



MONTHLY PERFORMANCE REPORT

March 2019

Service Achievements – Disclosures March 2019

AccessNI processed 10,637 disclosure certificates. Information was disclosed on 693 certificates¹.

Type	Number processed	Information disclosed
Basic	2489	83
Standard	556	113
Enhanced	7592	497

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	3 days
95% of Basics applied for by citizen issued within 14 days	99.4%	
99% Standards issued within 7 days	99.6%	2 days
70% Enhanced issued within 10 days	75.8%	10 days
95% Enhanced issued within 21 days	85.1%	
98% of enhanced issued within 28 days	86.2%	

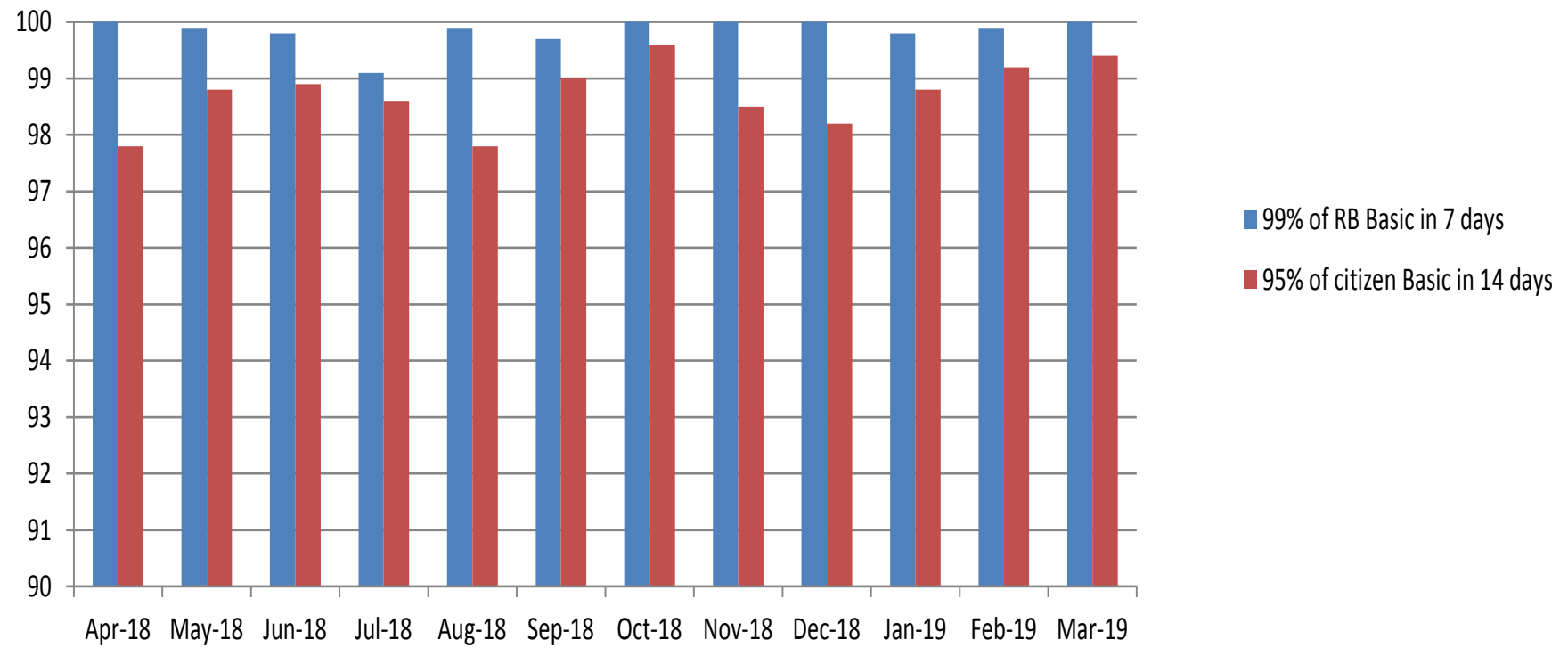
¹ The information disclosed number can include cases processed before March 2019 but which have been printed and issued in that month.

