



MONTHLY PERFORMANCE REPORT

October 2020

Service Achievements – Disclosures October 2020

AccessNI processed 13,108 disclosure certificates¹. Information was disclosed on 710 certificates².

Type	Number processed	Information disclosed
Basic	3424	90
Standard	273	47
Enhanced	9411	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%	1 day
95% of Basics applied for by citizen issued within 14 days	99.5%	2 days
99% Standards issued within 7 days	99.6%	1 day
70% Enhanced issued within 10 days	96.9%	3 days
95% Enhanced issued within 21 days	99.1%	
98% of enhanced issued within 28 days	99.5%	

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

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

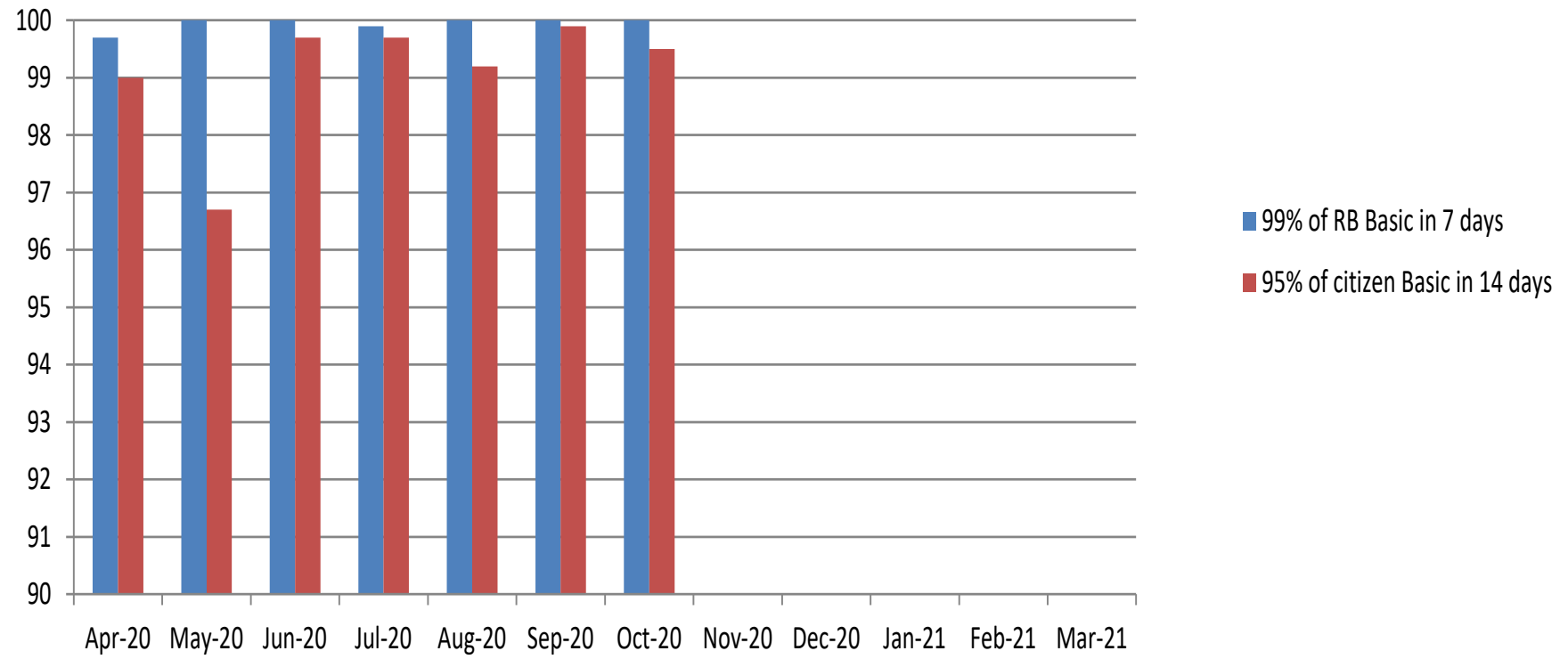
This month AccessNI also;

- Issued 61% of certificates by digital means and 39% by paper;
- Filtered old and minor offences from 36 standard and 340 enhanced certificates;
- Made 42 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 172 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 2,423 applications for enhanced certificates to PSNI and 417 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 8 disclosures of information for inclusion in AccessNI certificates;
- Dealt with 58 phone calls transferred from Nidirect; and
- Made 15 compliance “visits” (via on-line technology) to Registered and Responsible Bodies.

