28 days	98.8%	

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

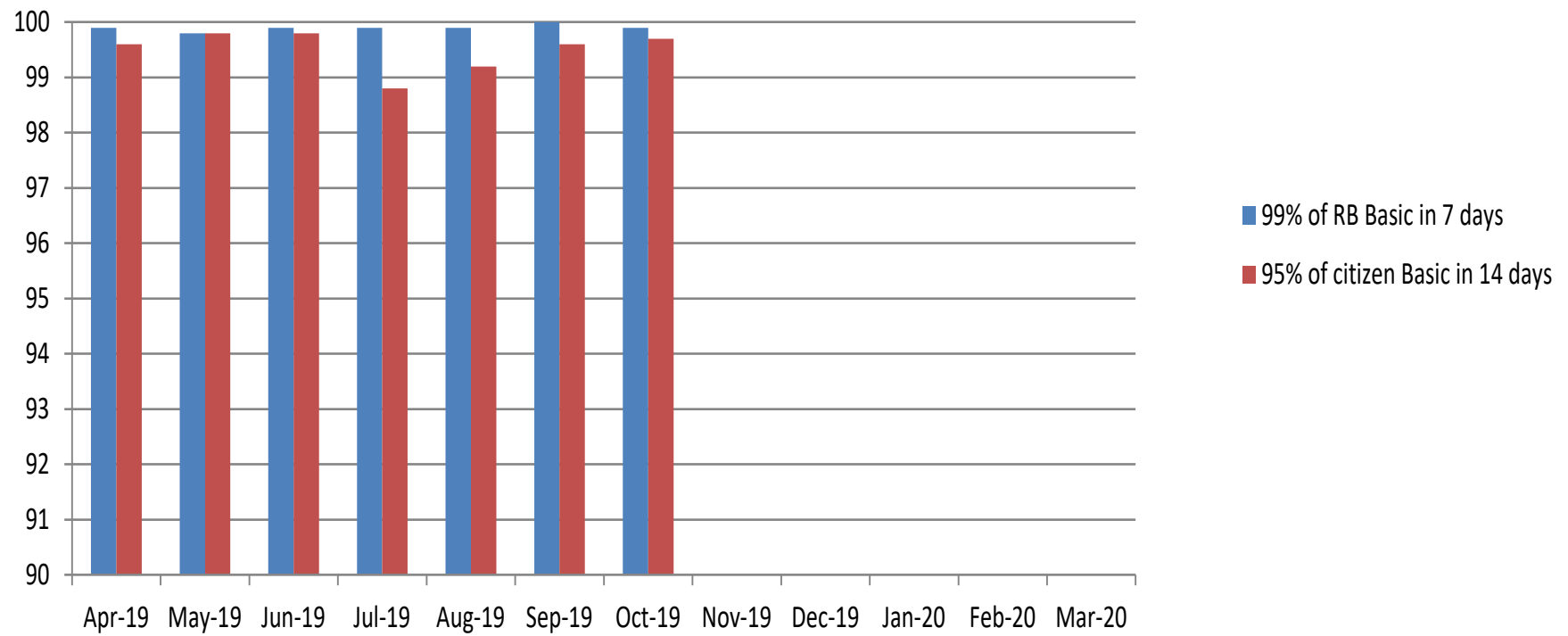
This month AccessNI also;

- Received 100% of all applications on-line;
- Issued 53% of certificates by digital means and 47% by paper;
- Filtered old and minor offences from 20 standard and 251 enhanced certificates;
- Made 45 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 14 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 252 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 3,110 applications for enhanced certificates to PSNI and 488 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 558 phone calls transferred from Nidirect; and
- Made 16 compliance visits to Registered and Responsible Bodies.

