



# **MONTHLY PERFORMANCE REPORT**

**May 2020**

## Service Achievements – Disclosures May 2020

AccessNI processed 5,934 disclosure certificates<sup>1</sup>. Information was disclosed on 421 certificates<sup>2</sup>.

Type	Number processed	Information disclosed
Basic	1455	34
Standard	270	44
Enhanced	4209	343

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	1 day
95% of Basics applied for by citizen issued within 14 days	96.7%	3 days
99% Standards issued within 7 days	99.6%	1 day
70% Enhanced issued within 10 days	81.2%	6 days
95% Enhanced issued within 21 days	85.1%	
98% of enhanced issued within 28 days	89.5%	

<sup>1</sup> Volumes were considerably down on normal May figures due to Covid-19 pandemic.

<sup>2</sup> The information disclosed number can include cases processed before May 2020 but which have been printed and issued in that month.

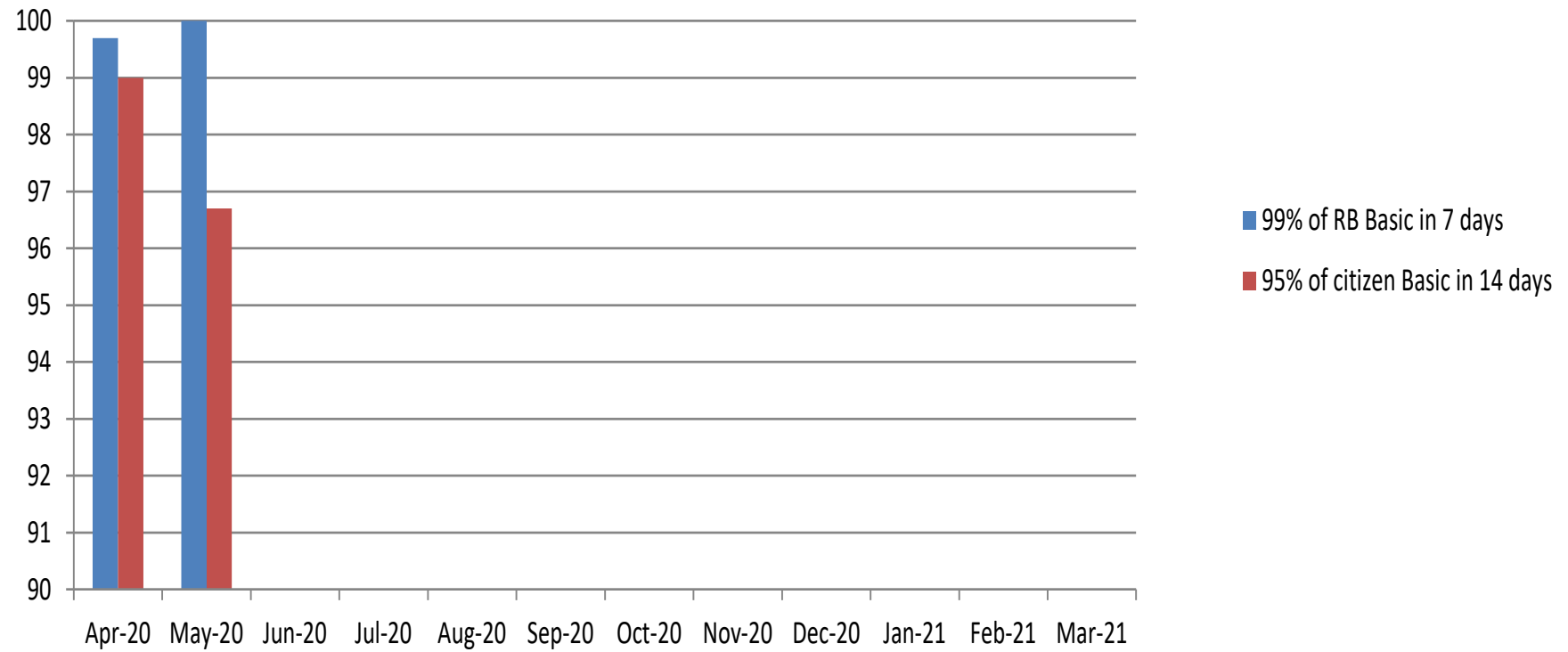
## **This month AccessNI also;**

- Issued 62% of certificates by digital means and 38% by paper;
- Filtered old and minor offences from 56 standard and 254 enhanced certificates;
- Made 20 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 4 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 50 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 1,250 applications for enhanced certificates to PSNI and 188 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 42 phone calls transferred from Nidirect; and
- Made 0 compliance visits to Registered and Responsible Bodies due to the Covid-19 pandemic.

