



MONTHLY PERFORMANCE REPORT

March 2020

Service Achievements – Disclosures March 2020

AccessNI processed 11,712 disclosure certificates. Information was disclosed on 704 certificates¹.

Type	Number processed	Information disclosed
Basic	2329	64
Standard	342	67
Enhanced	9041	573

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	99.5%	
99% Standards issued within 7 days	99.1%	1 day
70% Enhanced issued within 10 days	83.7%	6 days
95% Enhanced issued within 21 days	86.9%	
98% of enhanced issued within 28 days	89.5%	

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

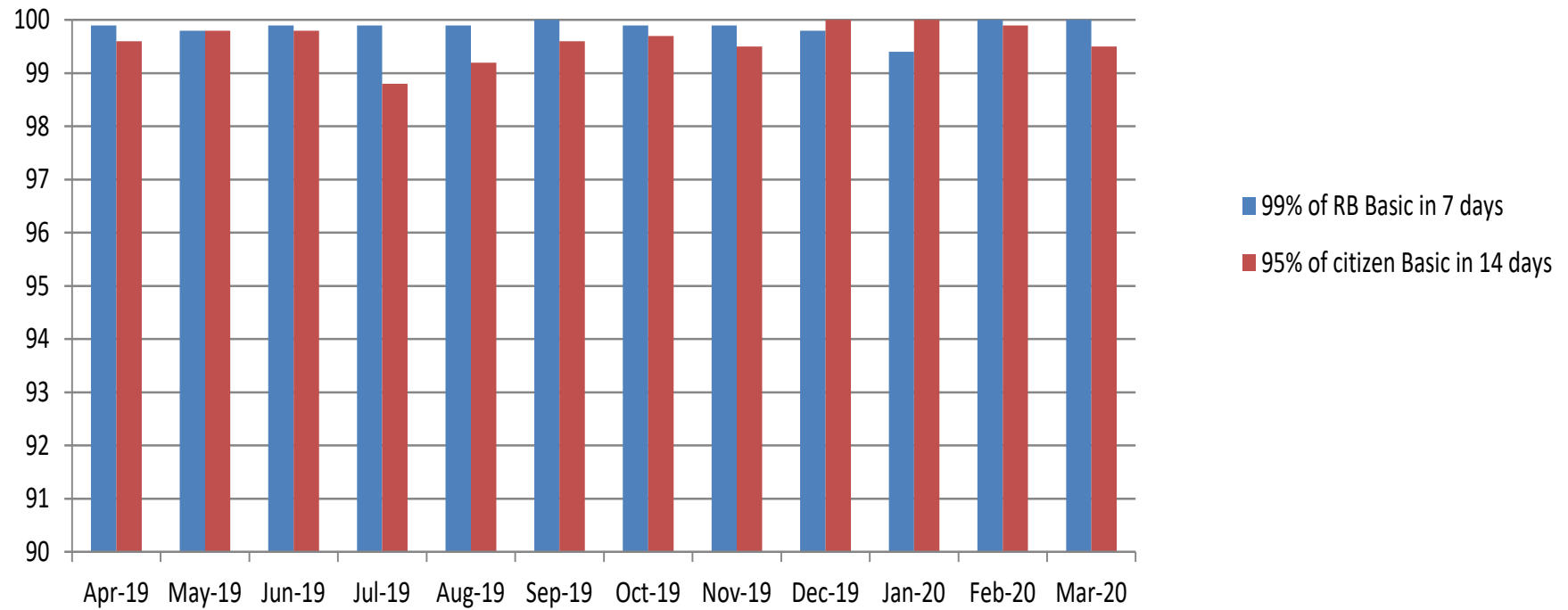
This month AccessNI also;

- Received 100% of all applications on-line;
- Issued 57% of certificates by digital means and 43% by paper;
- Filtered old and minor offences from 45 standard and 234 enhanced certificates;
- Made 21 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 97 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 2,738 applications for enhanced certificates to PSNI and 393 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 365 phone calls transferred from Nidirect; and
- Made 11 compliance visits to Registered and Responsible Bodies.