This month AccessNI also;

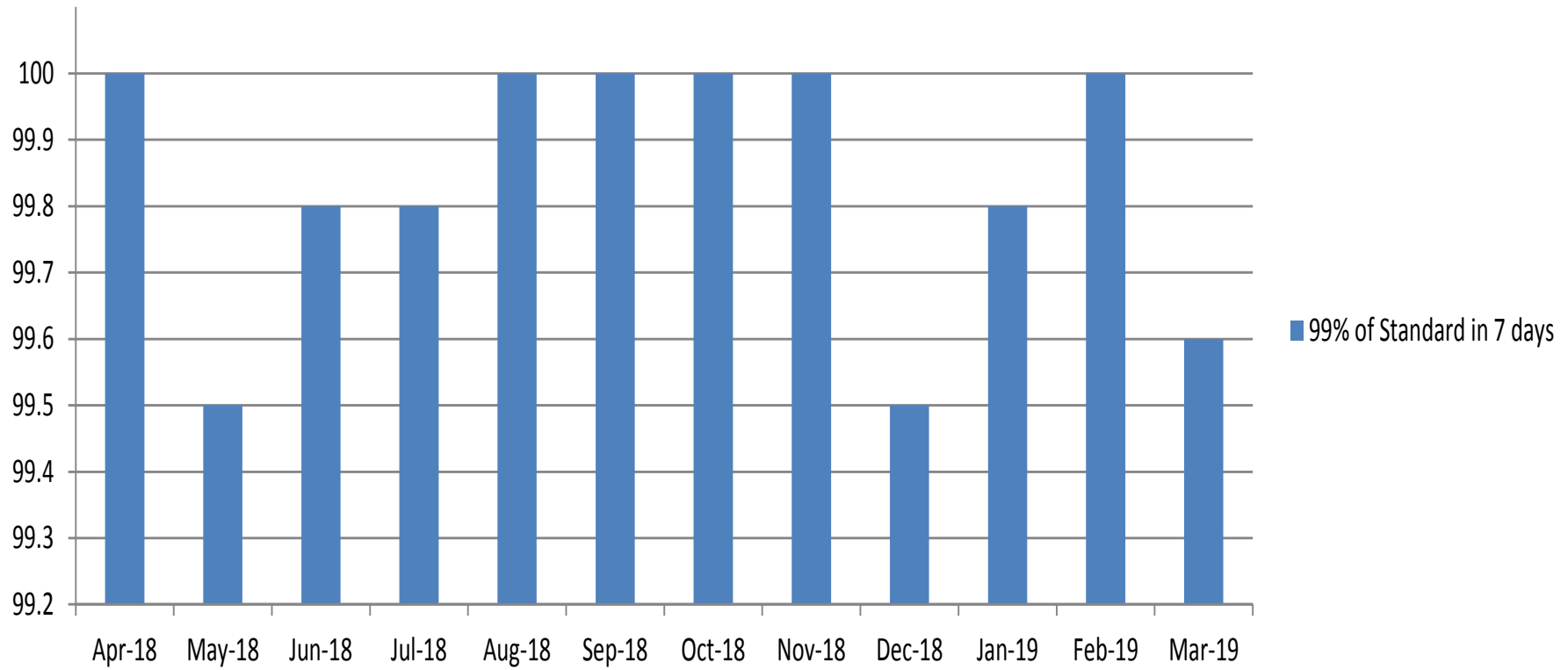
- Received 98.9% of all applications on-line;
- Issued 47% of certificates by digital means and 53% by paper;
- Filtered old and minor offences from 21 standard and 147 enhanced certificates;
- Made 31 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 9 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 66 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 1 substantive dispute about criminal record information disclosed on certificates;
- Referred 1,984 applications for enhanced certificates to PSNI and 293 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 545 phone calls transferred from Nidirect; and
- Made 33 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		Mar-19	%Mar -18	Total 18/19	%17/18
Applications received					
	Basic	2643	-2.25%	33505	17.80%
	Standard	587	48.60%	6142	51.60%
	Enhanced	9005	-10.90%	112823	1.20%
	Total	12235	-7.30%	152470	5.90%
Applications Processed					
	Basic	2489		31,051	
	Standard	556		5,774	
	Enhanced	7592		109,075	
	Total	10637		145900	