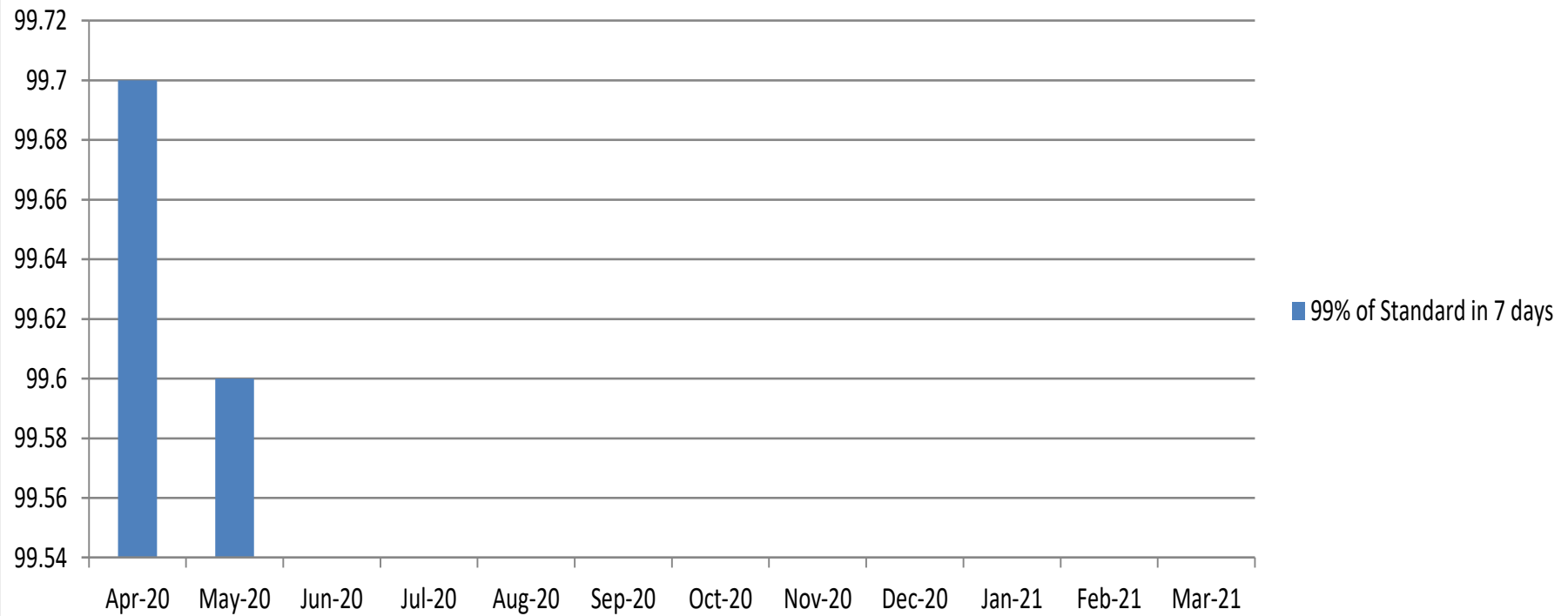
## Monthly summary table

	May-20	%May -19	Total 19/20	%19/20
<b>Applications Received</b>				
Basic	1,552	-42.90%	2745	-48.70%
Standard	274	-43.00%	661	-32.40%
Enhanced	4,050	-59.00%	9556	-50.20%
<b>Total</b>	<b>5,876</b>	<b>-55.00%</b>	<b>12,962</b>	<b>-49.20%</b>
<b>Applications Processed</b>				
Basic	1,455		2564	
Standard	270		635	
Enhanced	4,209		10071	
<b>Total</b>	<b>5,934</b>		<b>13270</b>	

