



MONTHLY PERFORMANCE REPORT

April 2020

Service Achievements – Disclosures April 2020

AccessNI processed 7,336 disclosure certificates¹. Information was disclosed on 704 certificates².

Type	Number processed	Information disclosed
Basic	1109	29
Standard	365	50
Enhanced	5862	388

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.7	1 day
95% of Basics applied for by citizen issued within 14 days	99%	3 days
99% Standards issued within 7 days	99.7%	1 day
70% Enhanced issued within 10 days	82.7%	6 days
95% Enhanced issued within 21 days	85.6%	
98% of enhanced issued within 28 days	86.5%	

¹ Volumes were considerably down on normal April figures due to Covid-19 pandemic.

² The information disclosed number can include cases processed before April 2020 but which have been printed and issued in that month.

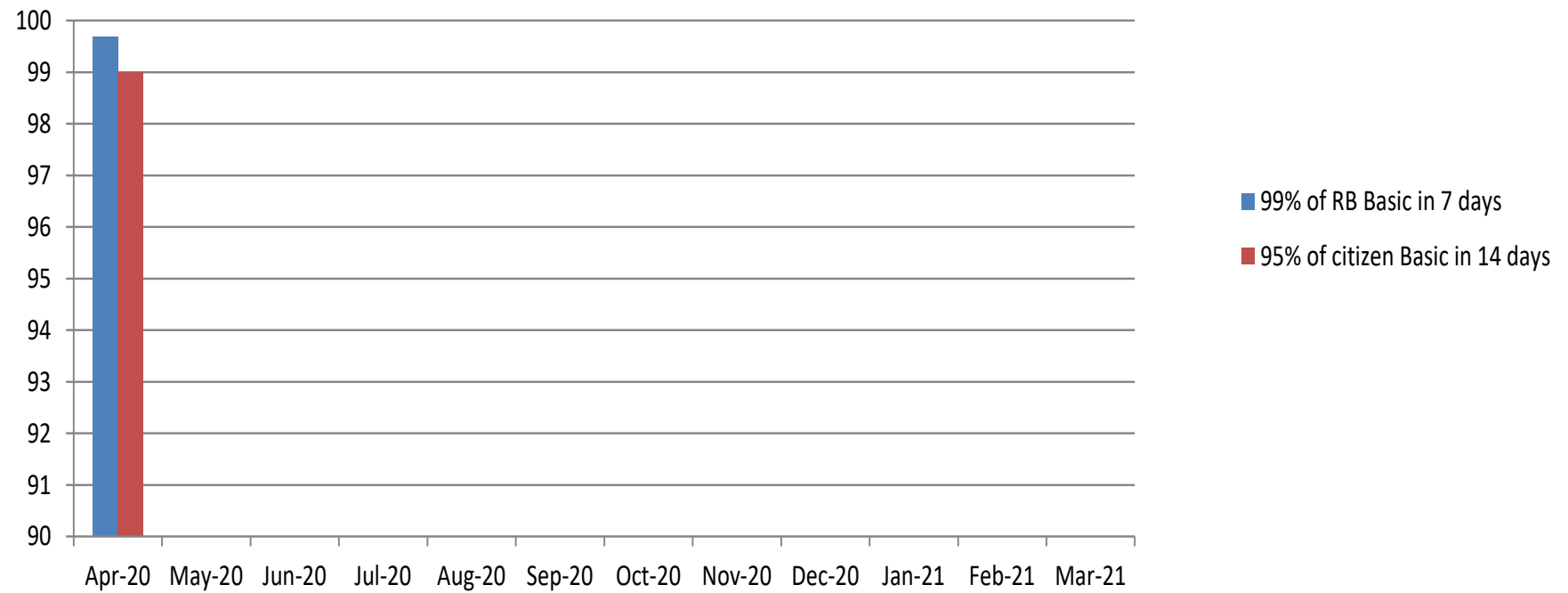
This month AccessNI also;

- Issued 62% of certificates by digital means and 38% by paper;
- Filtered old and minor offences from 46 standard and 333 enhanced certificates;
- Made 19 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 2 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 88 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 1,629 applications for enhanced certificates to PSNI and 257 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. PSNI made 5 disclosures of information for inclusion in AccessNI certificates.;
- Dealt with 26 phone calls transferred from Nirect; and
- Made 0 compliance visits to Registered and Responsible Bodies due to the Covid-19 pandemic.

