



MONTHLY PERFORMANCE REPORT

November 2020

Service Achievements – Disclosures November 2020

AccessNI processed 11,043 disclosure certificates¹. Information was disclosed on 550 certificates².

Type	Number processed	Information disclosed
Basic	2728	84
Standard	308	37
Enhanced	8007	429

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	99.8%	2 days
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	96.6%	
95% Enhanced issued within 21 days	99.2%	2 days
98% of enhanced issued within 28 days	99.5%	

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

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

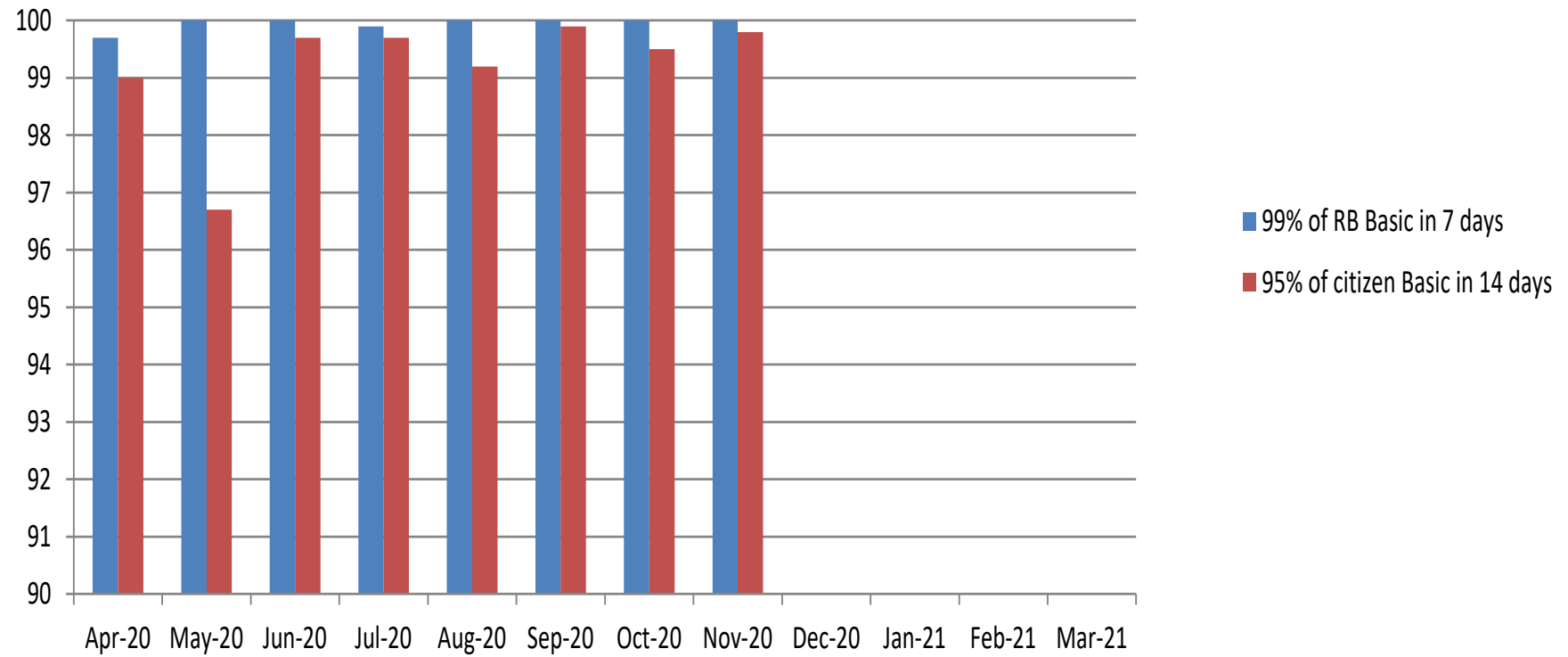
This month AccessNI also;

- Issued 61% of certificates by digital means and 39% by paper;
- Filtered old and minor offences from 30 standard and 327 enhanced certificates;
- Made 34 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 18 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 131 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 2203 applications for enhanced certificates to PSNI and 416 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 21 disclosures of information and other forces 2 disclosures for inclusion in AccessNI certificates;
- Dealt with 51 phone calls transferred from Nidirect; and
- Made 18 compliance “visits” (via on-line technology) to Registered and Responsible Bodies.