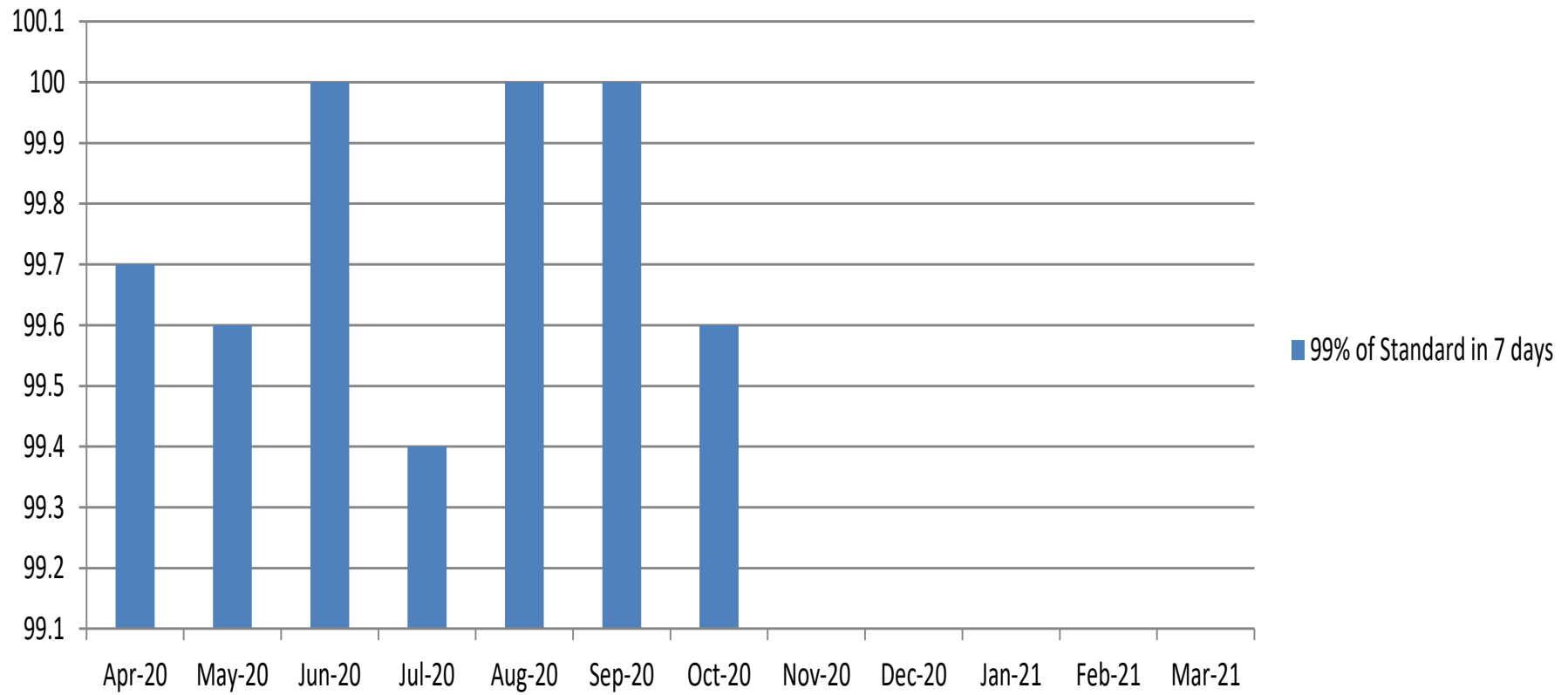
Monthly summary table

	Oct-20	%Oct -19	Total 19/20	%19/20
Applications Received				
Basic	3,598		14873	
Standard	297		2461	
Enhanced	9,408		49415	
Total	13,303		66,749	
Applications Processed				
Basic	3,424		13,956	
Standard	273		2351	
Enhanced	9,411		50215	
Total	13,108		66522	