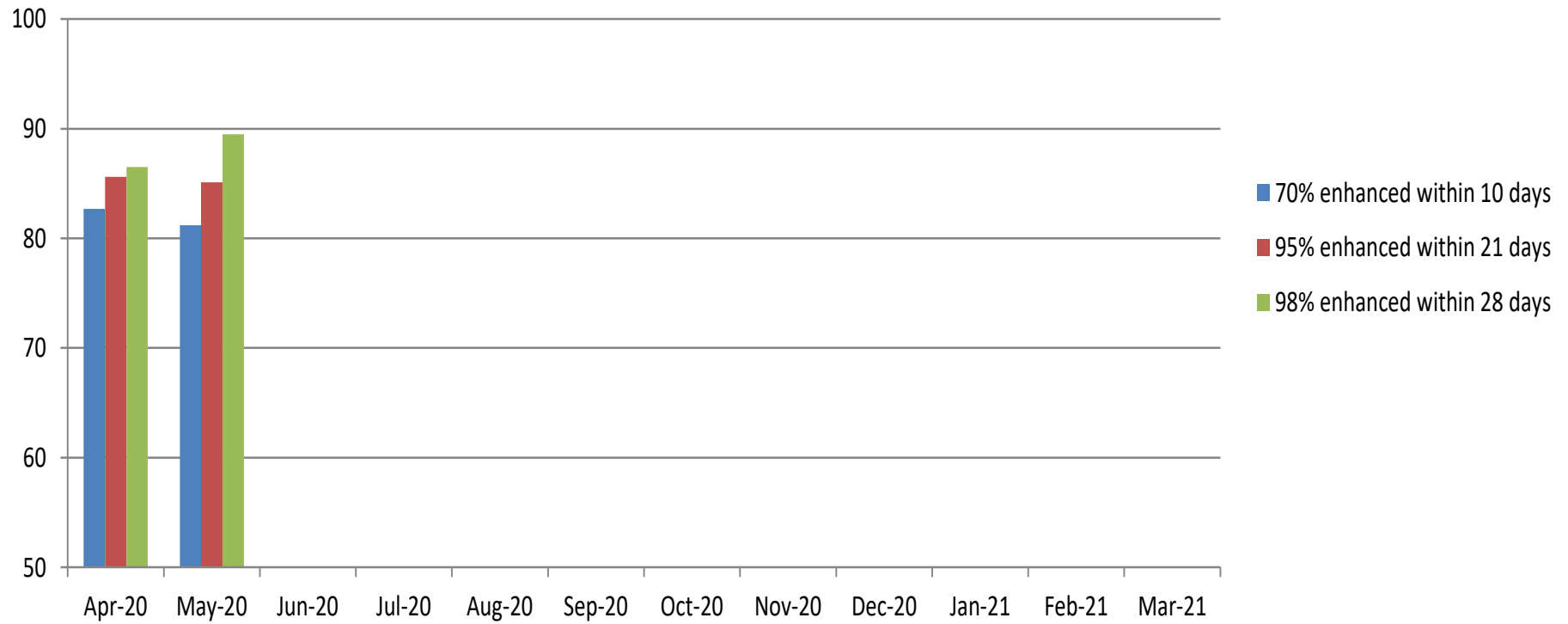
## Issue of basic certificates against targets



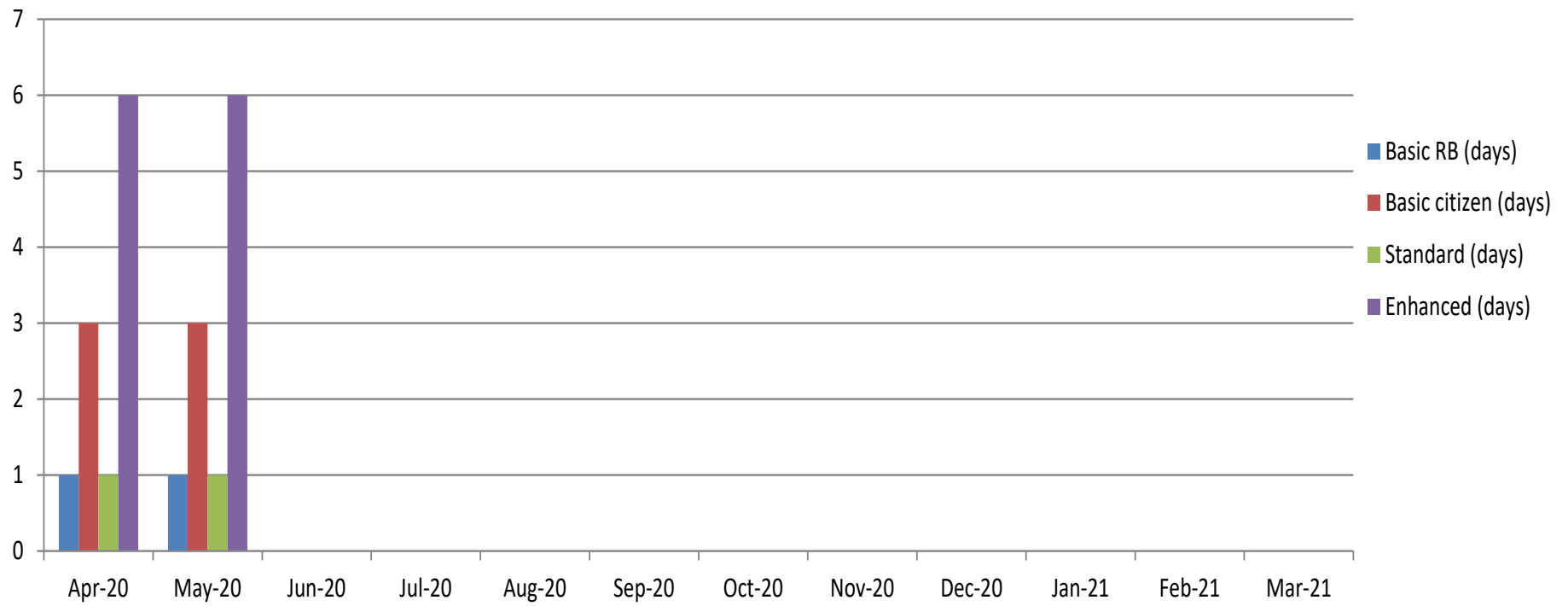
## Issue of standard certificates against target



## Issue of enhanced checks against targets



## Average number of days to issue a certificate







### Monthly flow of applications processed for last 3 years

