



# **MONTHLY PERFORMANCE REPORT**

**February 2019**

## Service Achievements – Disclosures February 2019

AccessNI processed 11,587 disclosure certificates. Information was disclosed on 693 certificates<sup>1</sup>.

Type	Number processed	Information disclosed
Basic	2464	83
Standard	416	113
Enhanced	8707	497

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	99.2%	
99% Standards issued within 7 days	100%	1 days
70% Enhanced issued within 10 days	80.8%	8 days
95% Enhanced issued within 21 days	85.4%	
98% of enhanced issued within 28 days	90%	

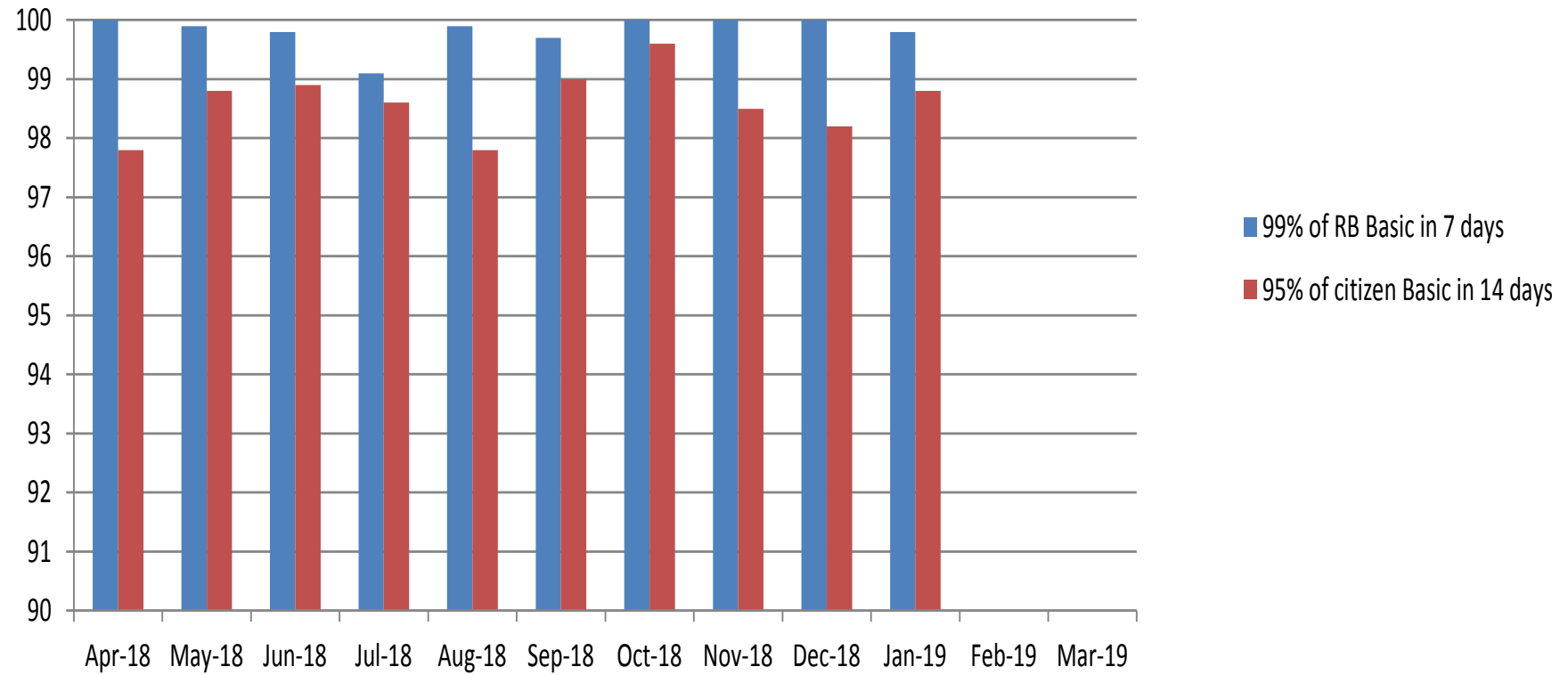
<sup>1</sup> The information disclosed number can include cases processed before February 2019 but which have been printed and issued in that month.

