



MONTHLY PERFORMANCE REPORT

September 2020

Service Achievements – Disclosures September 2020

AccessNI processed 13,830 disclosure certificates¹. Information was disclosed on 564 certificates².

Type	Number processed	Information disclosed
Basic	2732	80
Standard	385	61
Enhanced	10703	423

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	99.9%	2 days
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	97.8%	
95% Enhanced issued within 21 days	99%	2 days
98% of enhanced issued within 28 days	99.6%	

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

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

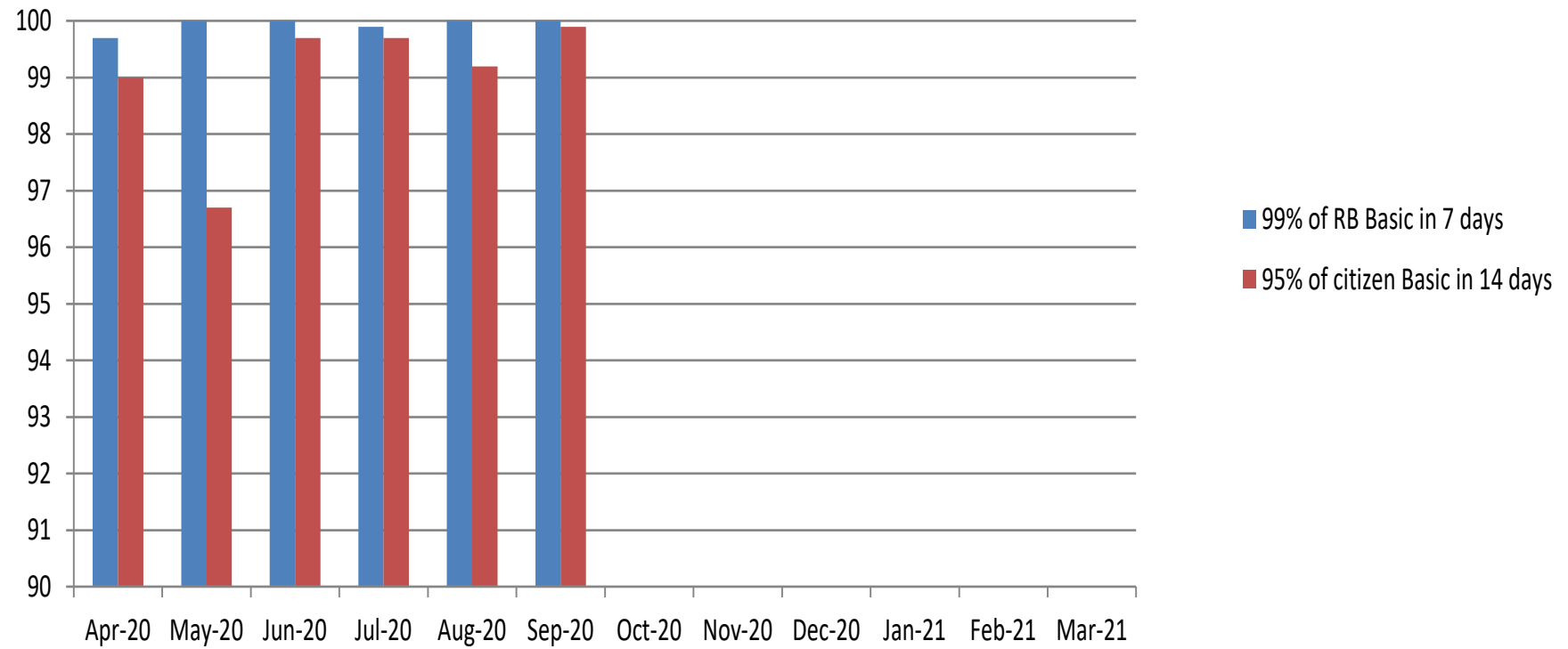
This month AccessNI also;

- Issued 61% of certificates by digital means and 39% by paper;
- Filtered old and minor offences from 44 standard and 396 enhanced certificates;
- Made 37 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 8 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 149 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 2 substantive disputes about criminal record information disclosed on certificates;
- Referred 2,518 applications for enhanced certificates to PSNI and 398 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 20 disclosures of information for inclusion in AccessNI certificates;
- Dealt with 34 phone calls transferred from Nidirect; and
- Made 14 compliance “visits” (via on-line technology) to Registered and Responsible Bodies.

