



MONTHLY PERFORMANCE REPORT

September 2018

Service Achievements – Disclosures September 2018

AccessNI processed 12,773 disclosure certificates. Information was disclosed on 557 certificates¹.

Type	Number processed	Information disclosed
Basic	2597	58
Standard	558	70
Enhanced	8554	429

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.7%	3 days
95% of Basics applied for by citizen issued within 14 days	99%	
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	78.6%	9 days
95% Enhanced issued within 21 days	95%	
98% of enhanced issued within 28 days	97.7%	

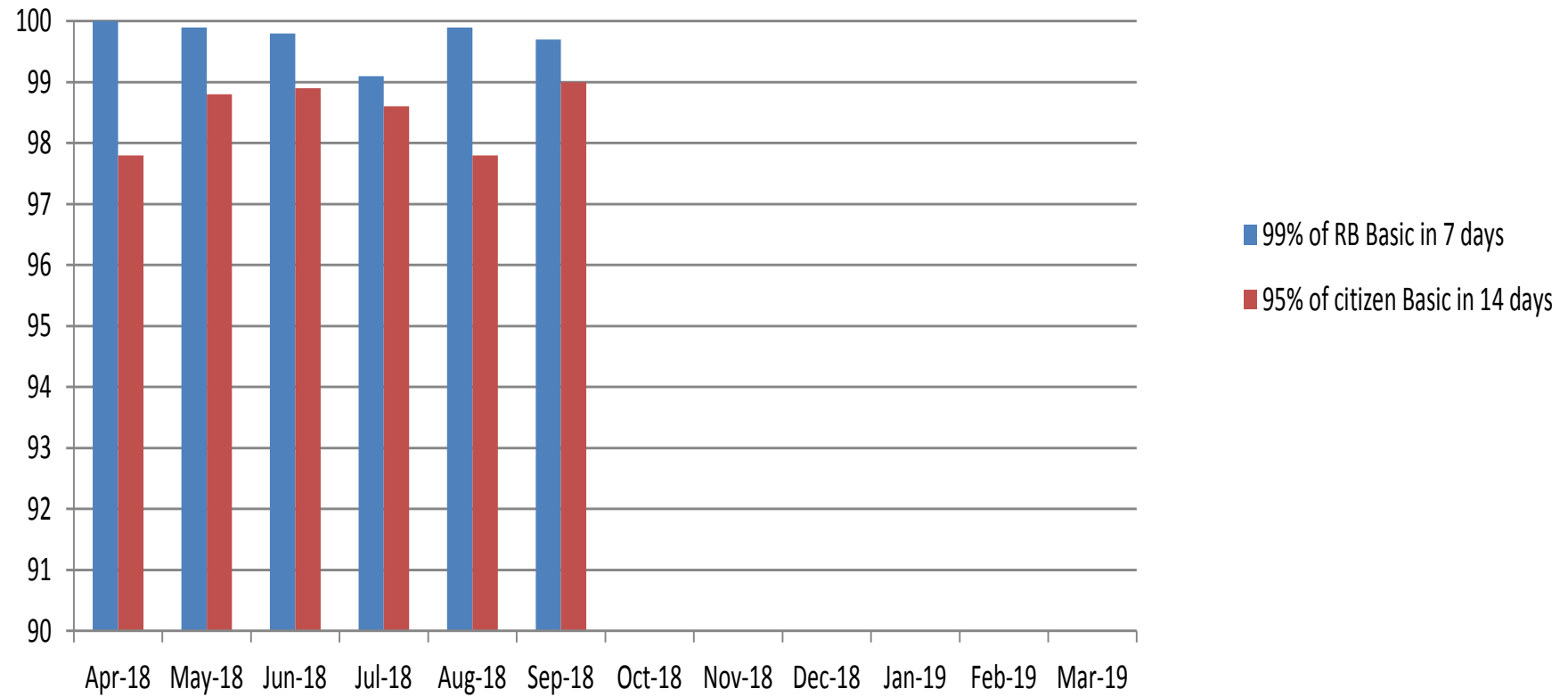
¹ The information disclosed number can include cases processed before September 2018 but which have been printed and issued in that month.