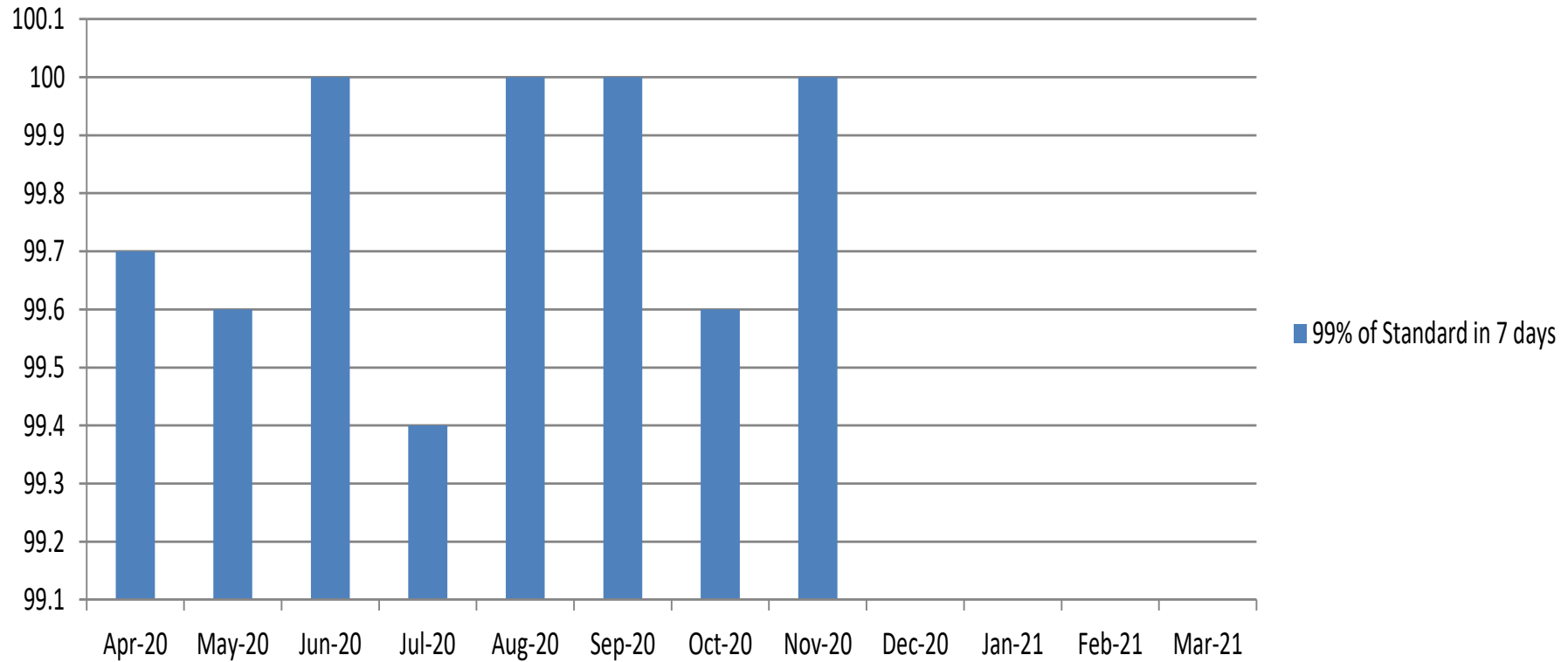
Monthly summary table

	Nov-20	%Nov -19	Total 19/20	%19/20
Applications Received				
Basic	2,889	12.50%	17772	-21.77%
Standard	336	-16.60%	2797	-19.04%
Enhanced	8,135	-13.00%	57550	-30.00%
Total	11,360	-7.70%	78,119	-27.90%
Applications Processed				
Basic	2,728		16,684	
Standard	308		2659	
Enhanced	8,007		58222	
Total	11,043		77565	