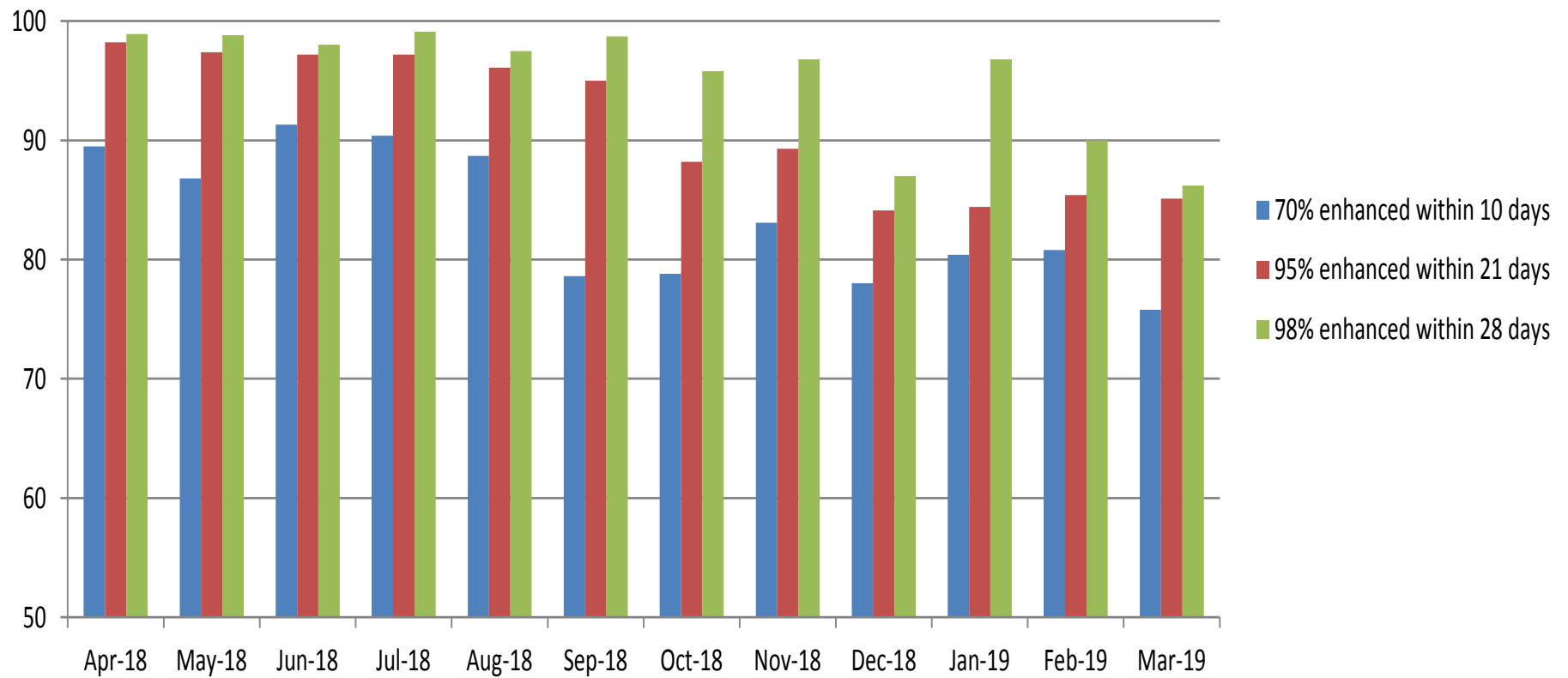
Issue of basic certificates against targets



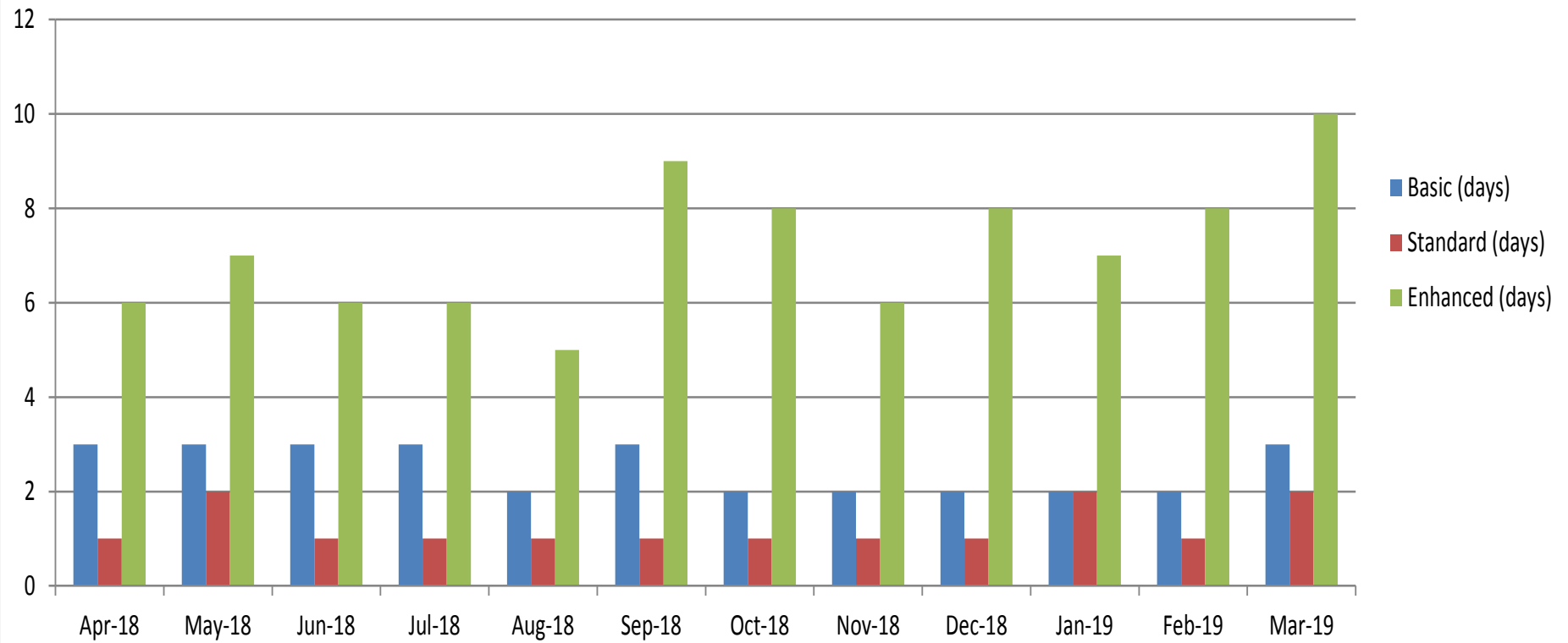
Issue of standard certificates against target