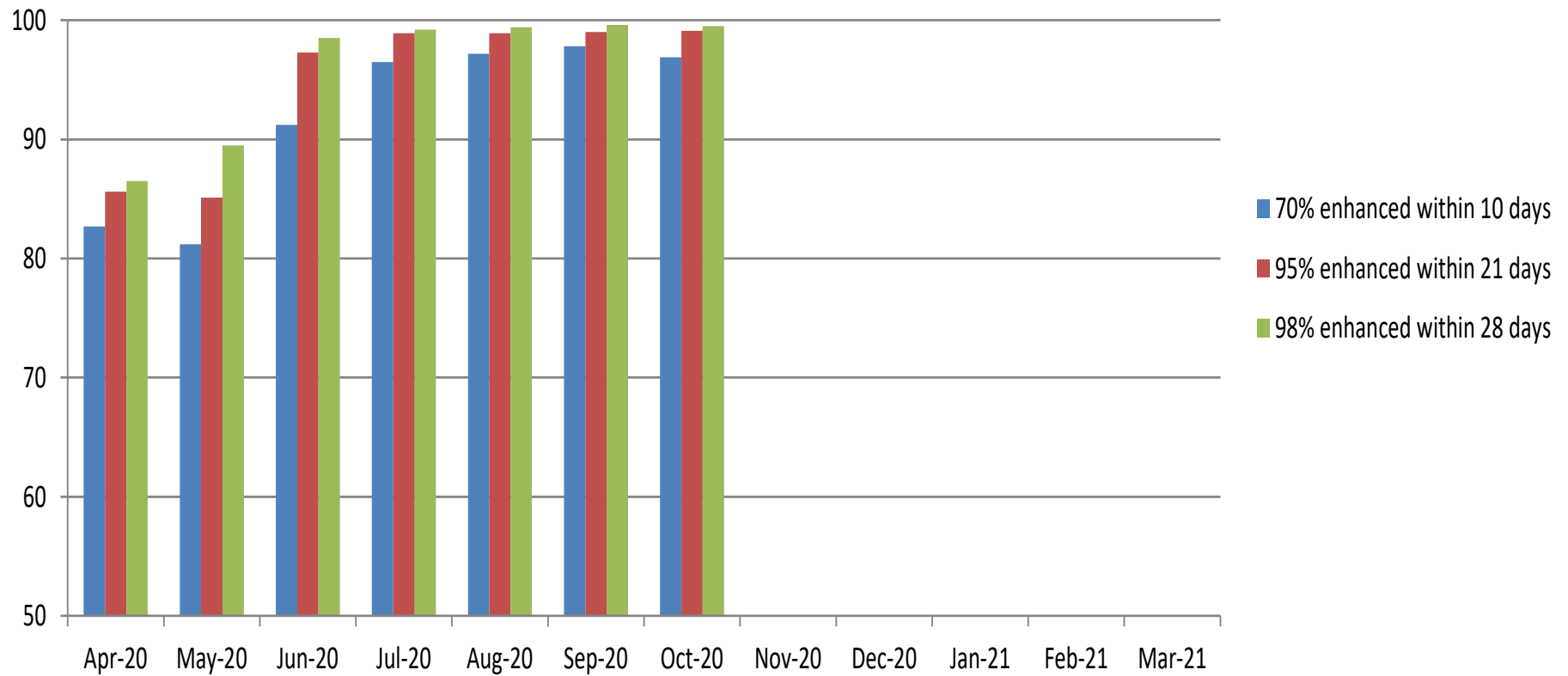
Issue of basic certificates against targets



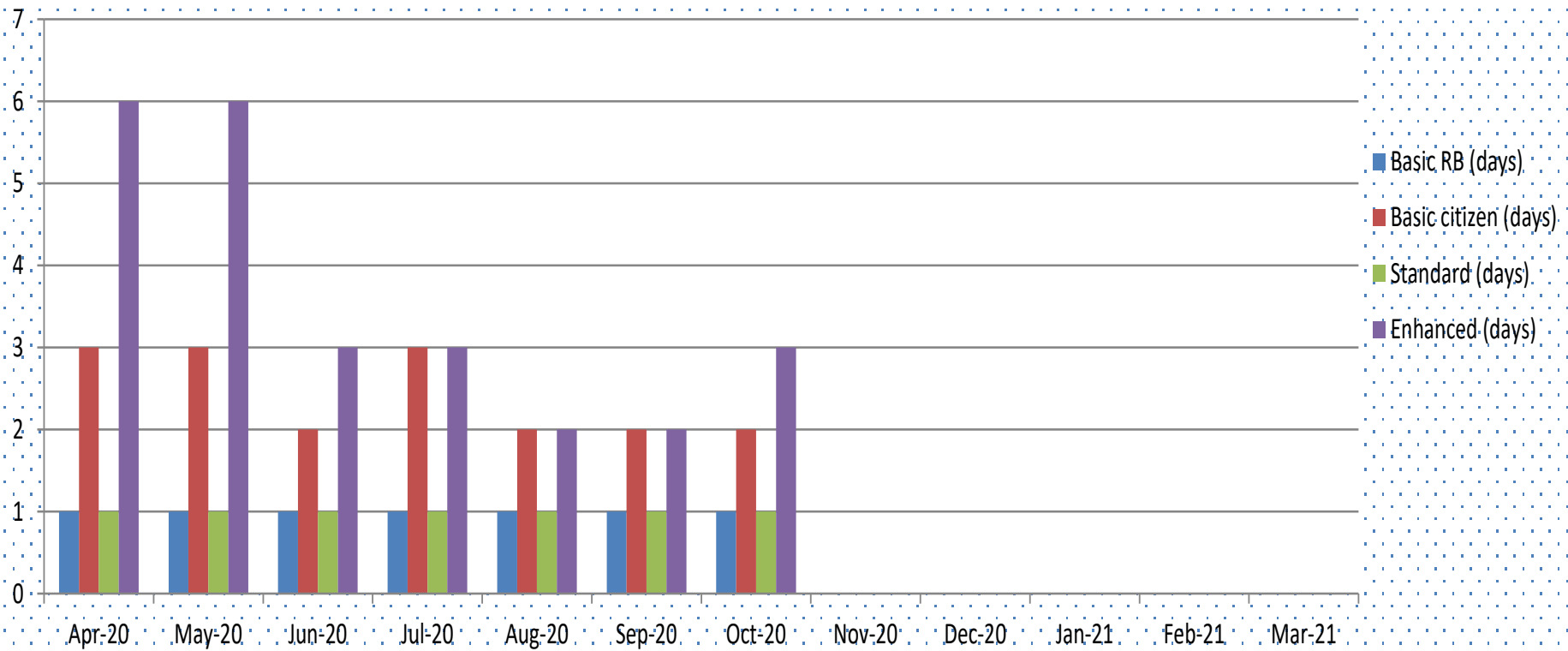
Issue of standard certificates against target