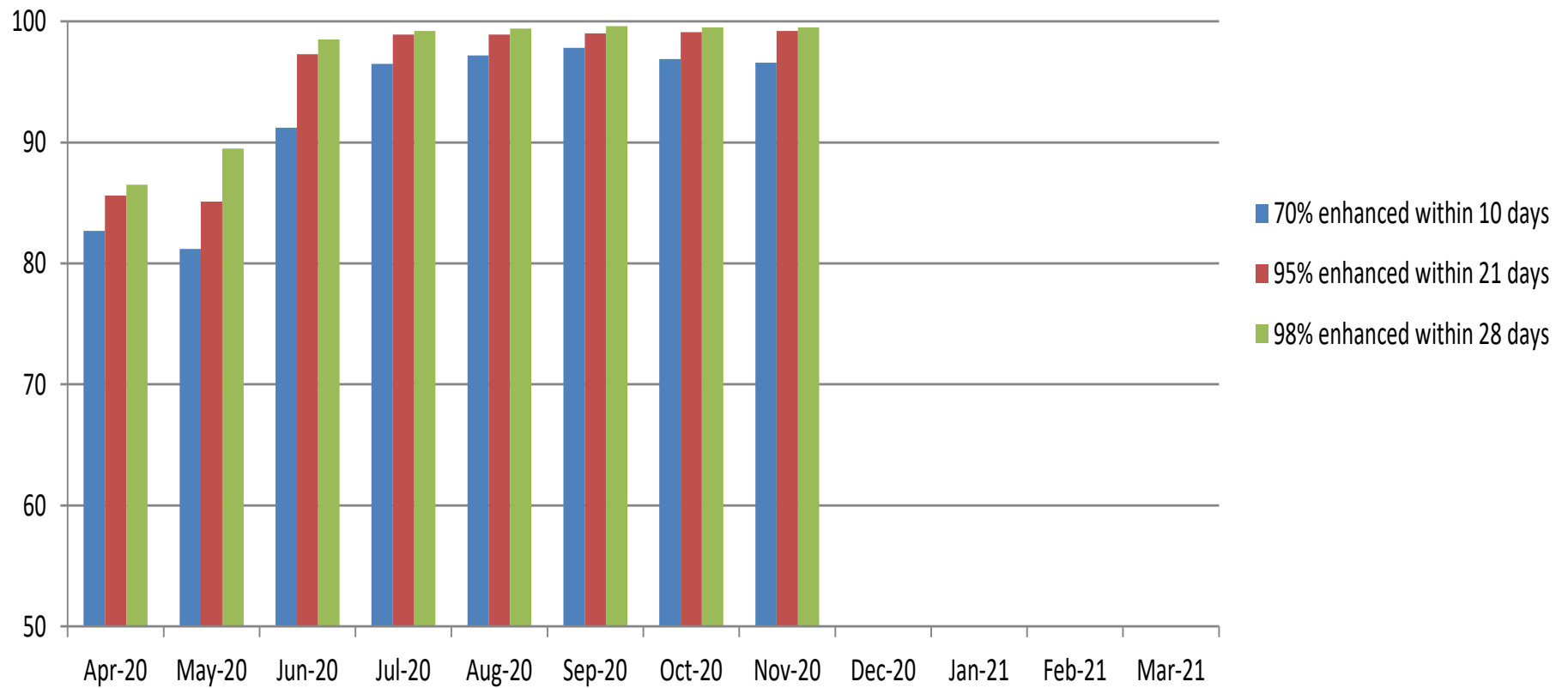
Issue of basic certificates against targets



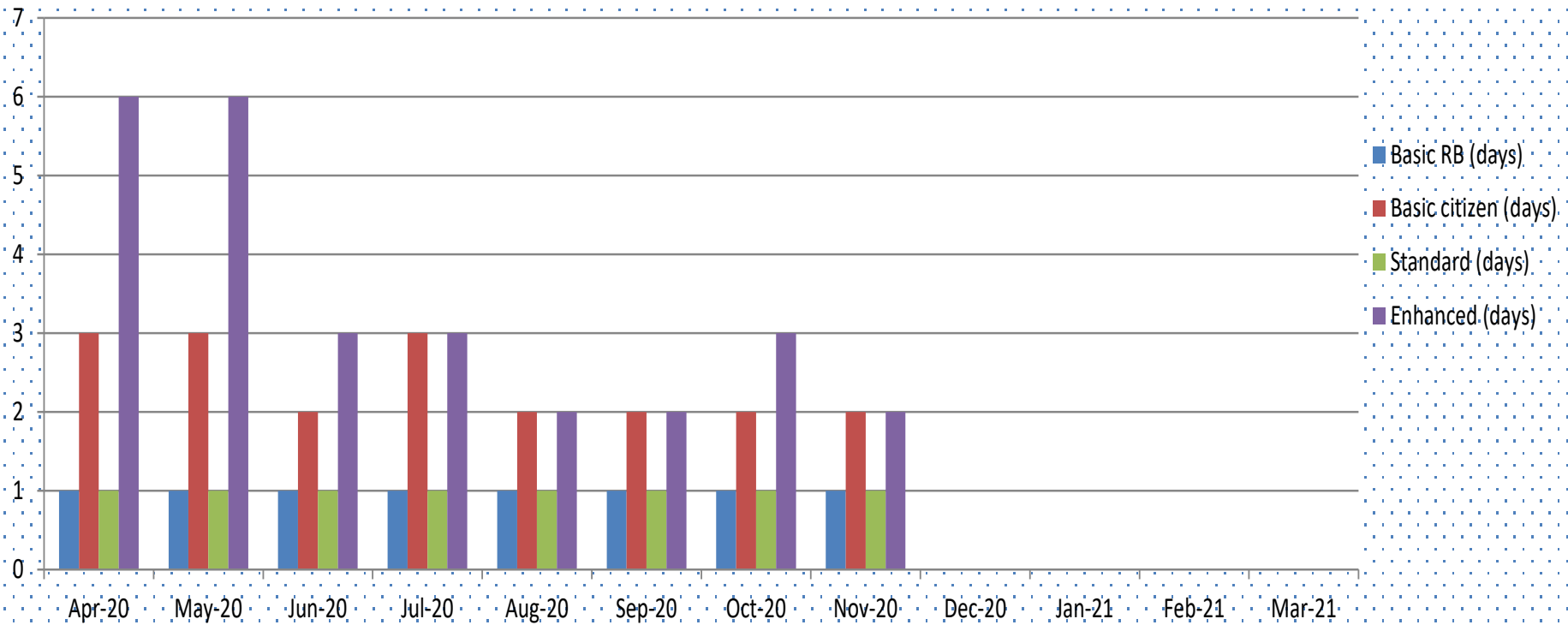
Issue of standard certificates against target



