



MONTHLY PERFORMANCE REPORT

February 2020

Service Achievements – Disclosures February 2020

AccessNI processed 12,098 disclosure certificates. Information was disclosed on 525 certificates¹.

Type	Number processed	Information disclosed
Basic	2583	79
Standard	273	52
Enhanced	9242	525

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 day
95% of Basics applied for by citizen issued within 14 days	99.9%	
99% Standards issued within 7 days	99.3%	1 days
70% Enhanced issued within 10 days	86%	5 days
95% Enhanced issued within 21 days	96%	
98% of enhanced issued within 28 days	99.3%	

¹ The information disclosed number can include cases processed before February 2020 but which have been printed and issued in that month.

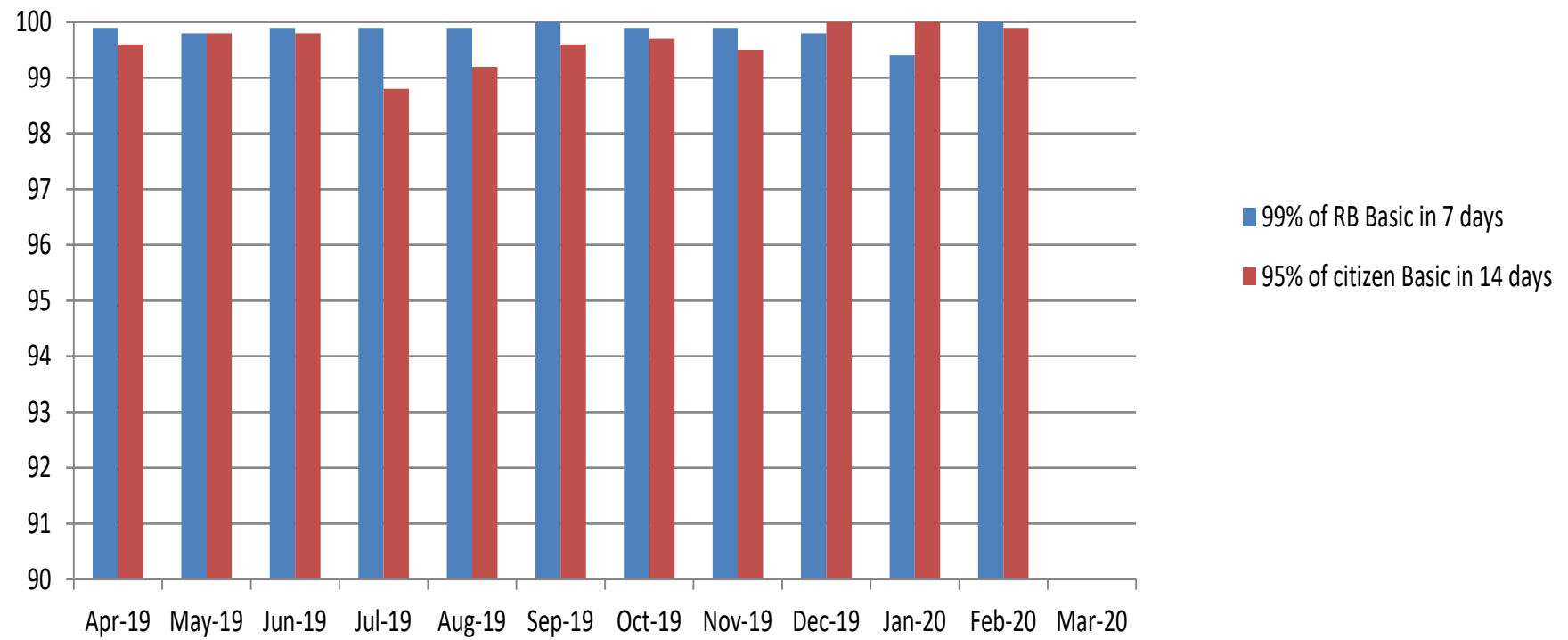
This month AccessNI also;

- Received 100% of all applications on-line;
- Issued 56% of certificates by digital means and 44% by paper;
- Filtered old and minor offences from 16 standard and 170 enhanced certificates;
- Made 29 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 132 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 3,002 applications for enhanced certificates to PSNI and 450 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 641 phone calls transferred from Nidirect; and
- Made 16 compliance visits to Registered and Responsible Bodies.

