



MONTHLY PERFORMANCE REPORT

April 2019

Service Achievements – Disclosures March 2019

AccessNI processed 12,871 disclosure certificates. Information was disclosed on 977 certificates¹.

Type	Number processed	Information disclosed
Basic	2365	117
Standard	453	87
Enhanced	10053	773

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.9%	2 days
95% of Basics applied for by citizen issued within 14 days	99.6%	
99% Standards issued within 7 days	100%	2 days
70% Enhanced issued within 10 days	74.9%	10 days
95% Enhanced issued within 21 days	85.4%	
98% of enhanced issued within 28 days	87%	

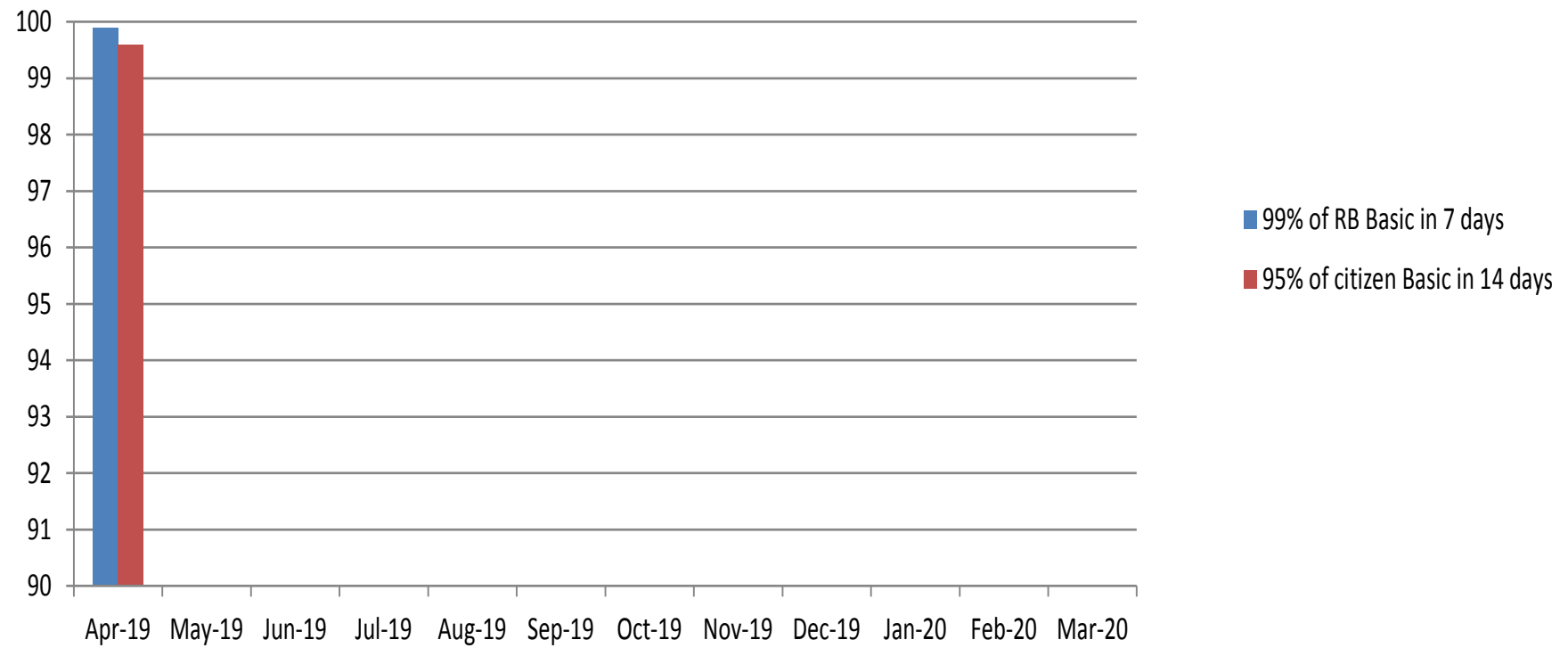
¹ The information disclosed number can include cases processed before April 2019 but which have been printed and issued in that month.