## **This month AccessNI also;**

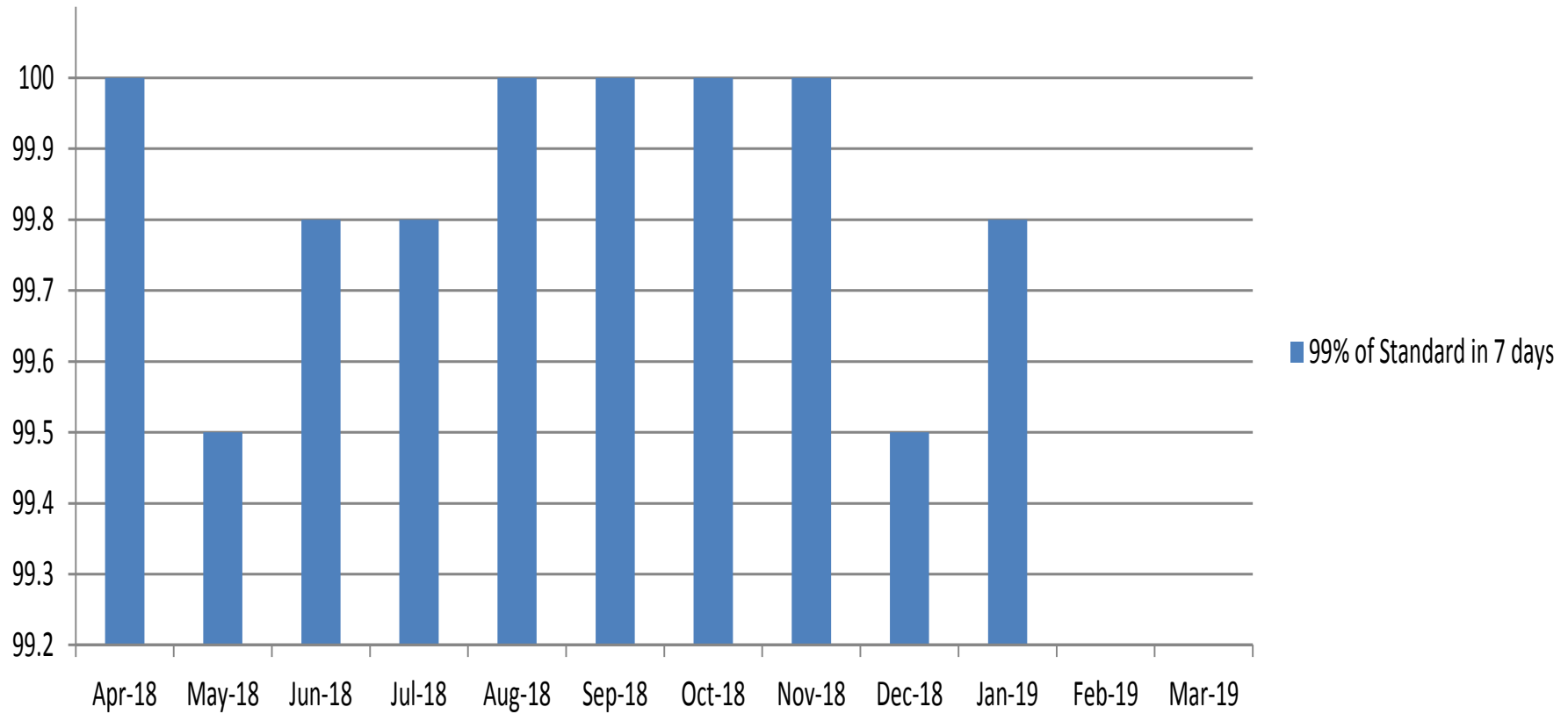
- Received 98.9% of all applications on-line;
- Issued 46% of certificates by digital means and 55% by paper;
- Filtered old and minor offences from 21 standard and 155 enhanced certificates;
- Made 27 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 9 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 78 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 dispute about criminal record information disclosed on certificates;
- Referred 2,642 applications for enhanced certificates to PSNI and 399 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 663 phone calls transferred from Nidirect; and
- Made 21 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		<b>Feb-19</b>	<b>%Feb -18</b>	<b>Total 18/19</b>	<b>%17/18</b>
<b>Applications received</b>					
	<b>Basic</b>	2530	5.50%	30862	19.90%
	<b>Standard</b>	416	29.40%	5556	52.00%
	<b>Enhanced</b>	8707	2.40%	103823	2.40%
	<b>Total</b>	11653	3.80%	140241	7.20%
<b>Applications Processed</b>					
	<b>Basic</b>	2464		28,562	
	<b>Standard</b>	416		5,218	
	<b>Enhanced</b>	8707		101,483	
	<b>Total</b>	11587		0	