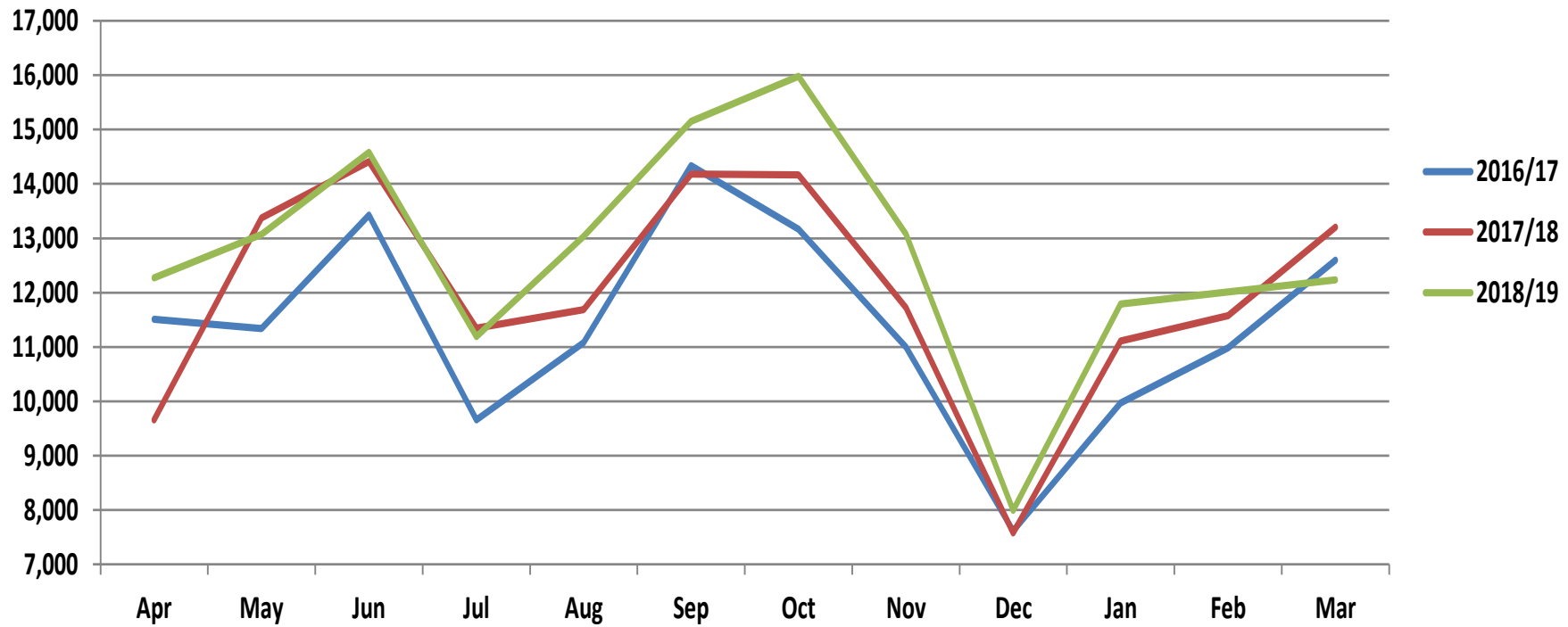
Issue of enhanced checks against targets



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