This month AccessNI also;

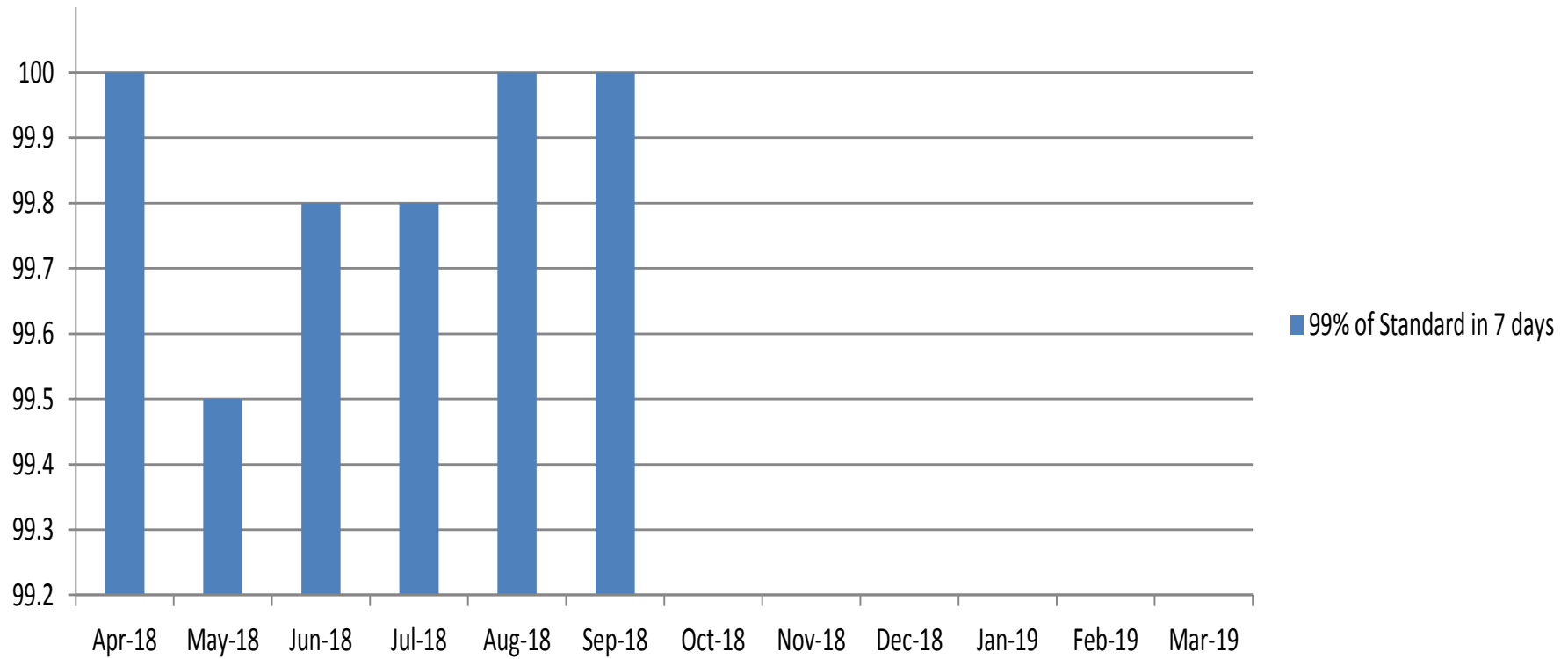
- Received 99% of all applications on-line;
- Issued 43% of certificates by digital means and 57% by paper;
- Filtered old and minor offences from 20 standard and 142 enhanced certificates;
- Made 33 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 6 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 139 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 2 substantive disputes about criminal record information disclosed on certificates;
- Referred 2,328 applications for enhanced certificates to PSNI and 285 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 1,020 phone calls transferred from Nidirect; and
- Made 23 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		Sep-18	%Sept -17	Total 18/19	%17/18
	Applications received				
	Basic	3116	27.50%	17694	21.60%
	Standard	488	87.70%	2935	45.20%
	Enhanced	11544	3.20%	58761	1.20%
	Total	15148	6.80%	79390	4.60%
	Applications Processed				
	Basic	2797		16,172	
	Standard	455		2,733	
	Enhanced	9521		55,727	
	Total	12773		76,362	