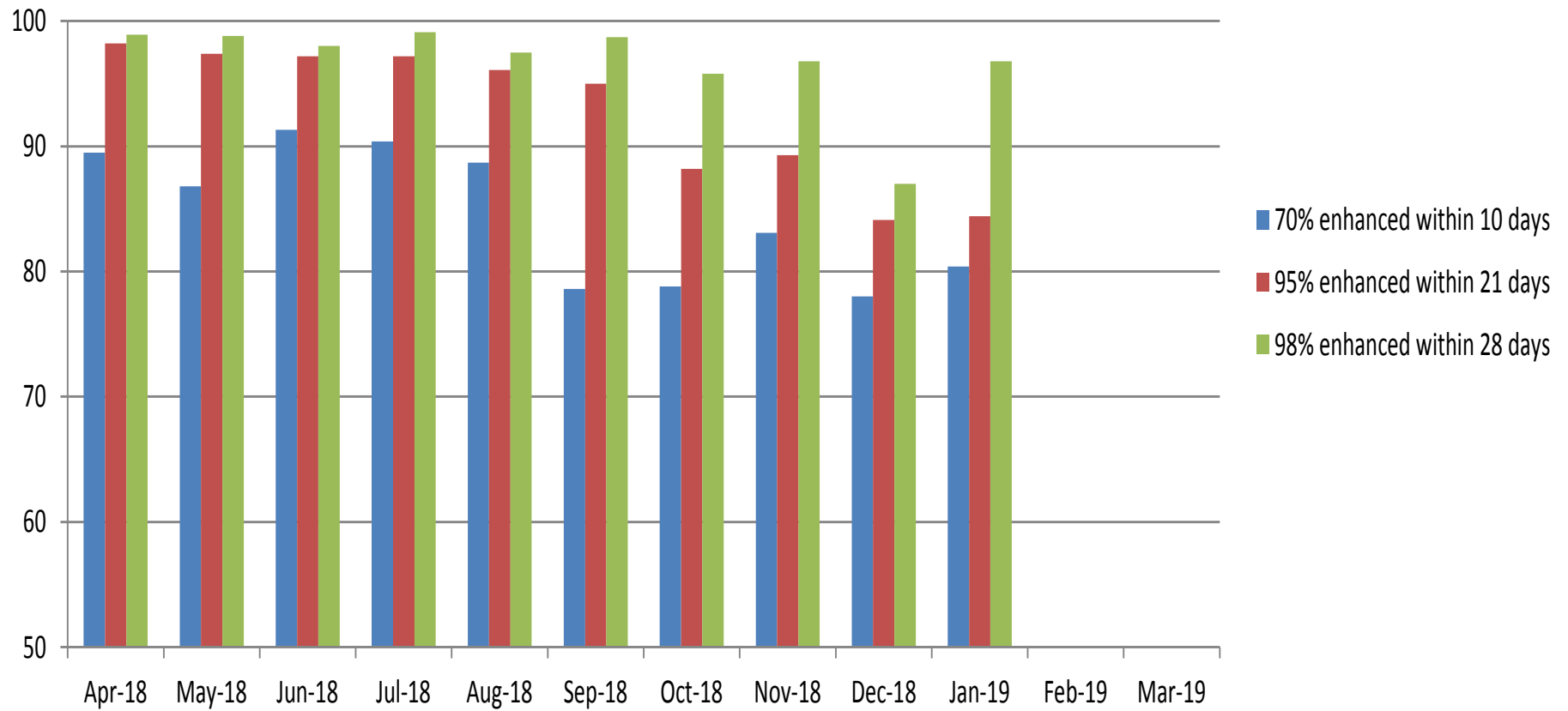
## Issue of basic certificates against targets



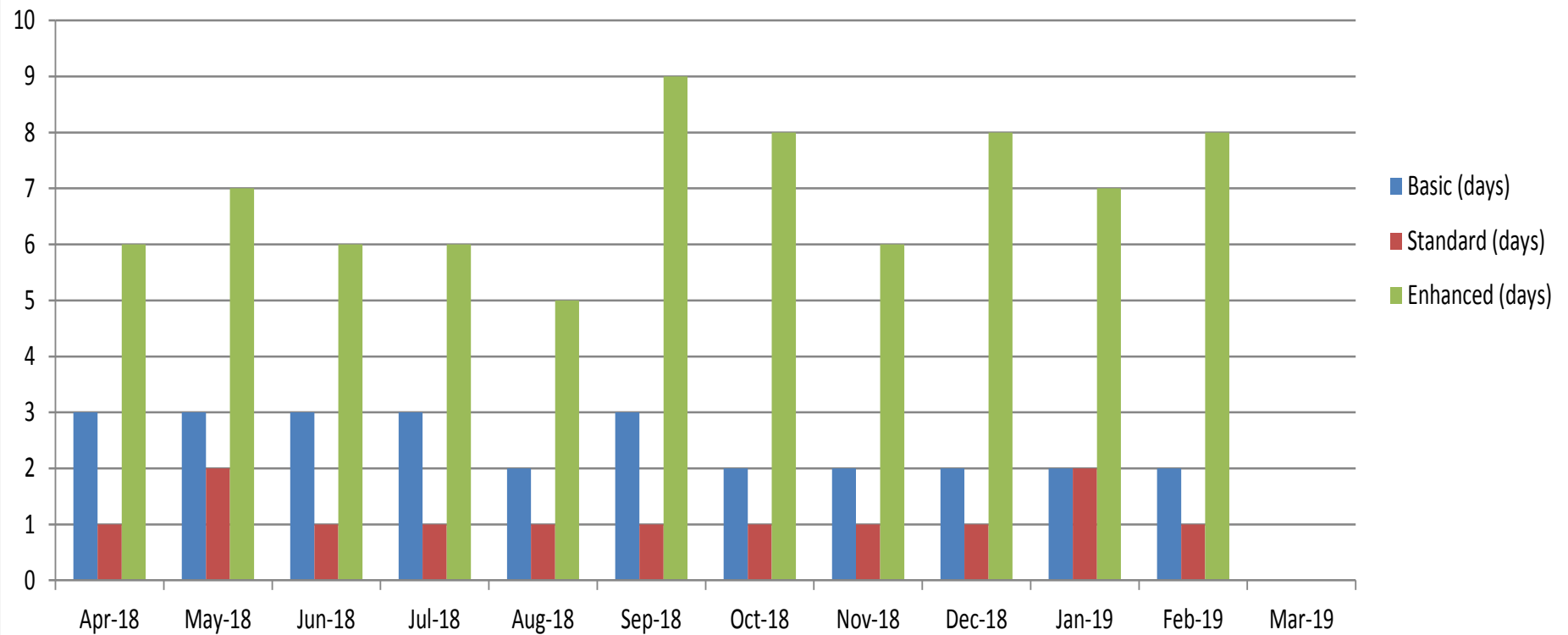
## Issue of standard certificates against target