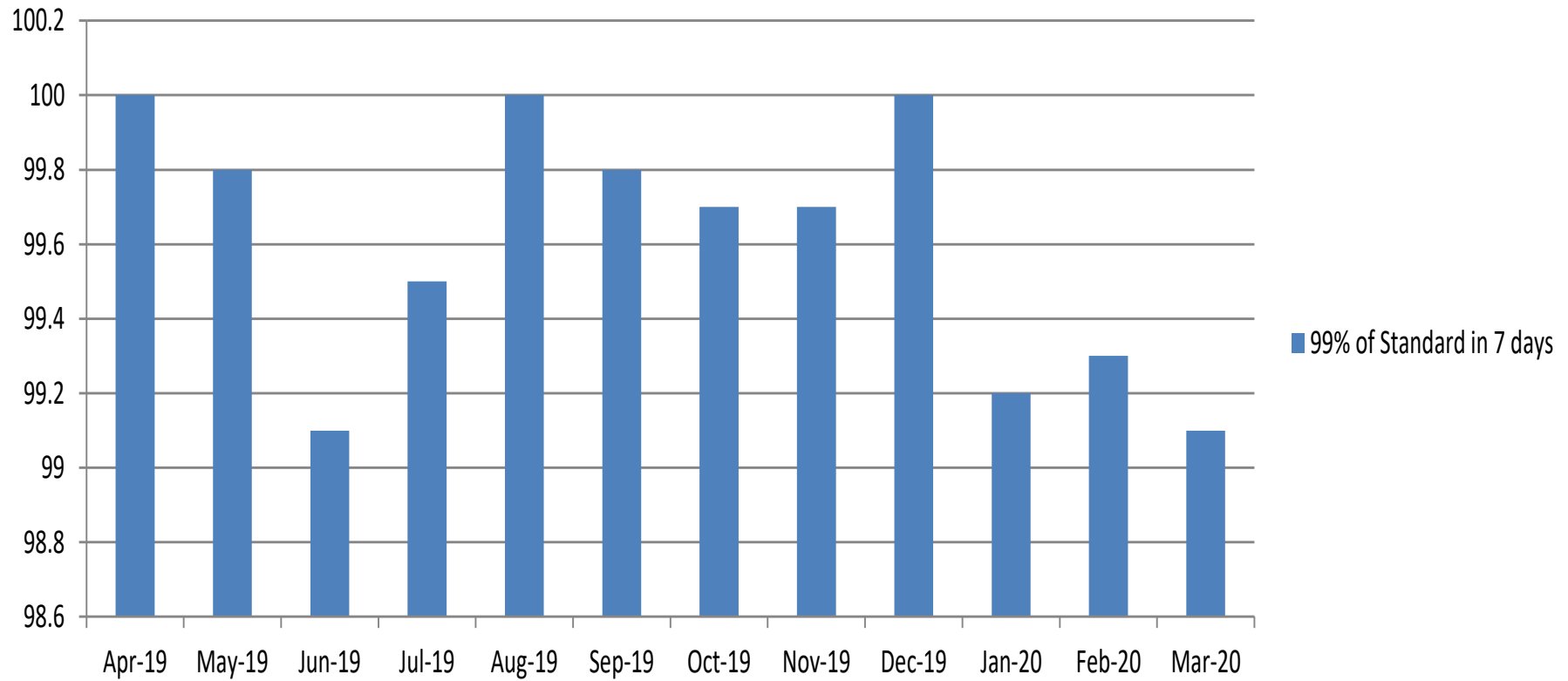
Monthly summary table

	Mar-20	%Mar -19	Total 19/20	%18/19
Applications Received				
Basic	2,384	-9.80%	32618	-2.60%
Standard	376	-35.90%	4888	-20.40%
Enhanced	9,162	1.70%	115061	2.00%
Total	11,922	-2.60%	152,567	1.06%
Applications Processed				
Basic	2,329		30229	
Standard	342		4520	
Enhanced	9,041		116064	
Total	11,712		150813	3.30%