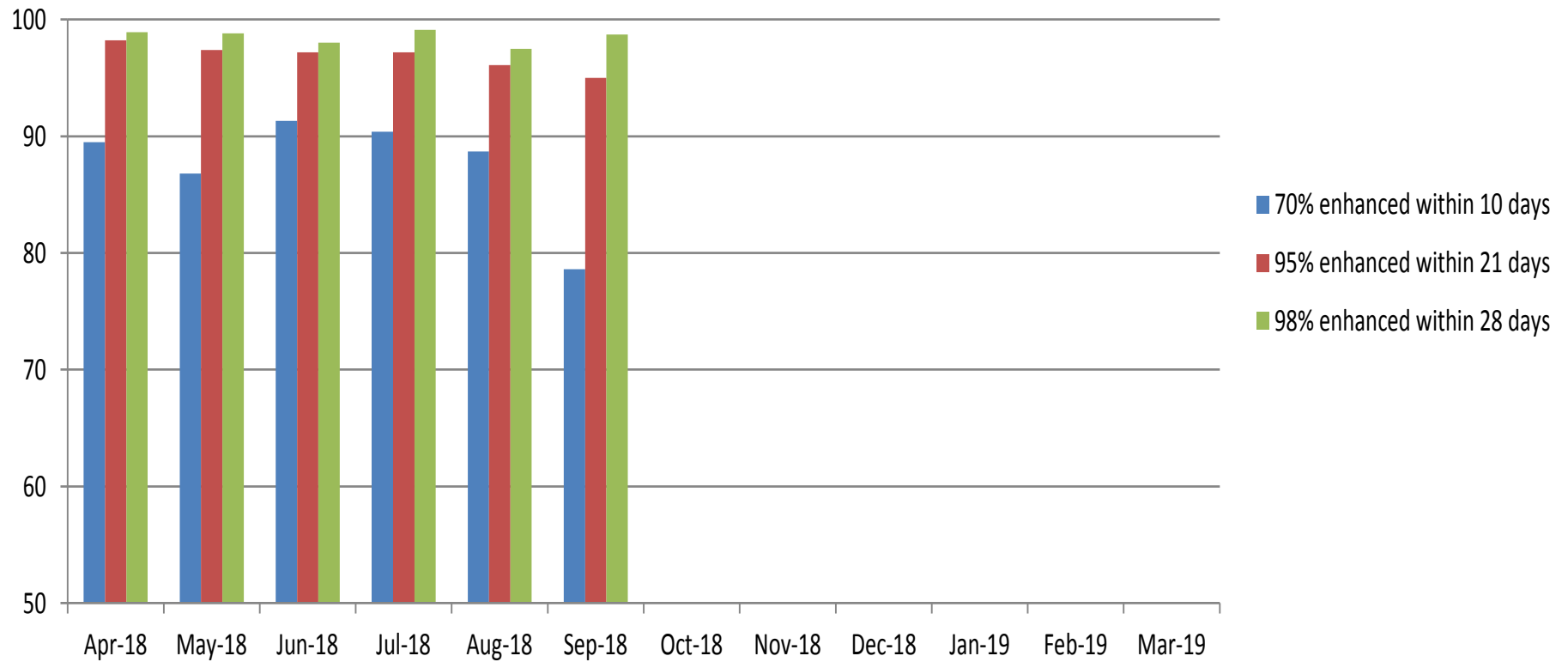
Issue of basic certificates against targets



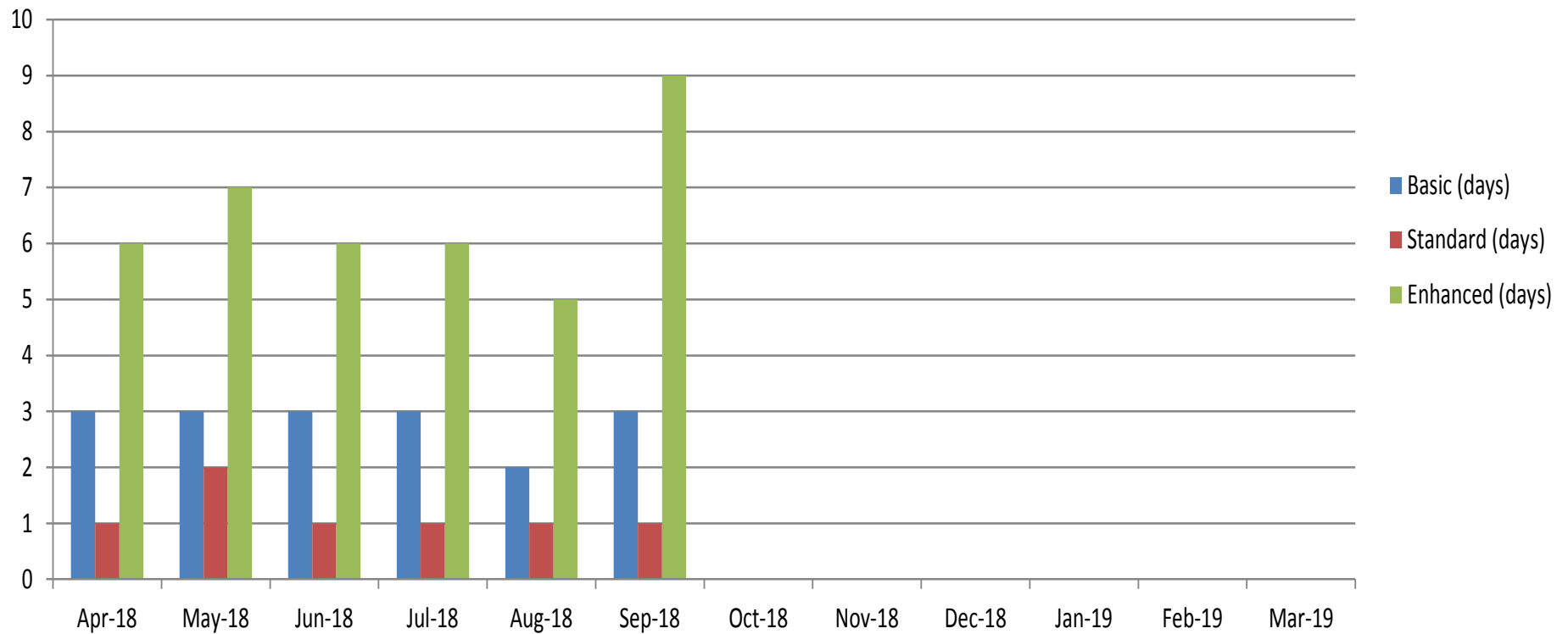
Issue of standard certificates against target