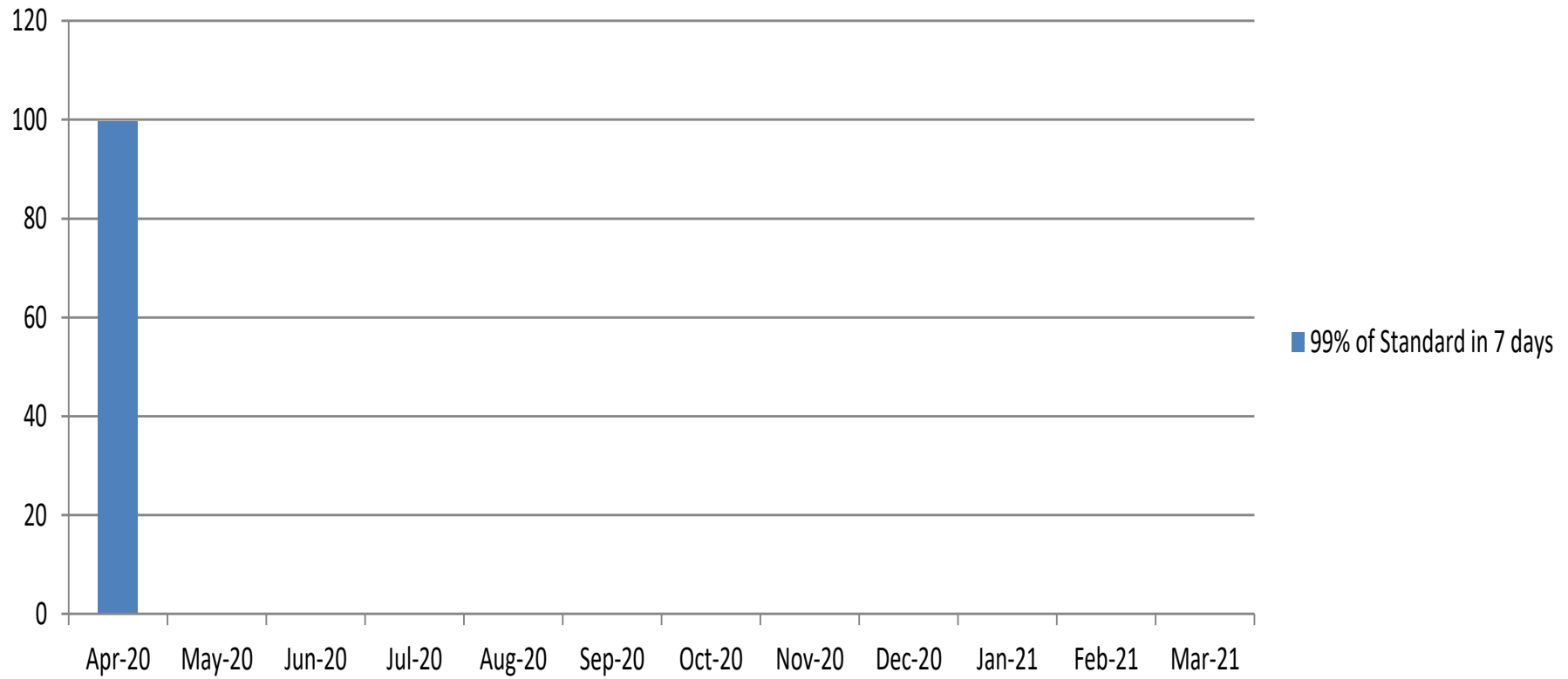
Monthly summary table

	Apr-20	%Apr -19	Total 19/20	%19/20
Applications Received				
Basic	1,193		1193	
Standard	387		387	
Enhanced	5,506		5506	
Total	7,086		7,086	
Applications Processed				
Basic	1,109		0	
Standard	365		0	
Enhanced	5,862		0	
Total	7,336		7336	