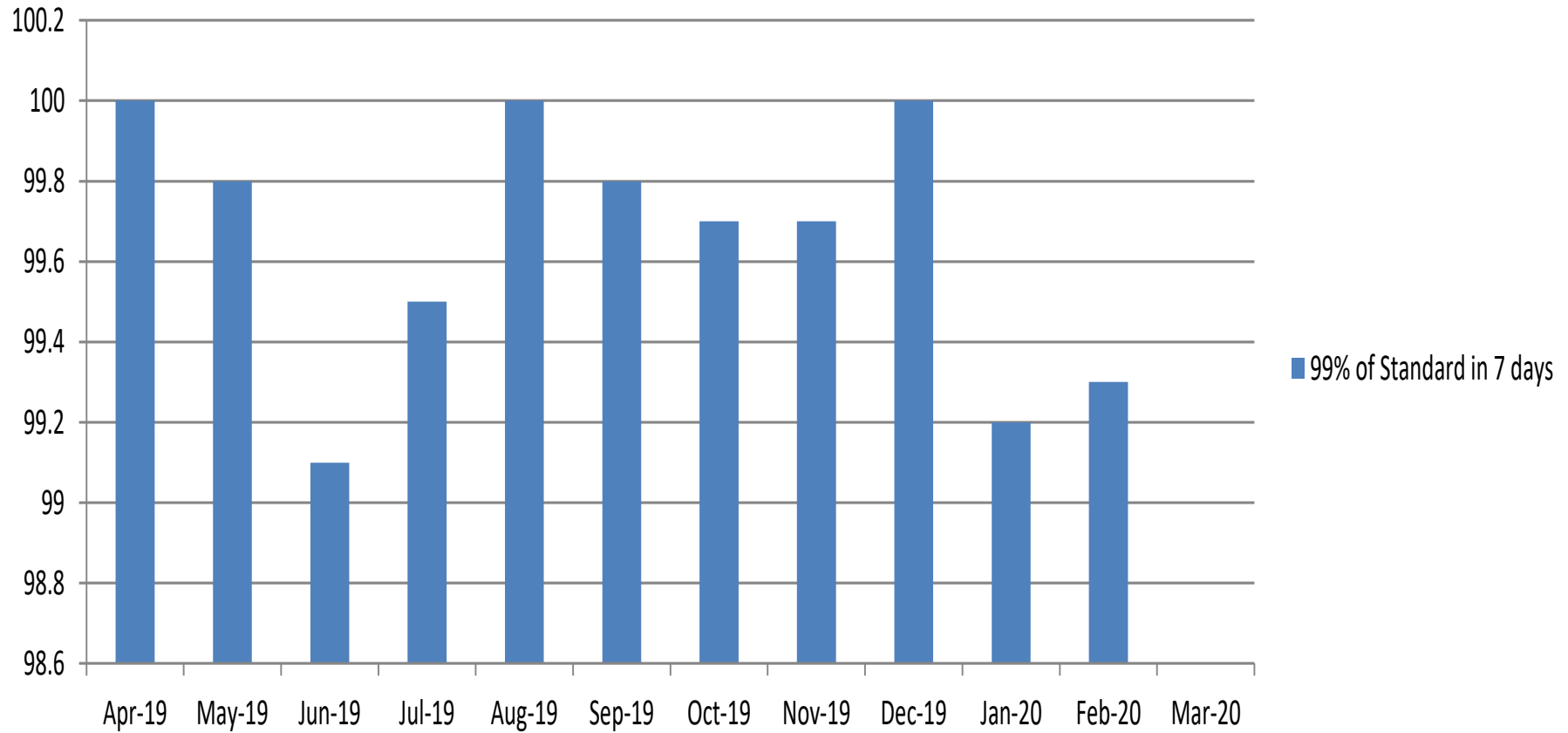
Monthly summary table

	Feb-20	%Feb -19	Total 19/20	%18/19
Applications Received				
Basic	2,888		30234	
Standard	317		4512	
Enhanced	9,165		105909	
Total	12,370		140,655	
Applications Processed				
Basic	2,583		27900	
Standard	273		4178	
Enhanced	9,242		107023	
Total	12,098		139101	

