



# **MONTHLY PERFORMANCE REPORT**

**December 2020**

## Service Achievements – Disclosures December 2020

AccessNI processed 8,160 disclosure certificates<sup>1</sup>. Information was disclosed on 453 certificates<sup>2</sup>.

Type	Number processed	Information disclosed
Basic	2117	54
Standard	256	52
Enhanced	5787	347

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	99.6%	2 days
99% Standards issued within 7 days	99.6%	1 day
70% Enhanced issued within 10 days	97.1%	
95% Enhanced issued within 21 days	99%	2 days
98% of enhanced issued within 28 days	99.2%	

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

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

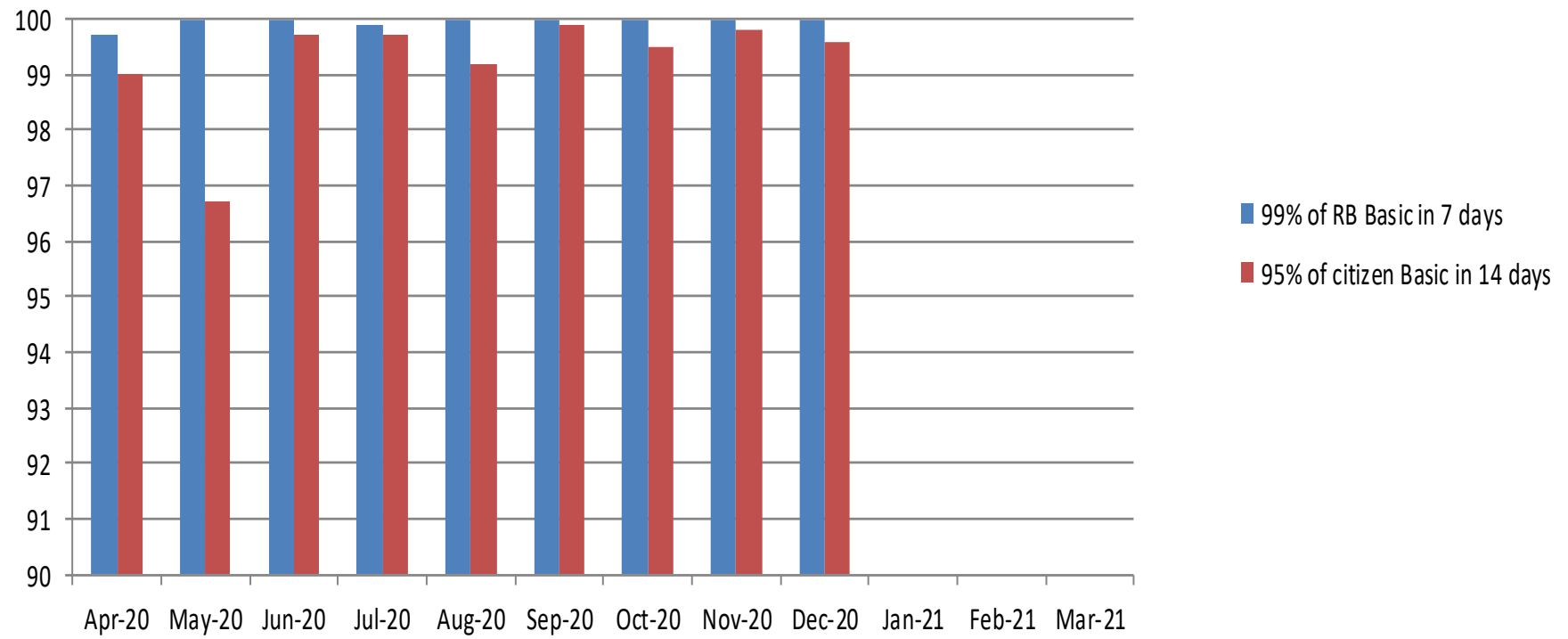
## **This month AccessNI also;**

- Issued 60% of certificates by digital means and 40% by paper;
- Filtered old and minor offences from 32 standard and 289 enhanced certificates;
- Made 29 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 7 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 81 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 1,467 applications for enhanced certificates to PSNI and 298 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 9 disclosures of information for inclusion in AccessNI certificates;
- Dealt with 38 phone calls transferred from Nidirect; and
- Made 10 compliance “visits” (via on-line technology) to Registered and Responsible Bodies.