This month AccessNI also;

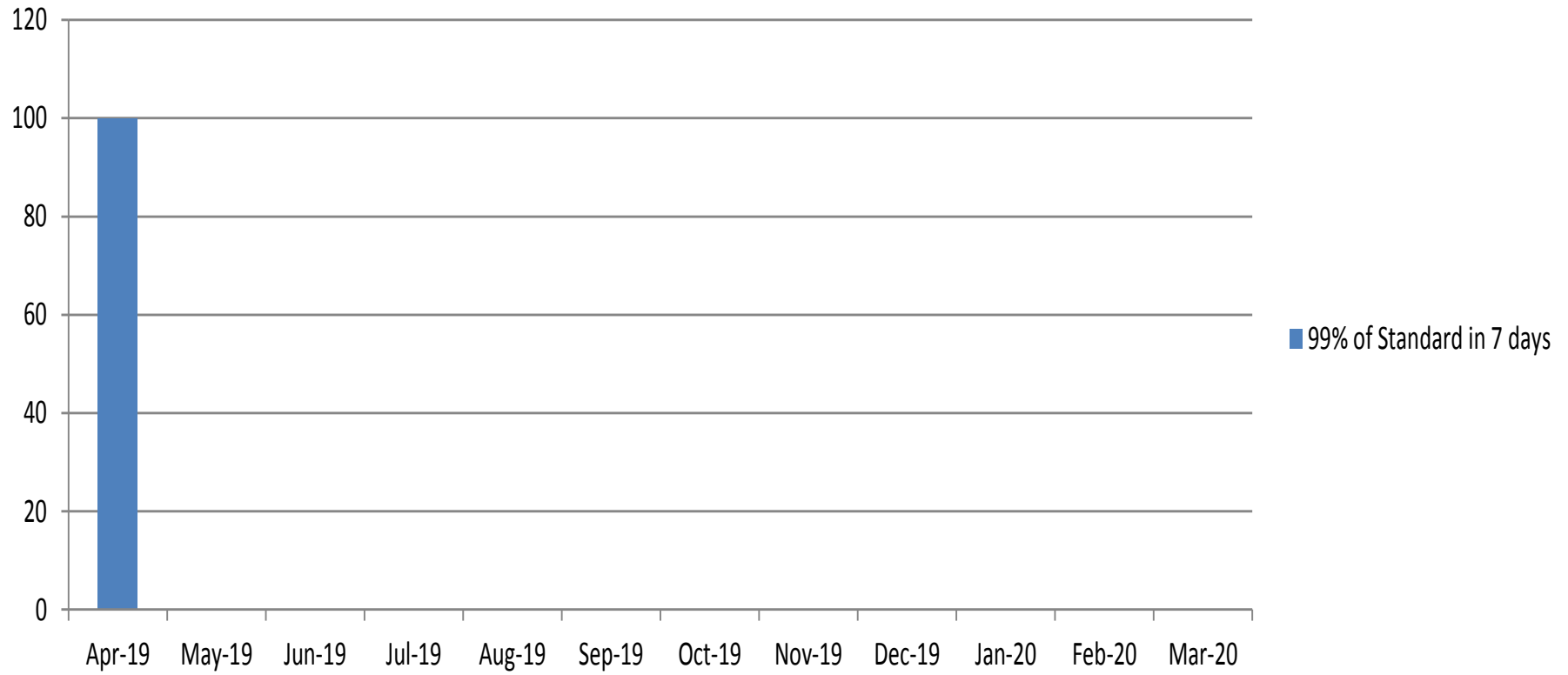
- Received 99.1% of all applications on-line;
- Issued 51% of certificates by digital means and 53% by paper;
- Filtered old and minor offences from 18 standard and 166 enhanced certificates;
- Made 30 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 10 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 2,825 applications for enhanced certificates to PSNI and 441 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 415 phone calls transferred from Nidirect; and
- Made 19 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		Apr-19	%Apr -18	Total 18/19	%17/18
Applications received					
	Basic	2634	-0.45%	2634	
	Standard	498	46.00%	498	
	Enhanced	9324	-0.66%	9324	
	Total	12456		12456	
Applications Processed					
	Basic	2365		2,365	
	Standard	453		453	
	Enhanced	10053		10,053	
	Total	12871		12871	