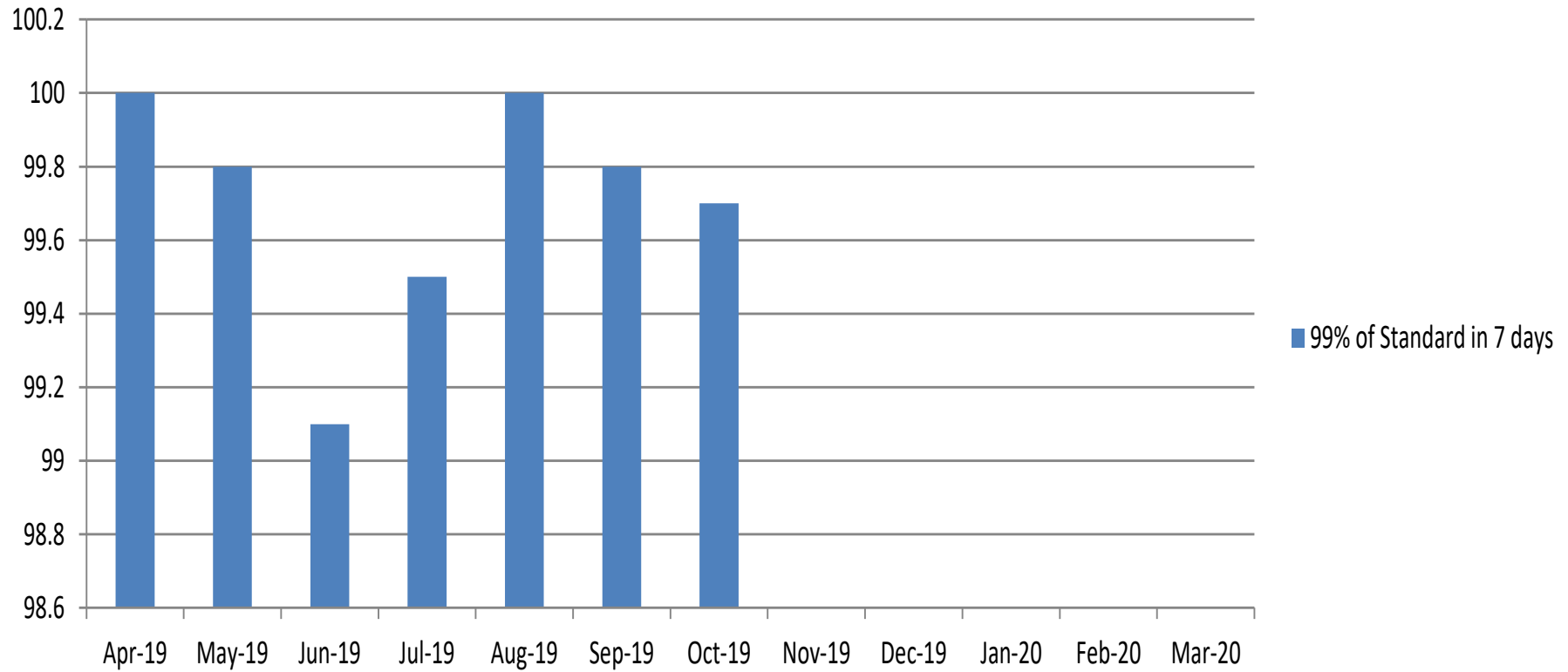
Monthly summary table

	Oct-19	%Oct -18	Total 19/20	%18/19
Applications Received				
Basic	2,969	-8.80%	20151	-3.80%
Standard	395	-45.50%	3052	-15.00%
Enhanced	12,119	0.70%	72900	2.90%
Total	15,483	-3.10%	96,103	0.50%
Applications Processed				
Basic	2,886		18631	
Standard	346		2837	
Enhanced	12,848		74272	
Total	16,080		95740	