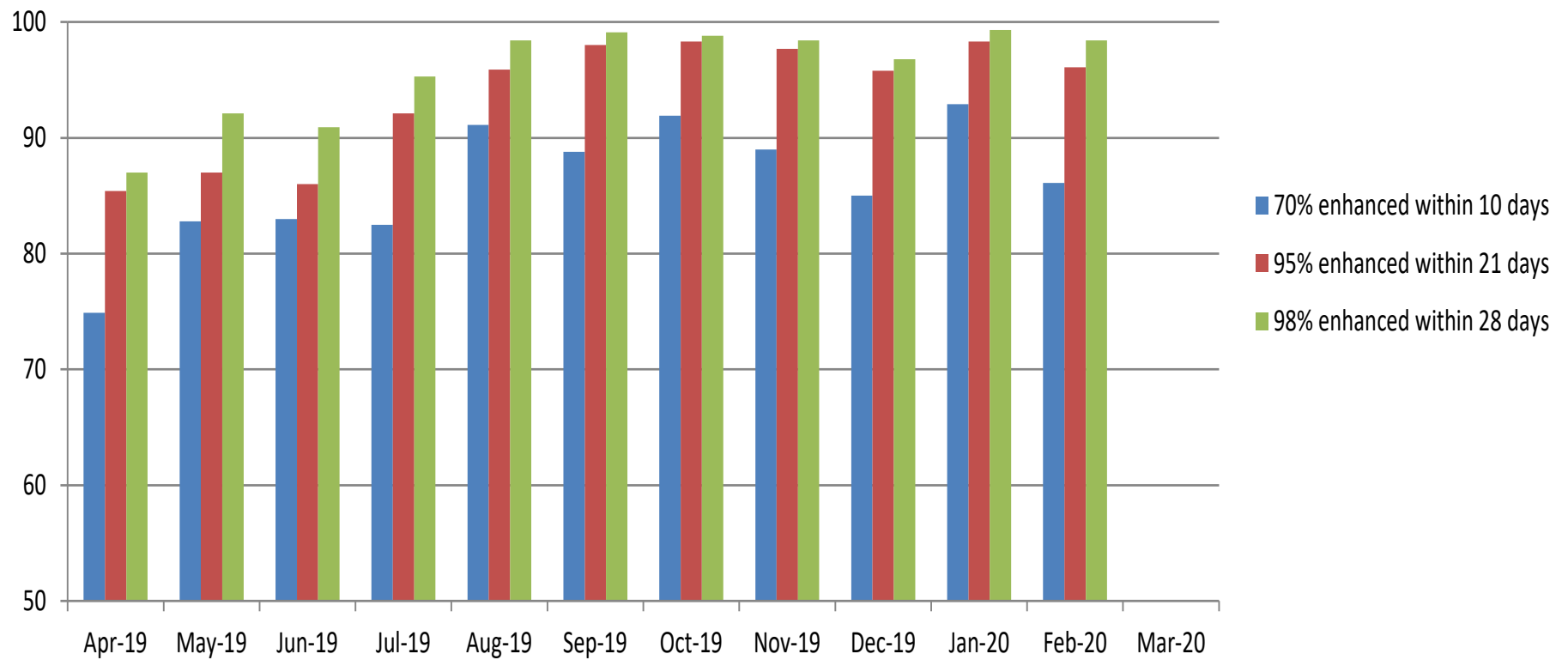
Issue of basic certificates against targets



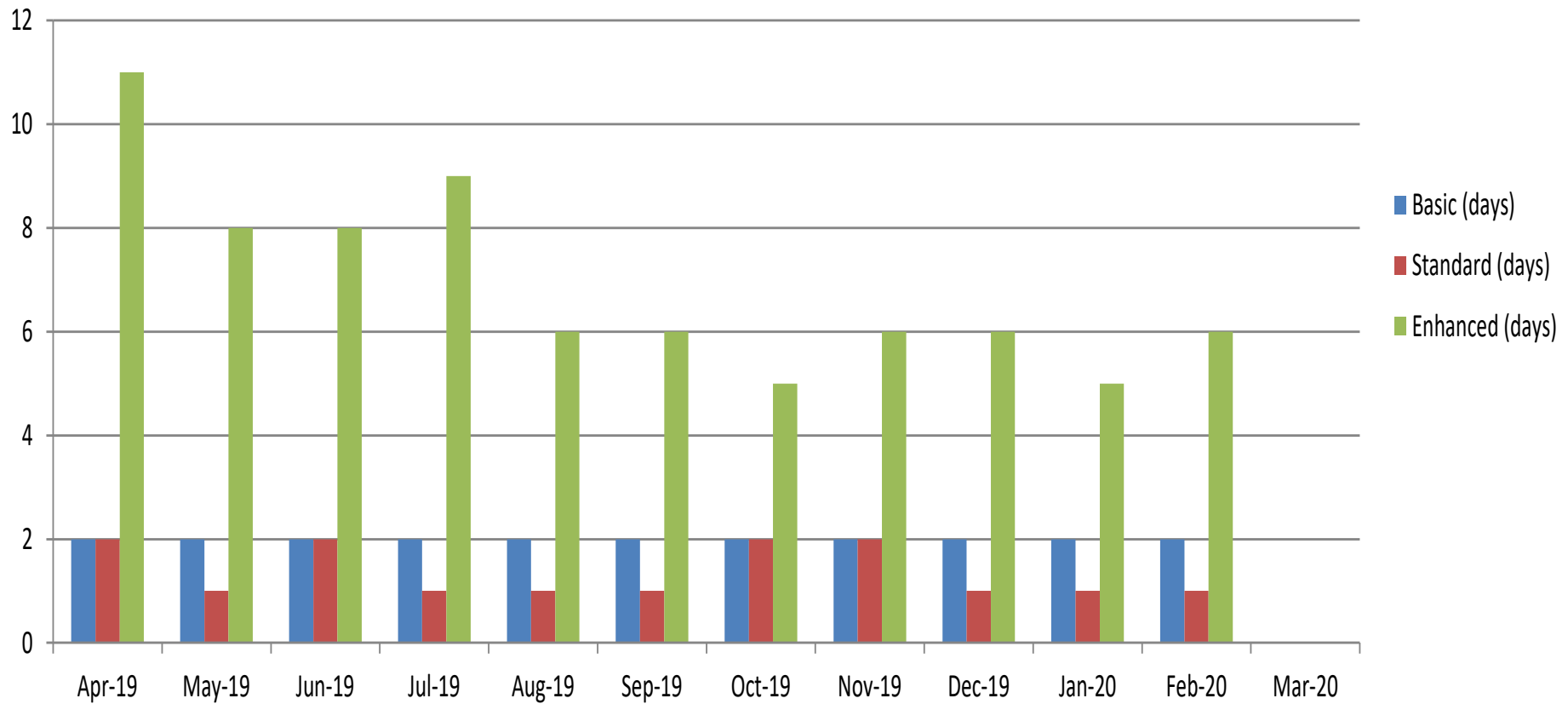
Issue of standard certificates against target