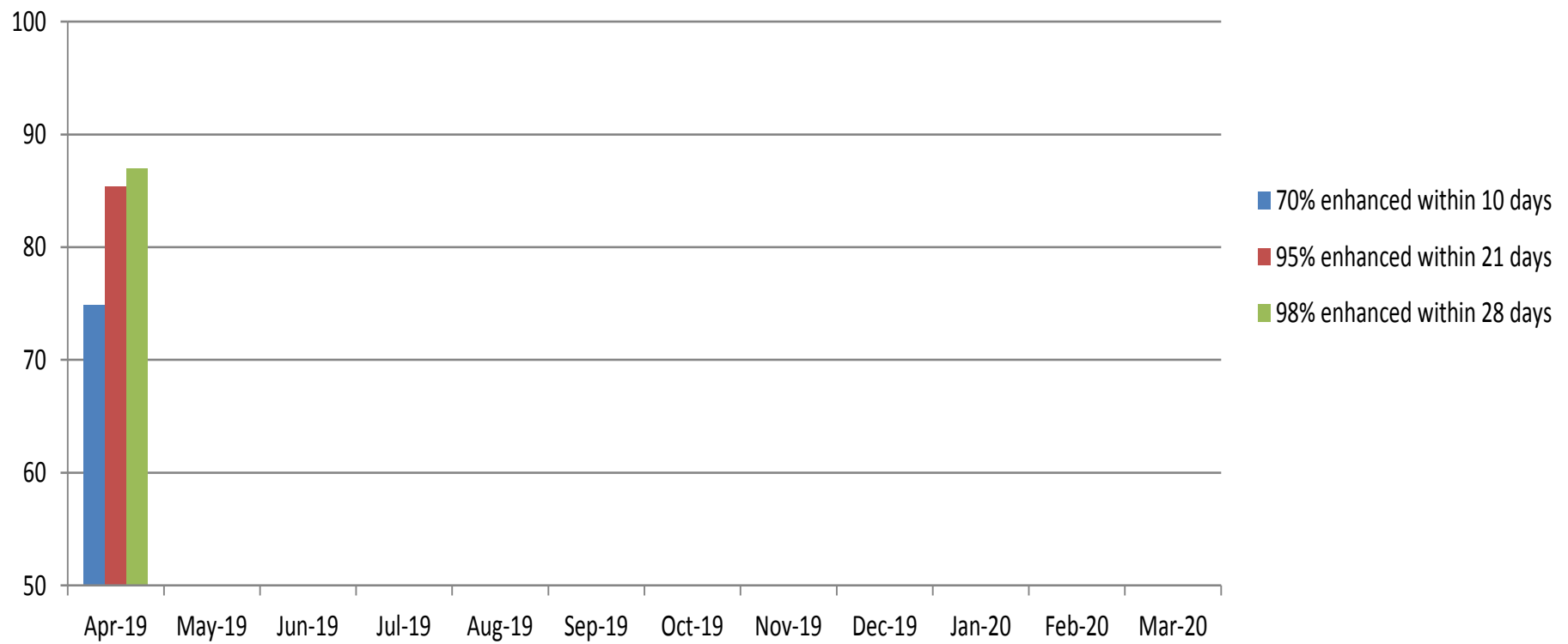
Issue of basic certificates against targets



Issue of standard certificates against target



Issue of enhanced checks against targets



Average number of days to issue a certificate