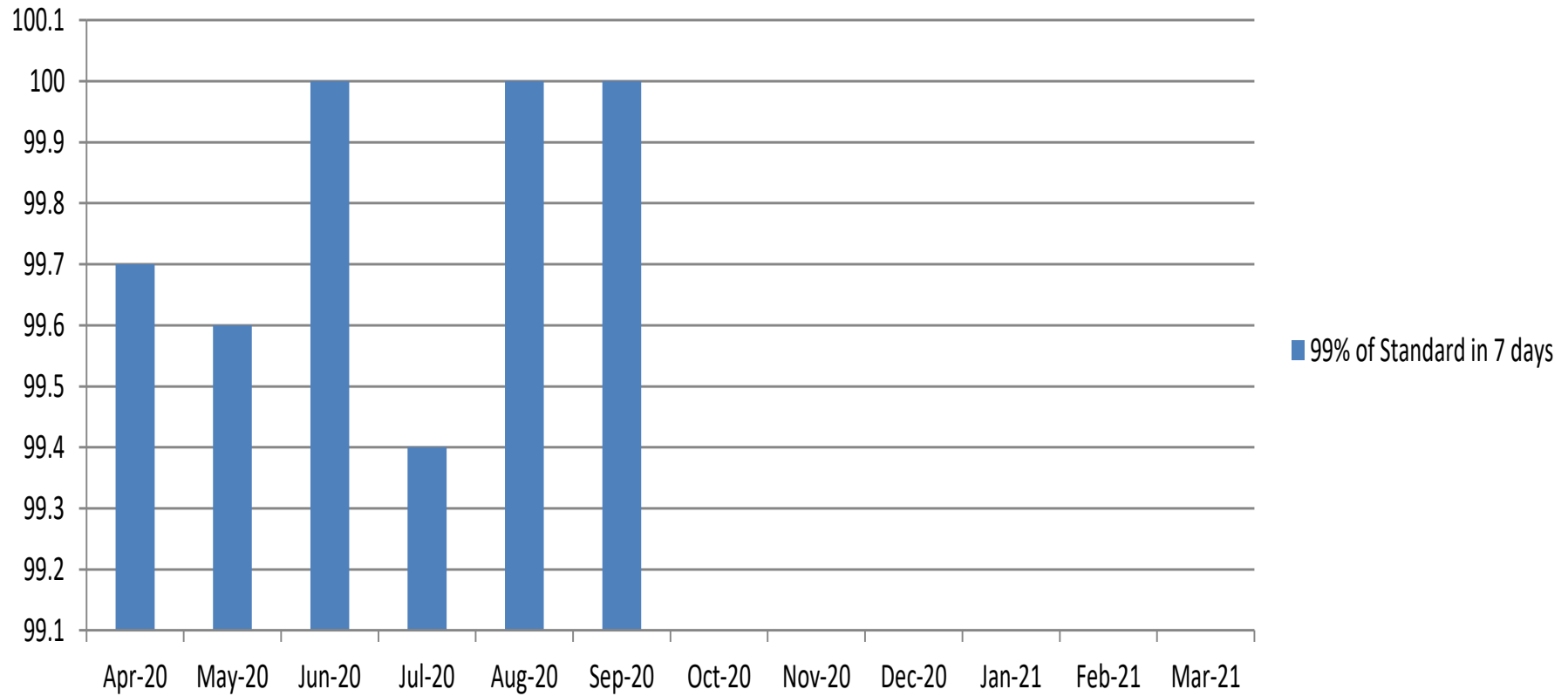
Monthly summary table

	Sep-20	%Sept -19	Total 19/20	%19/20
Applications Received				
Basic	2,894		11275	
Standard	413		2164	
Enhanced	10,421		40007	
Total	13,728		53,446	
Applications Processed				
Basic	2,732		10532	
Standard	395		2078	
Enhanced	10,703		40804	
Total	13,830		53414	