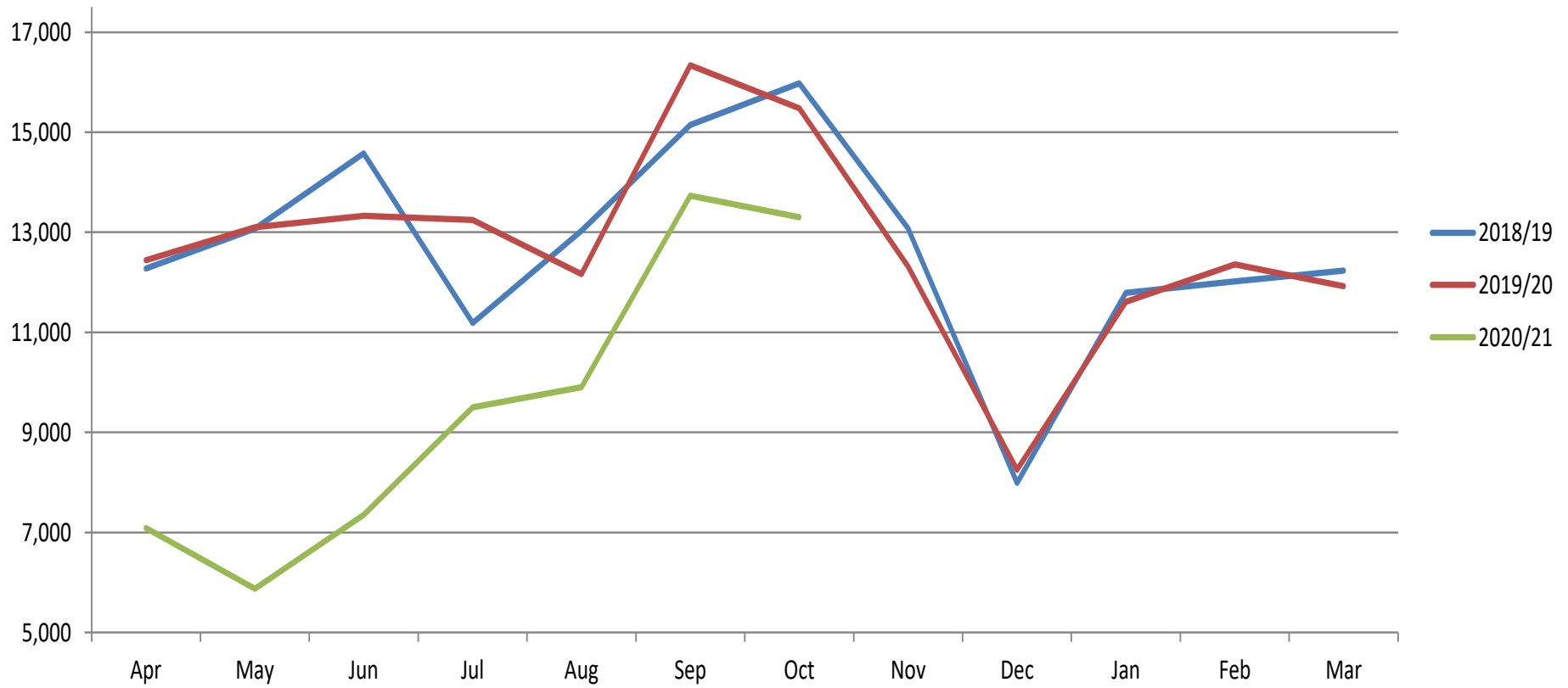
Issue of enhanced checks against targets



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