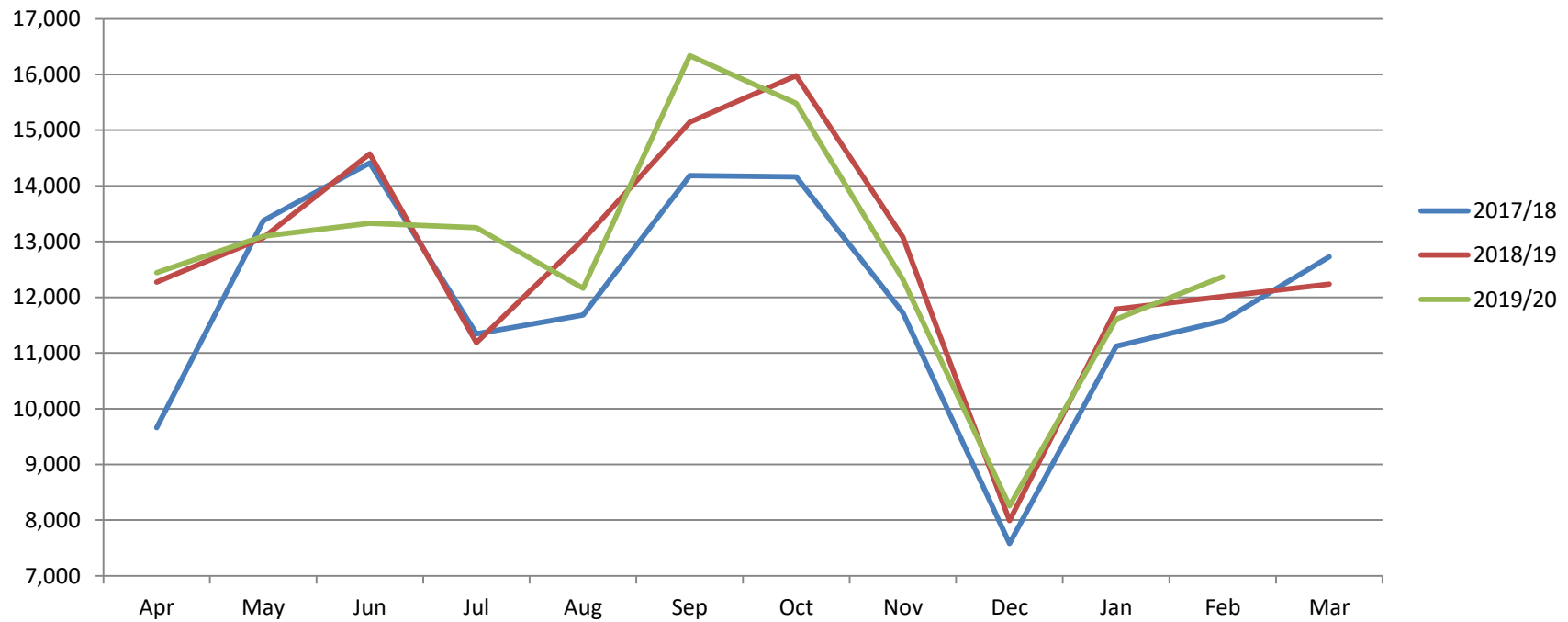
Issue of enhanced checks against targets



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