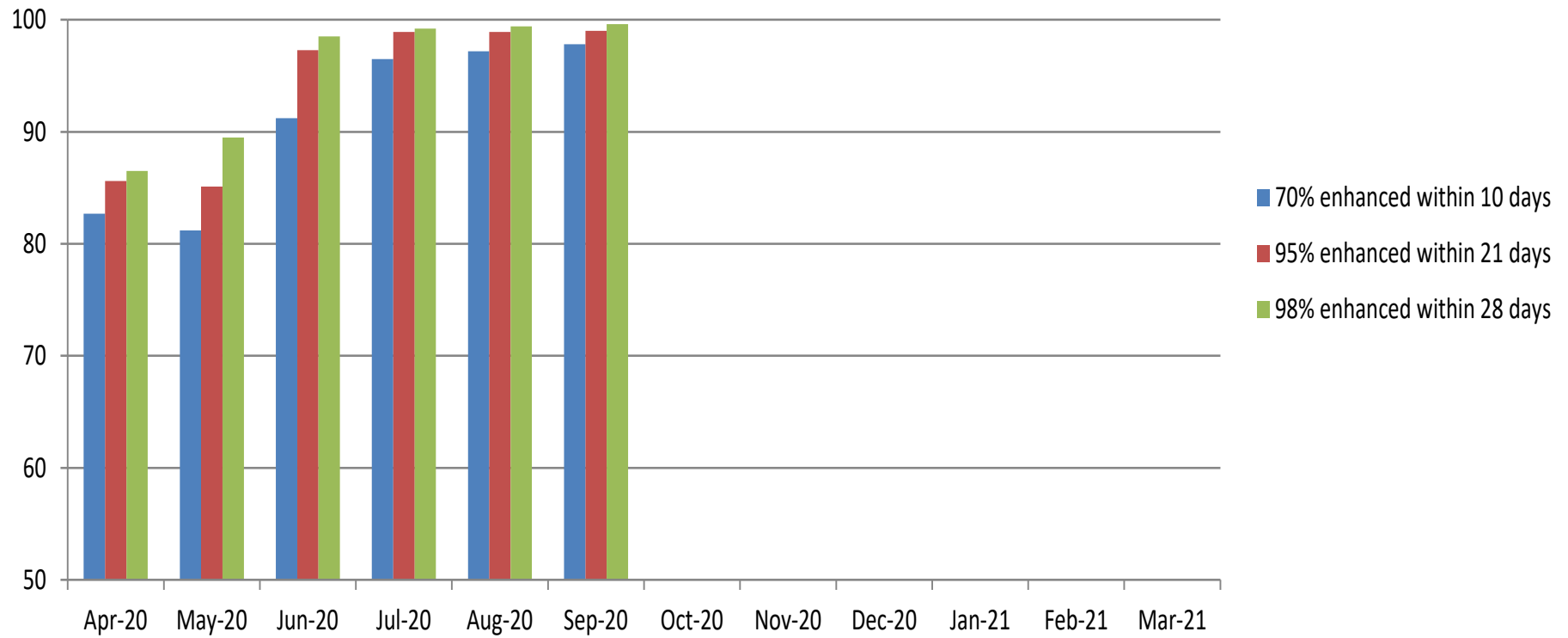
Issue of basic certificates against targets



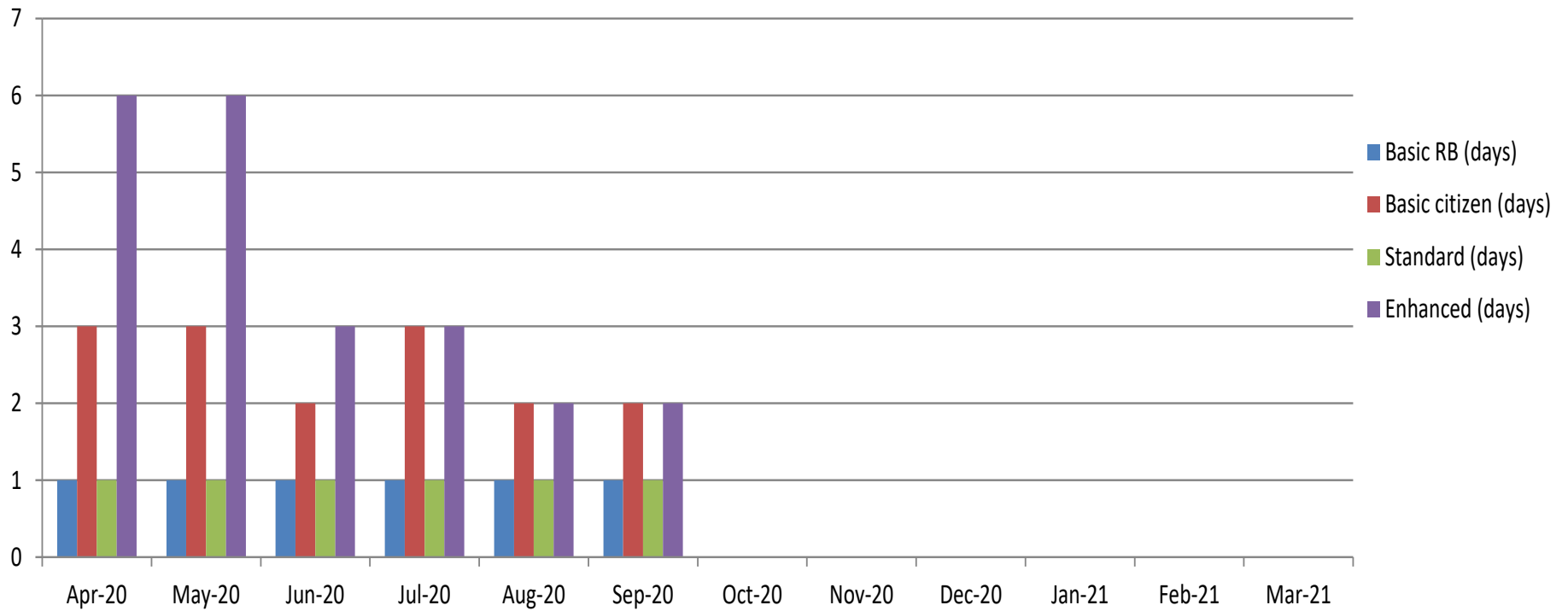
Issue of standard certificates against target