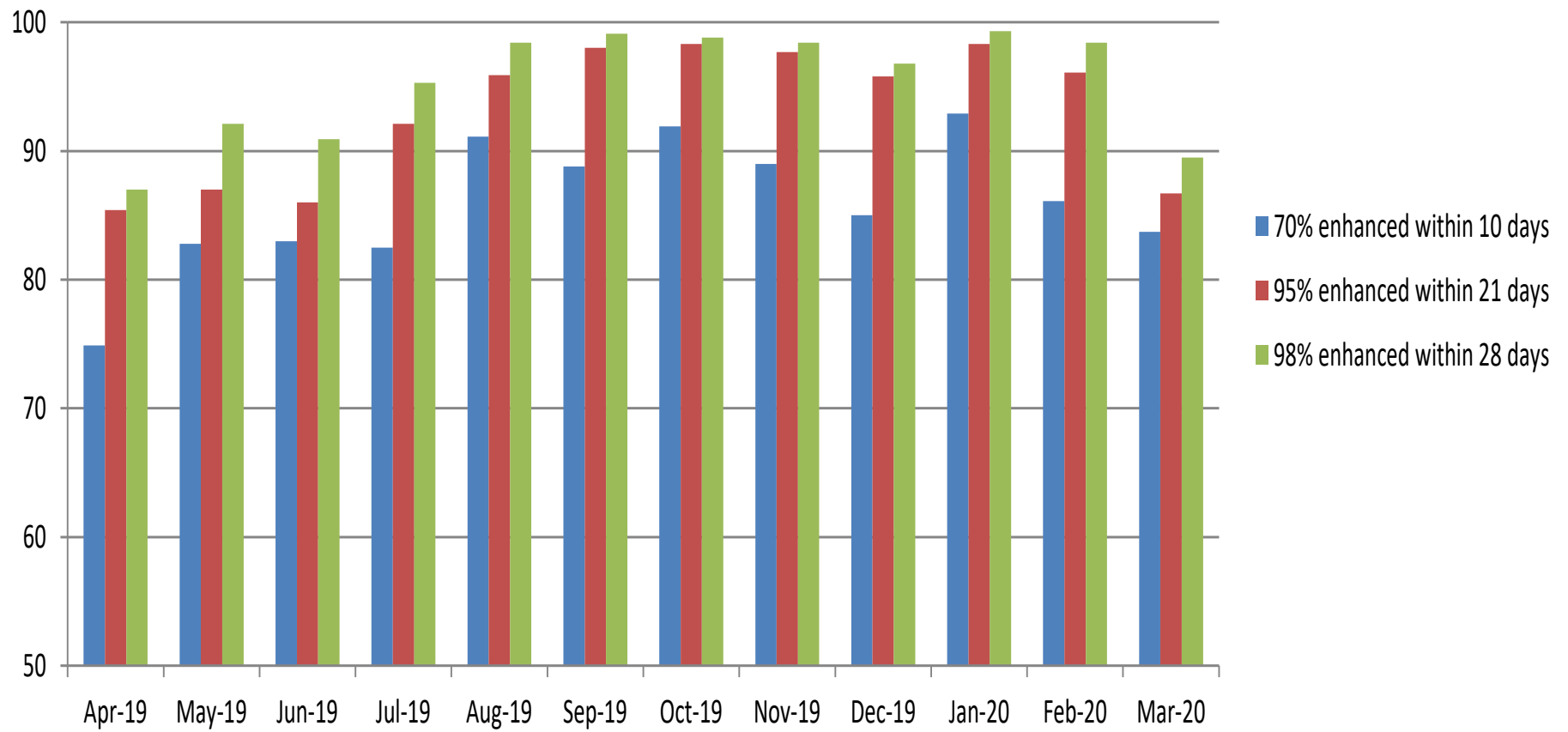
Issue of basic certificates against targets



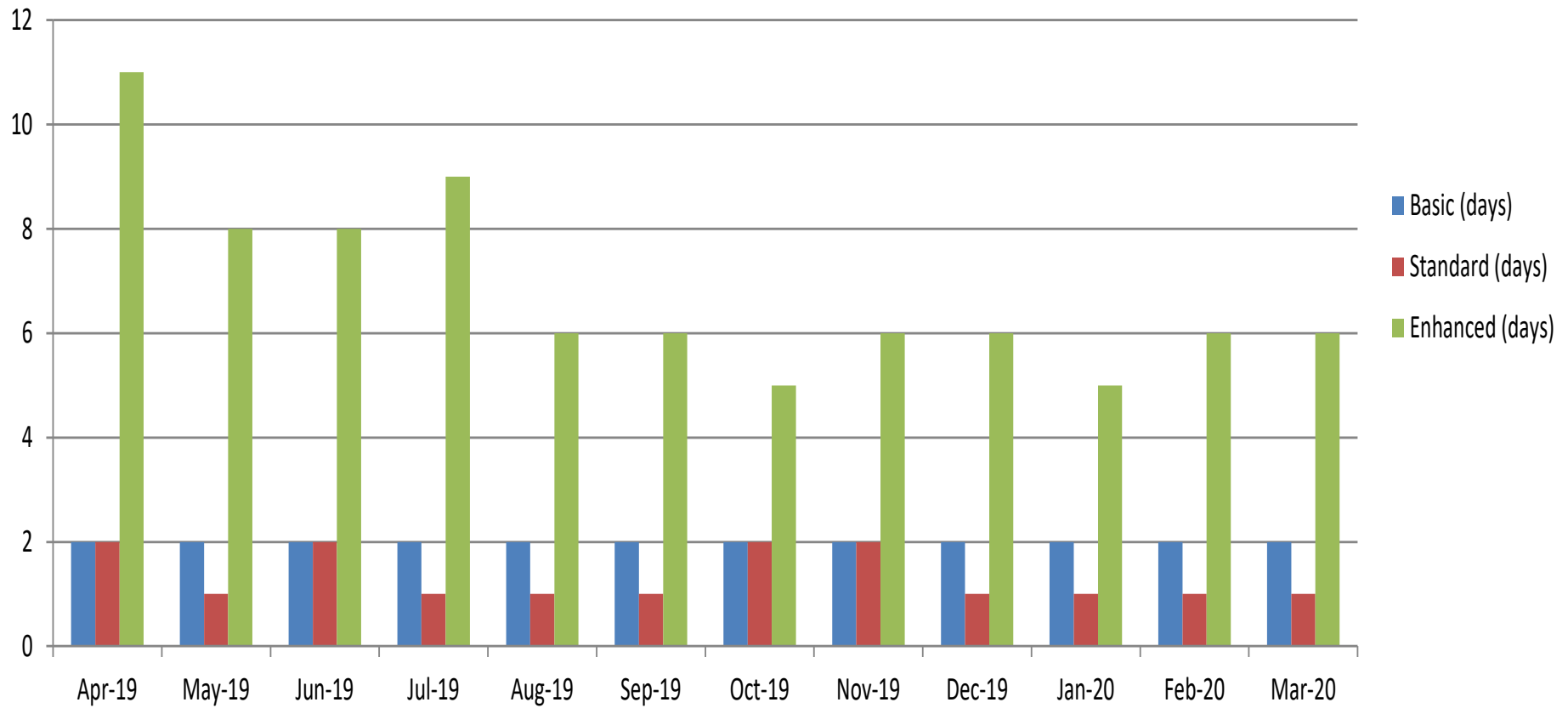
Issue of standard certificates against target