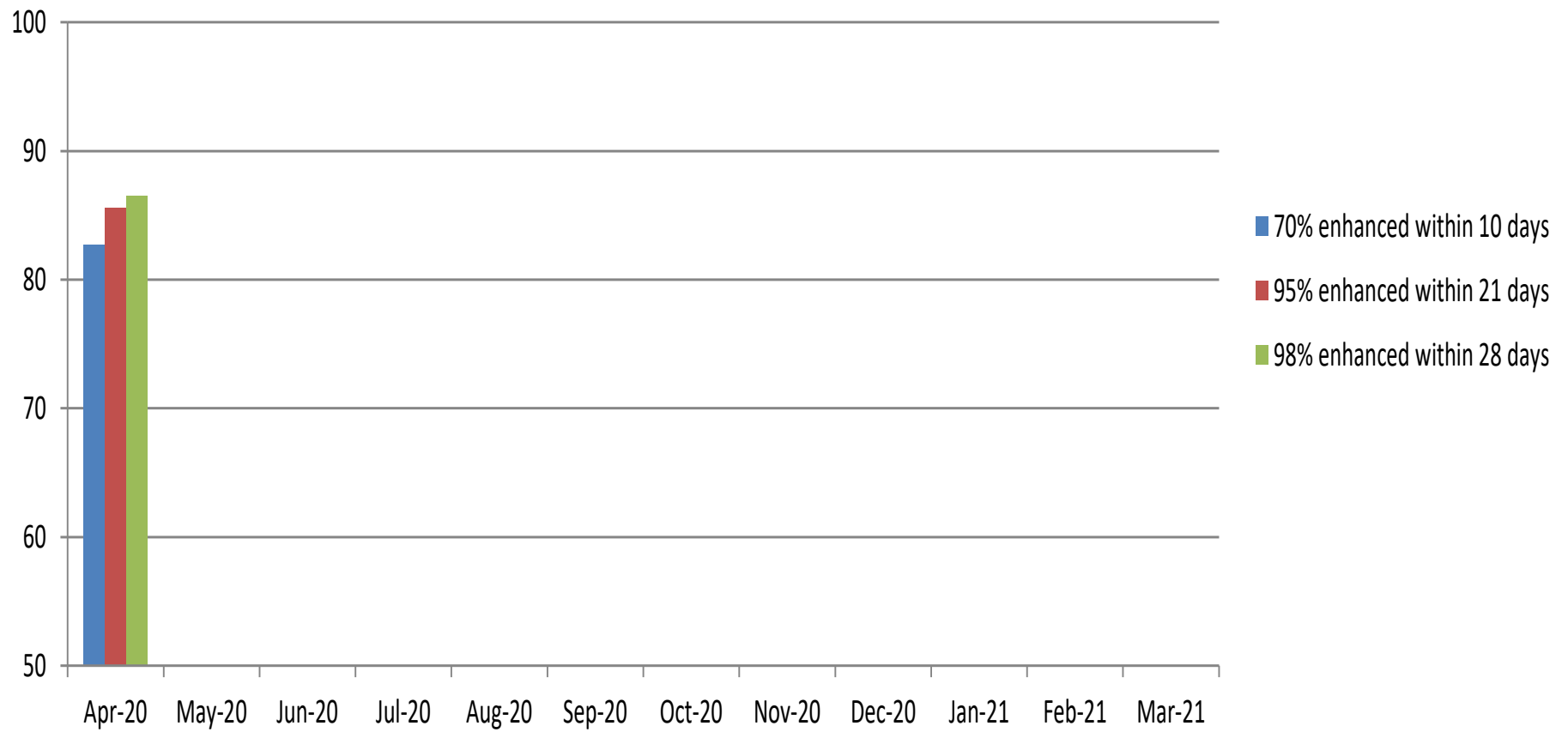
Issue of basic certificates against targets



Issue of standard certificates against target



Issue of enhanced checks against targets



Average number of days to issue a certificate