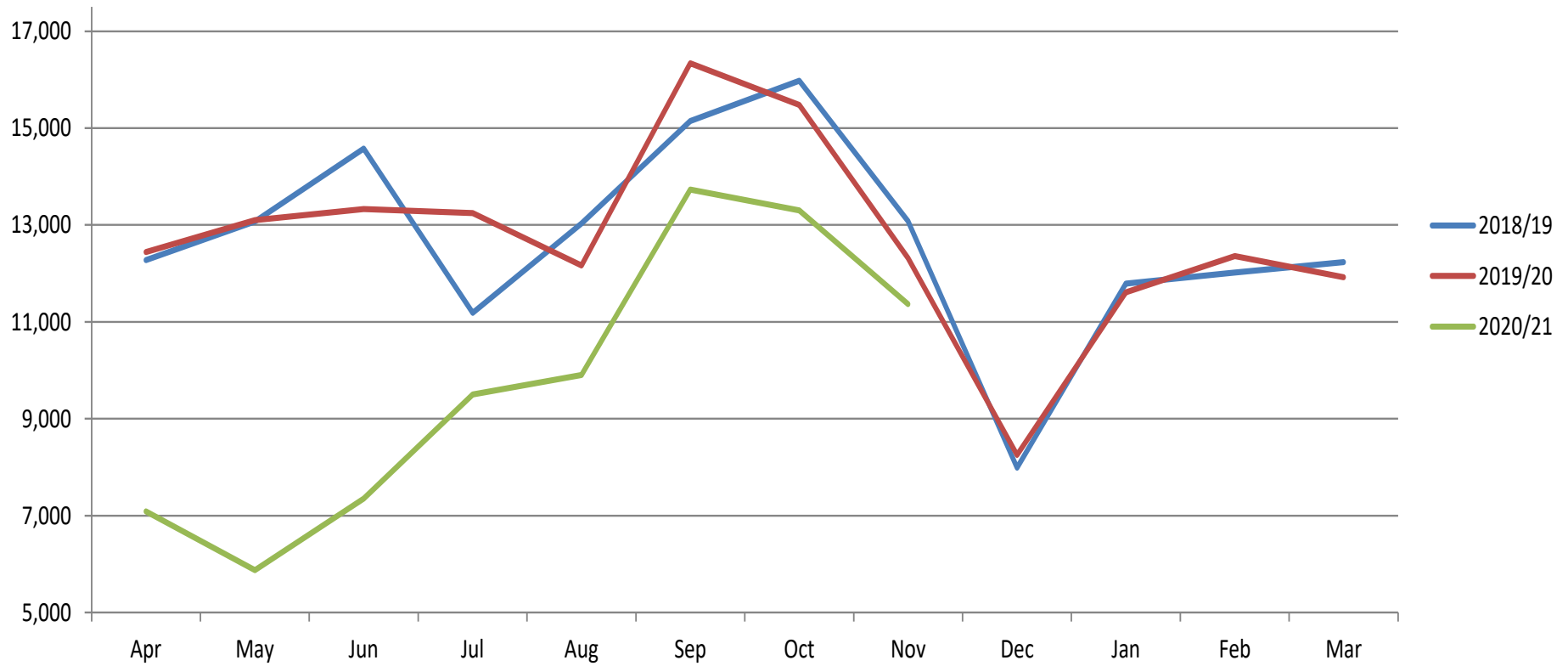
Issue of enhanced checks against targets



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