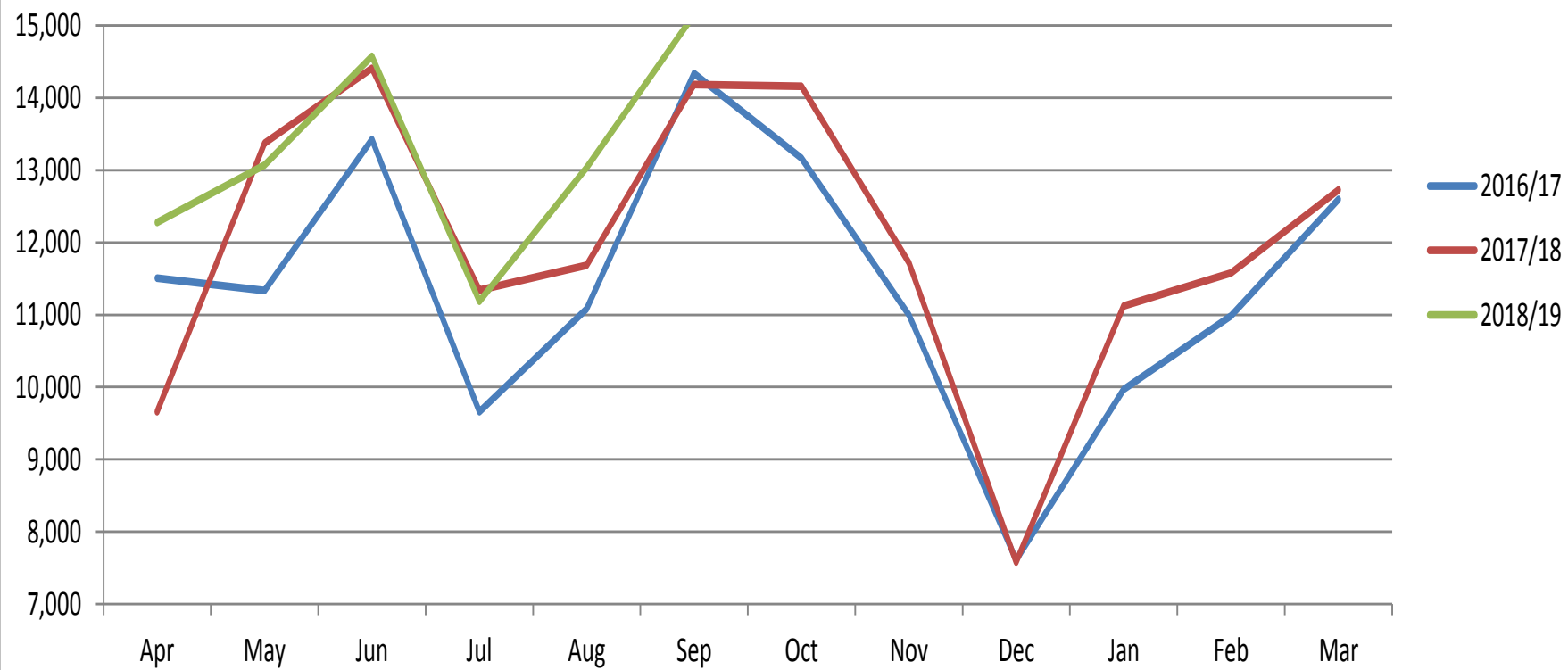
Issue of enhanced checks against targets



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