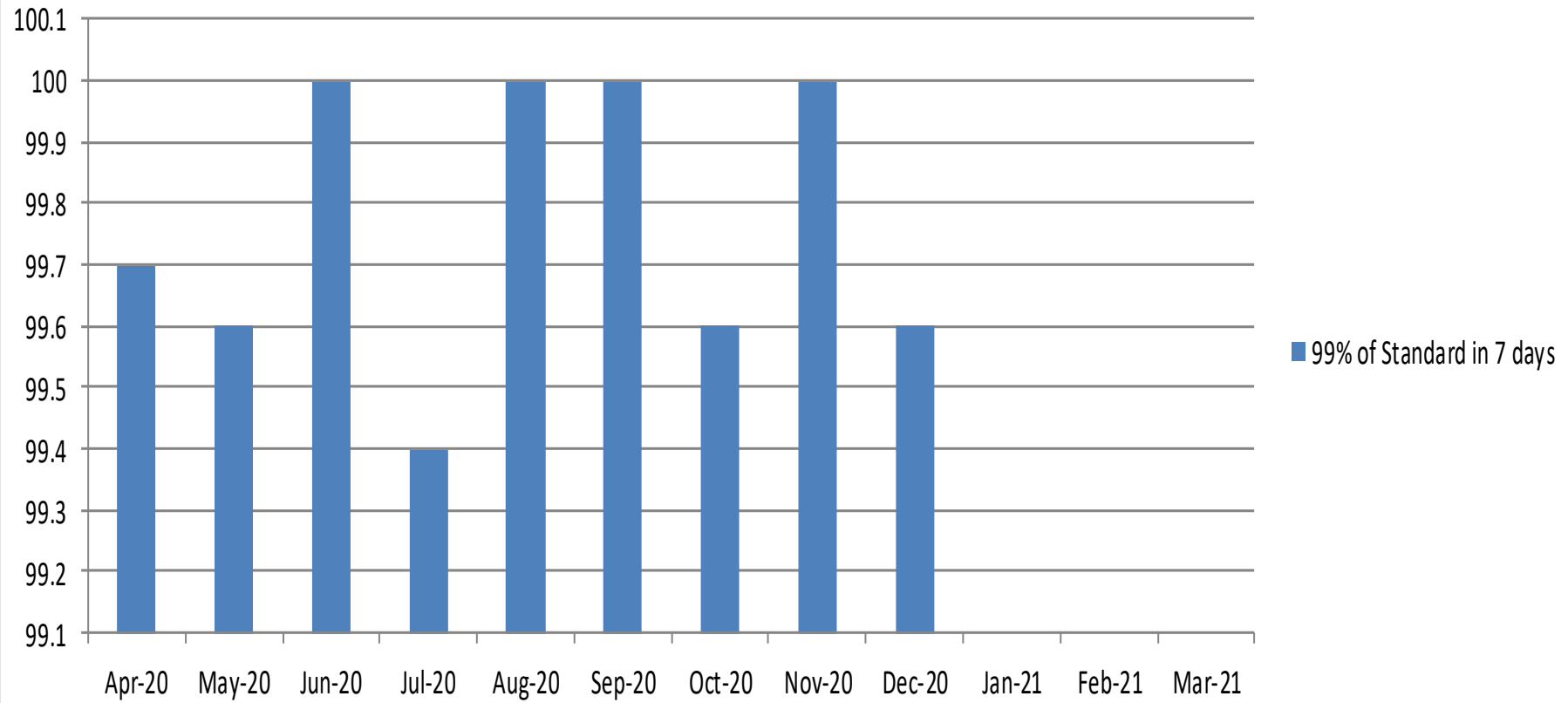
### Monthly summary table

	Dec-20	%Dec -19	Total 19/20	%19/20
<b>Applications Received</b>				
Basic	2,199	16.80%	19971	-18.80%
Standard	260	-21.70%	3057	-19.30%
Enhanced	5,399	-10.60%	62949	-28.70%
<b>Total</b>	<b>7,858</b>	<b>-4.82%</b>	<b>85,977</b>	<b>-26.30%</b>
<b>Applications Processed</b>				
Basic	2,117		18,801	
Standard	256		2915	
Enhanced	5,787		64009	
<b>Total</b>	<b>8,160</b>		<b>85725</b>	