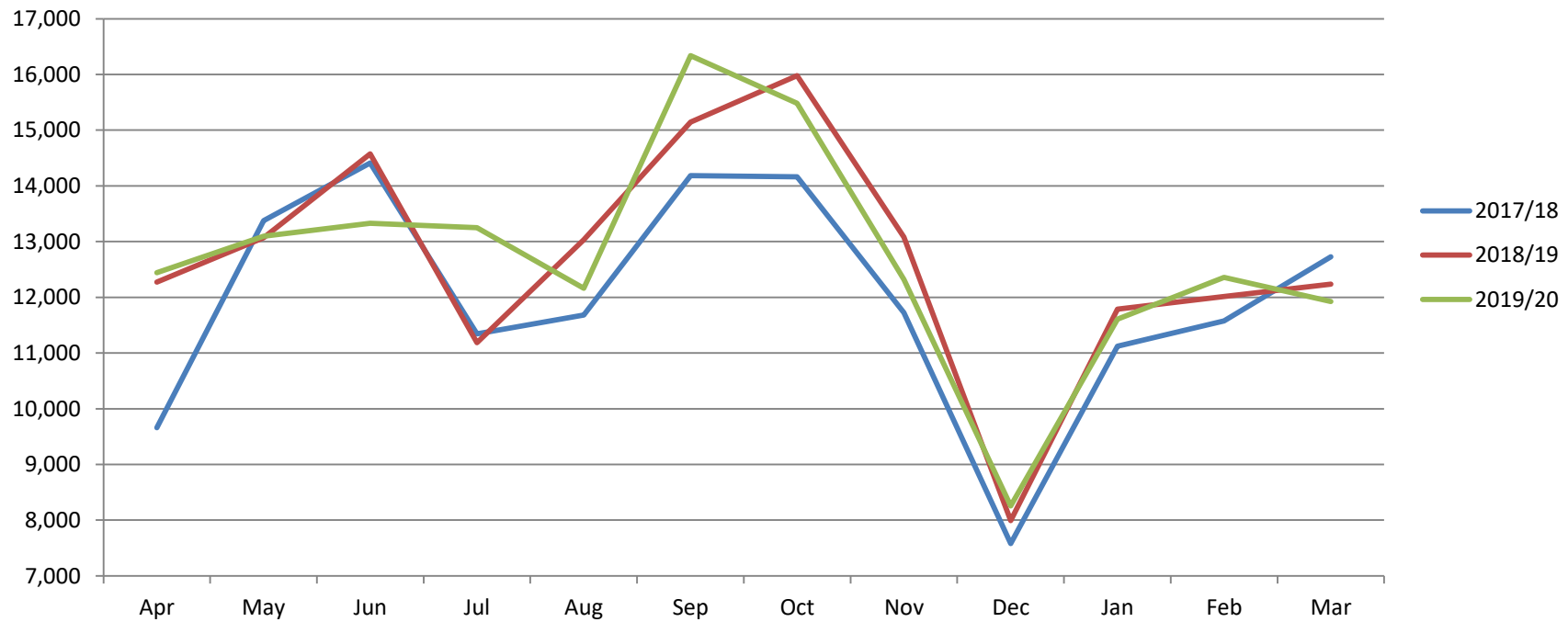
Issue of enhanced checks against targets



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