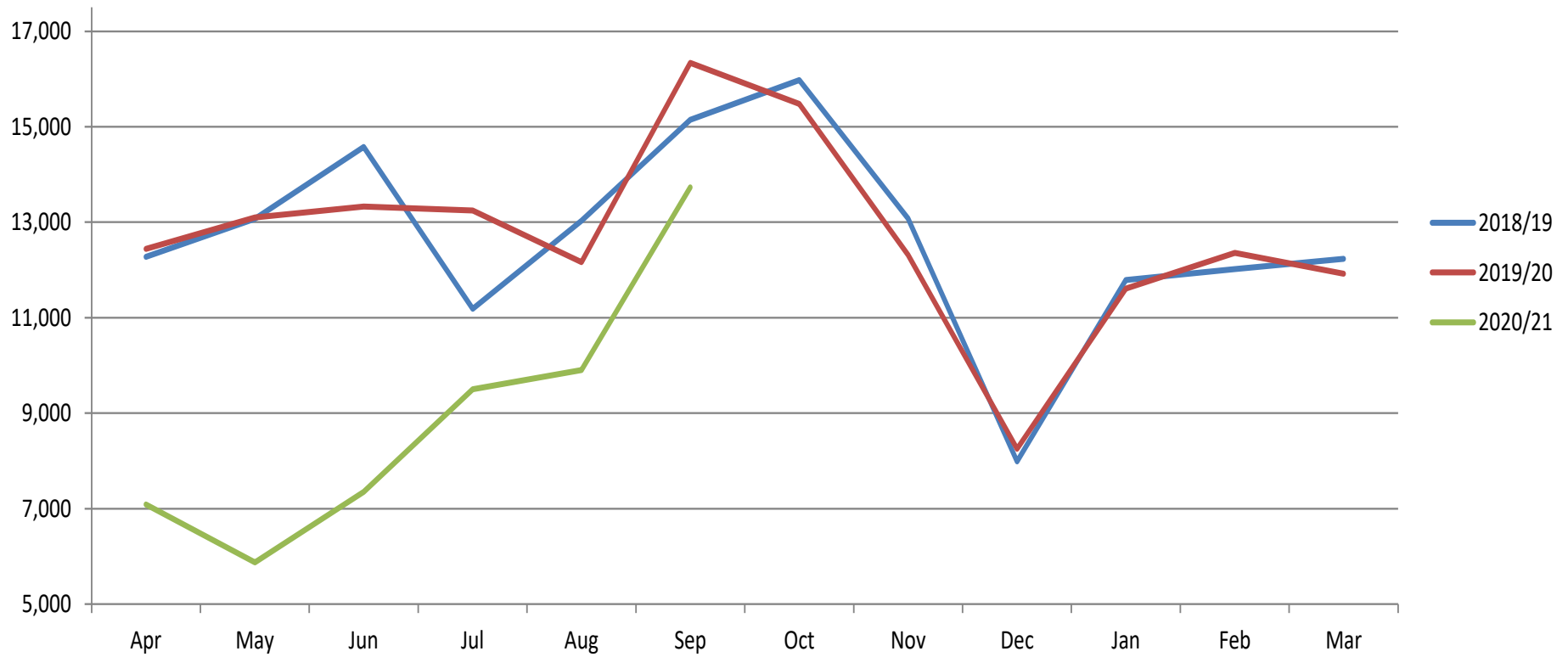
Issue of enhanced checks against targets



Average number of days to issue a certificate



Monthly flow of applications received over last 3 years



Monthly flow of applications processed for last 3 years