## Issue of enhanced checks against targets

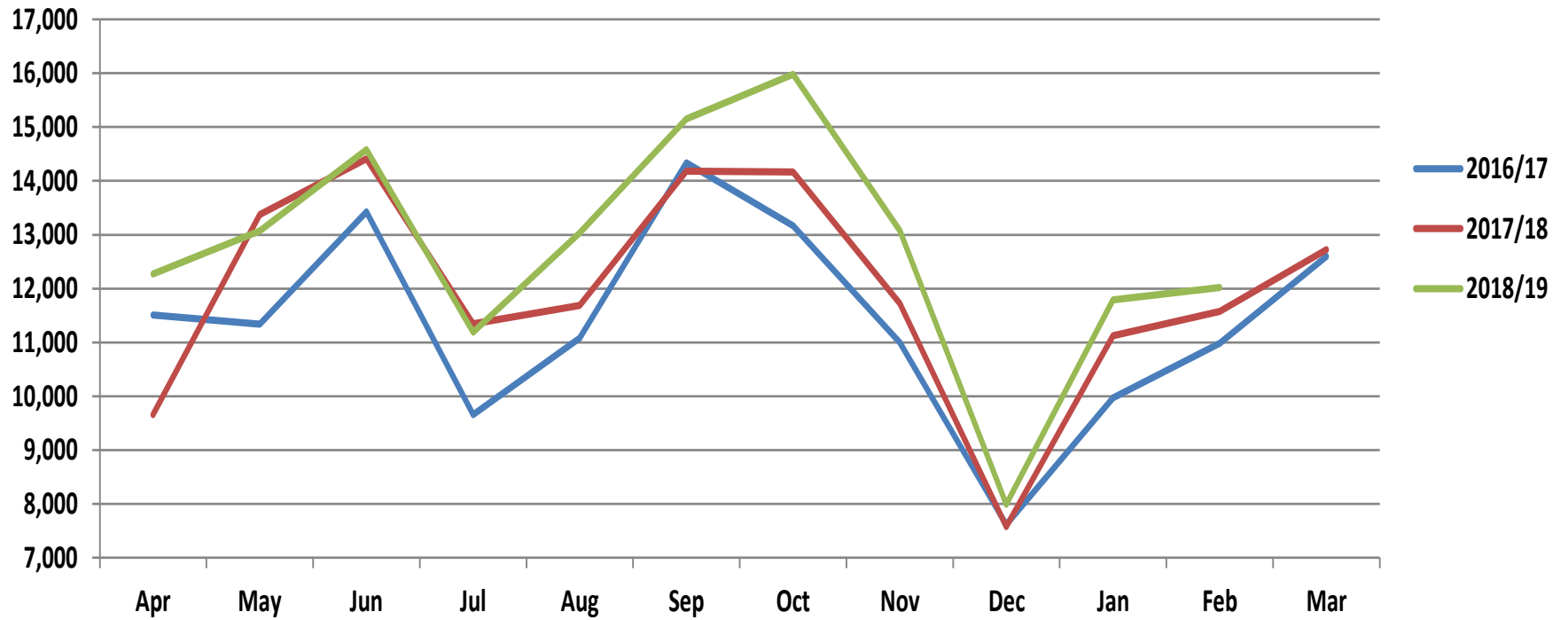


## Average number of days to issue a certificate





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



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