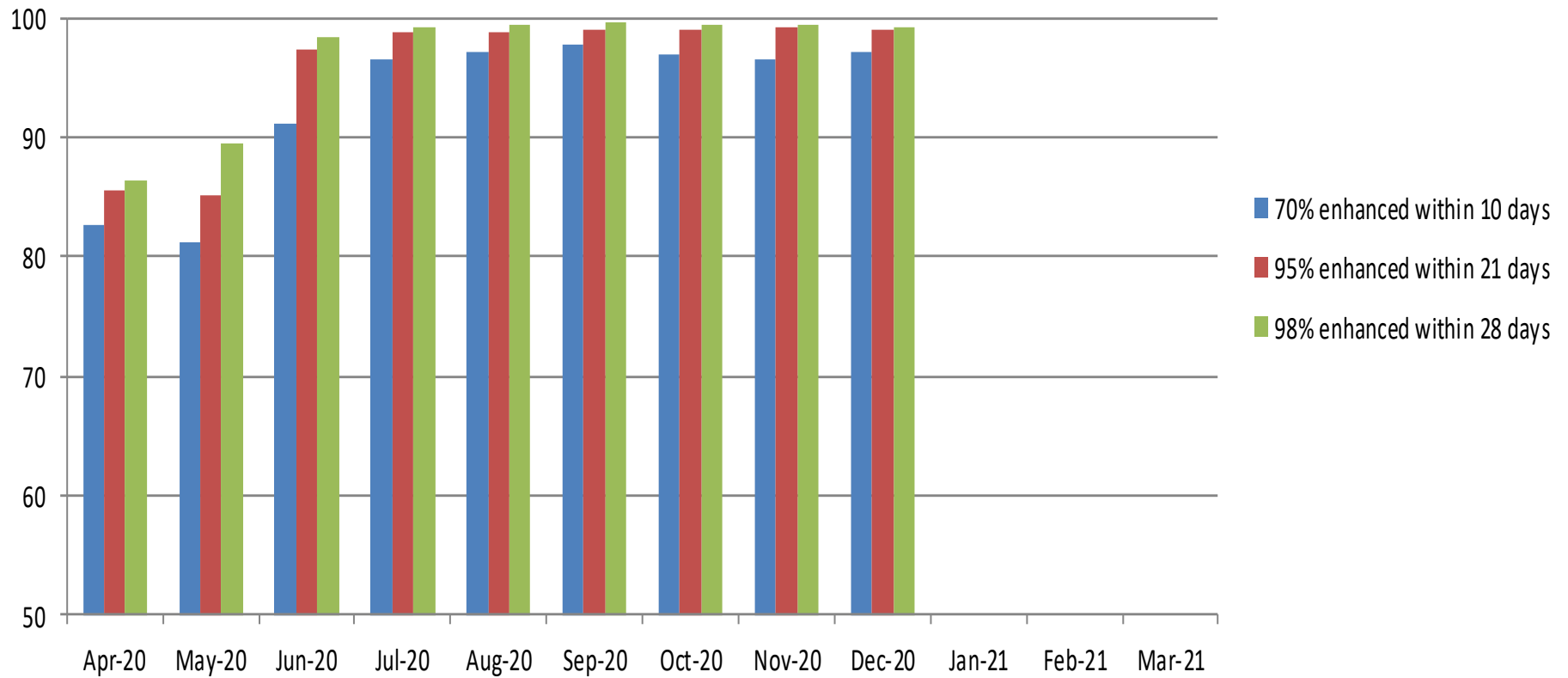
## Issue of basic certificates against targets



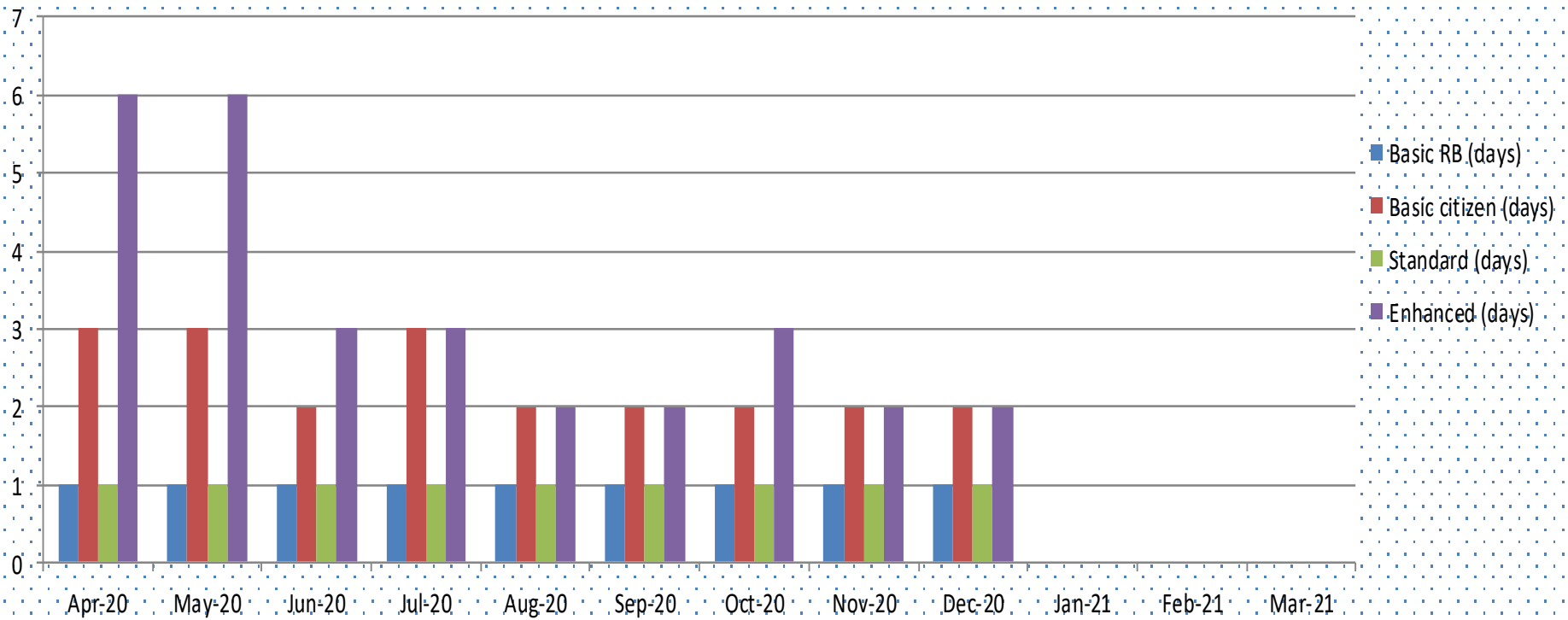
## Issue of standard certificates against target