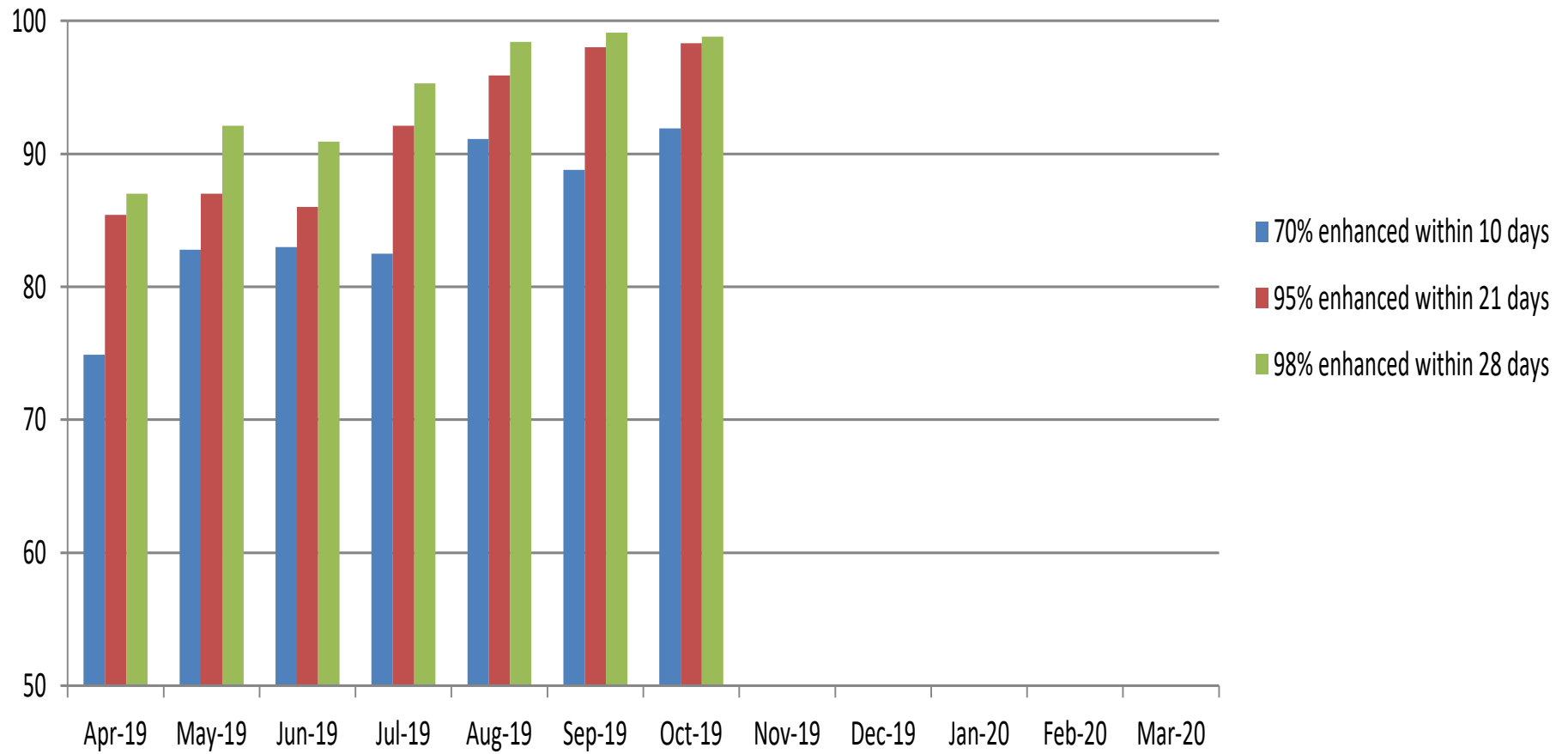
Issue of basic certificates against targets



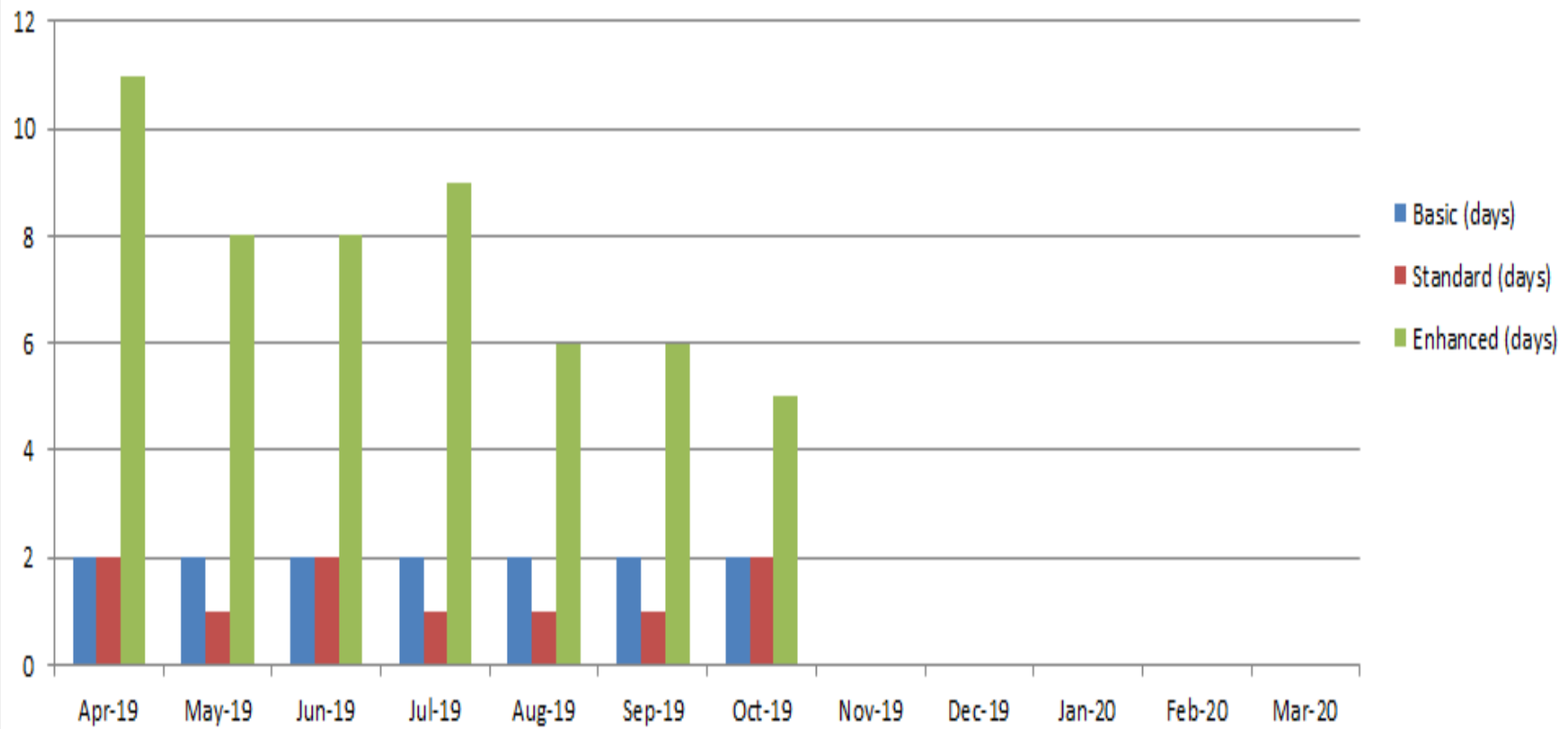
Issue of standard certificates against target