## Issue of enhanced checks against targets

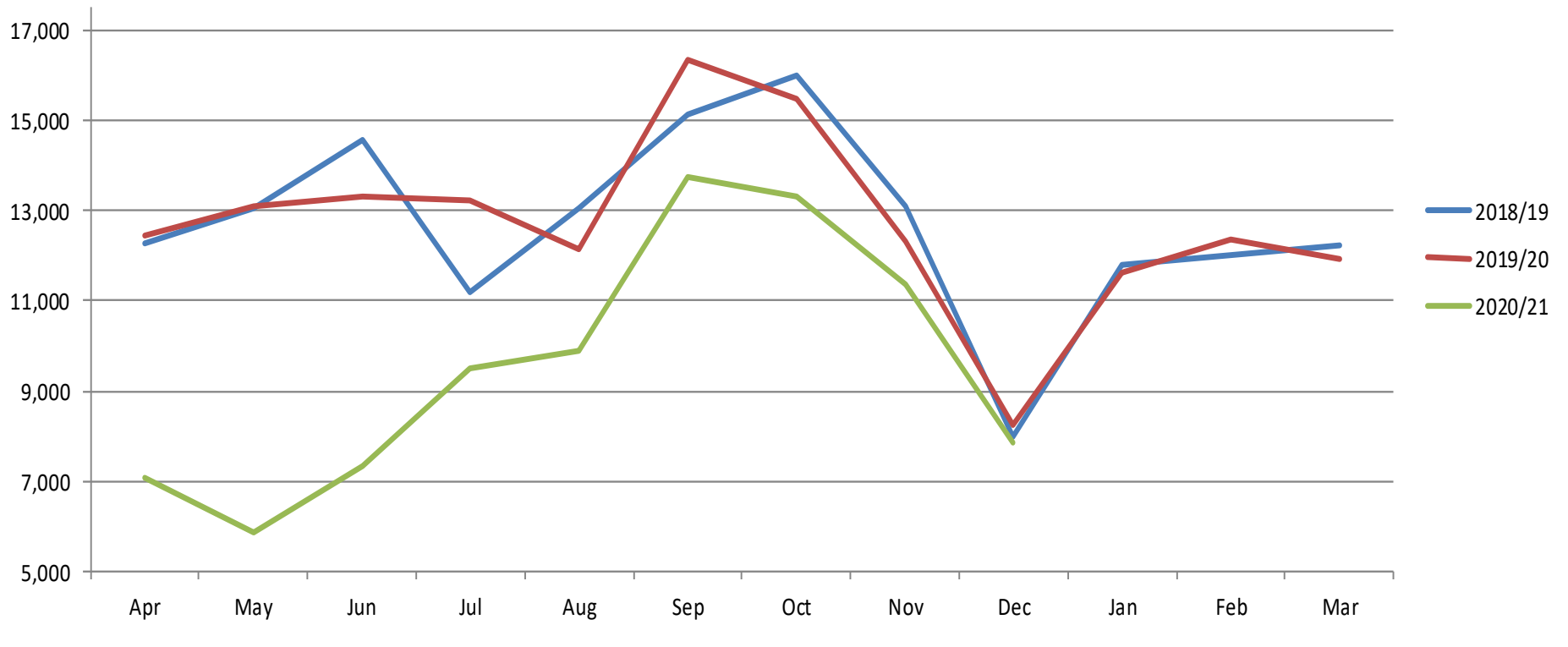


## Average number of days to issue a certificate





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



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