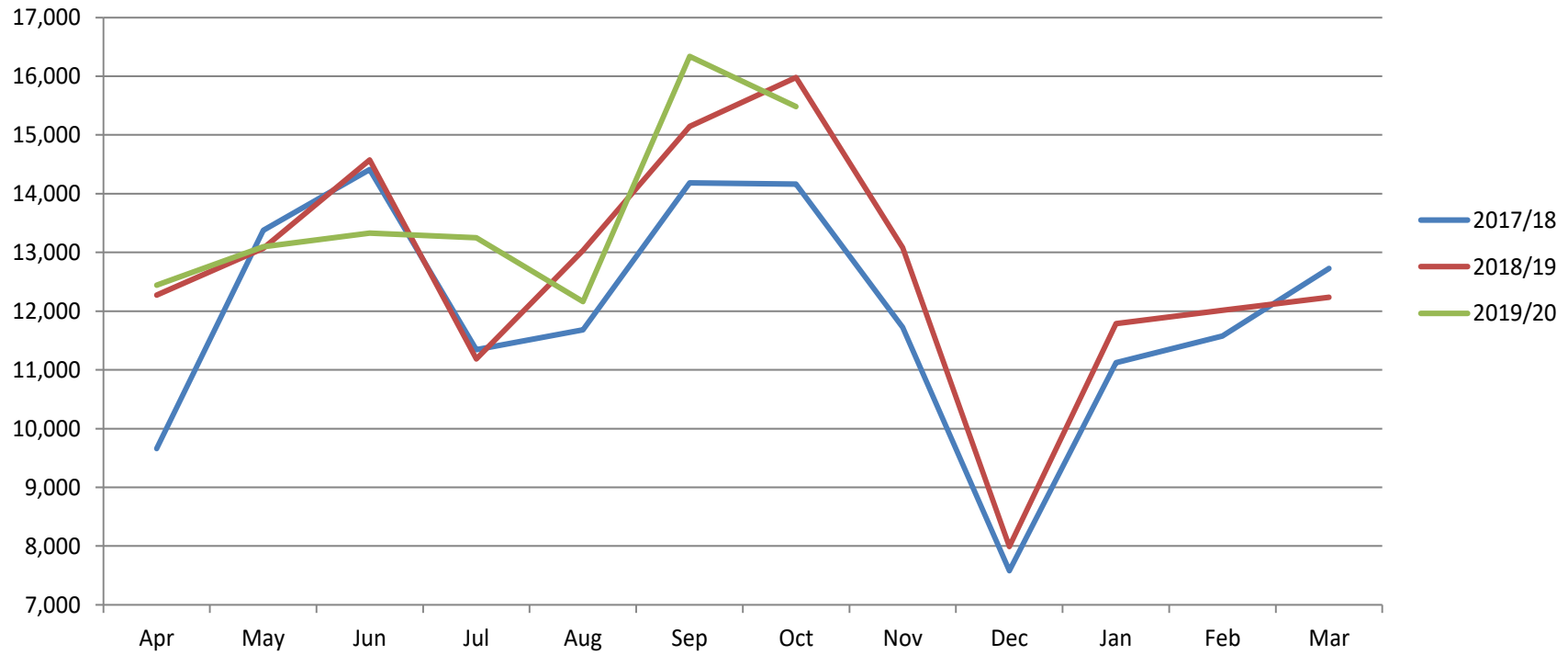
Issue of enhanced checks against targets



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

