MONTHLY PERFORMANCE REPORT

October 2018

Service Achievements – Disclosures October 2018

AccessNI processed 17,283 disclosure certificates. Information was disclosed on 646 certificates[1].

Type	Number processed	Information disclosed
Basic	3156	95
Standard	625	109
Enhanced	13502	442

This month AccessNI achieved against our performance targets:

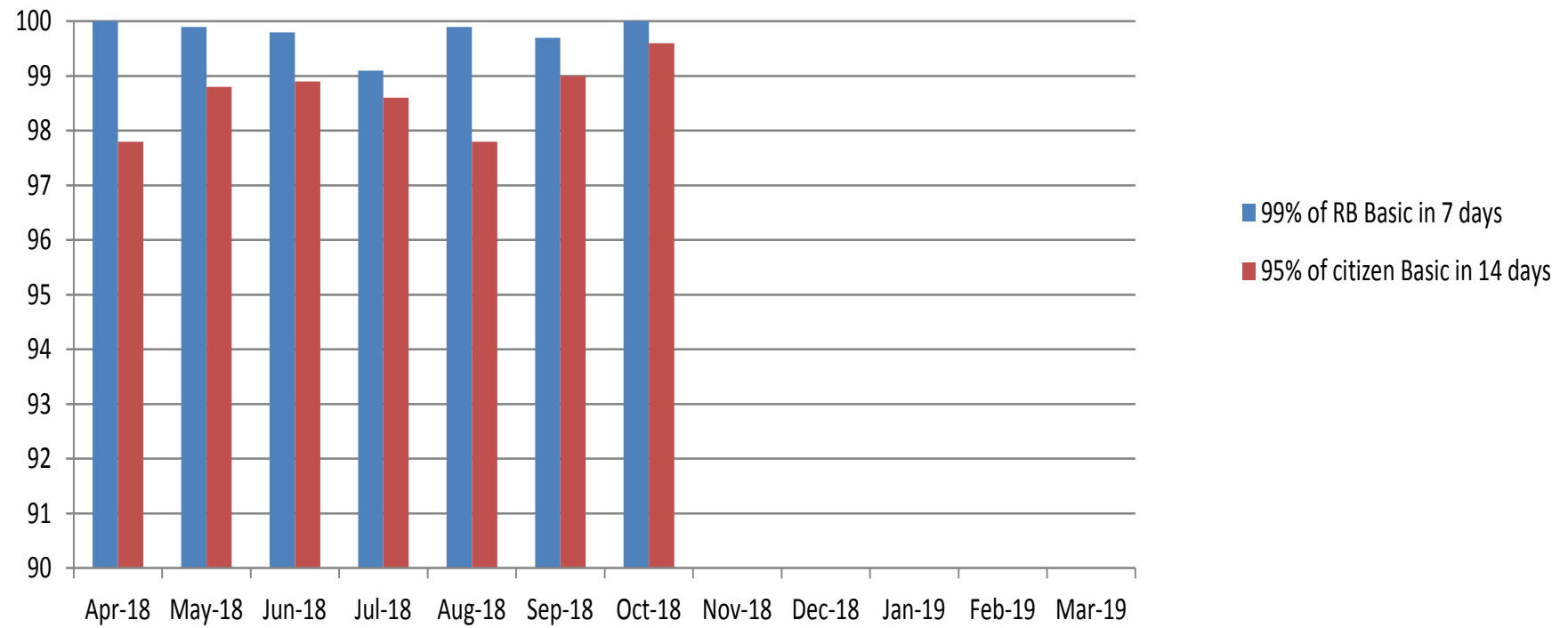| Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	2 days
95% of Basics applied for by citizen issued within 14 days	99.6%	
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	78.8%	
95% Enhanced issued within 21 days	88.2%	8 days
98% of enhanced issued within 28 days	95.8%	

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[1] The information disclosed number can include cases processed before October 2018 but which have been printed and issued in that month.
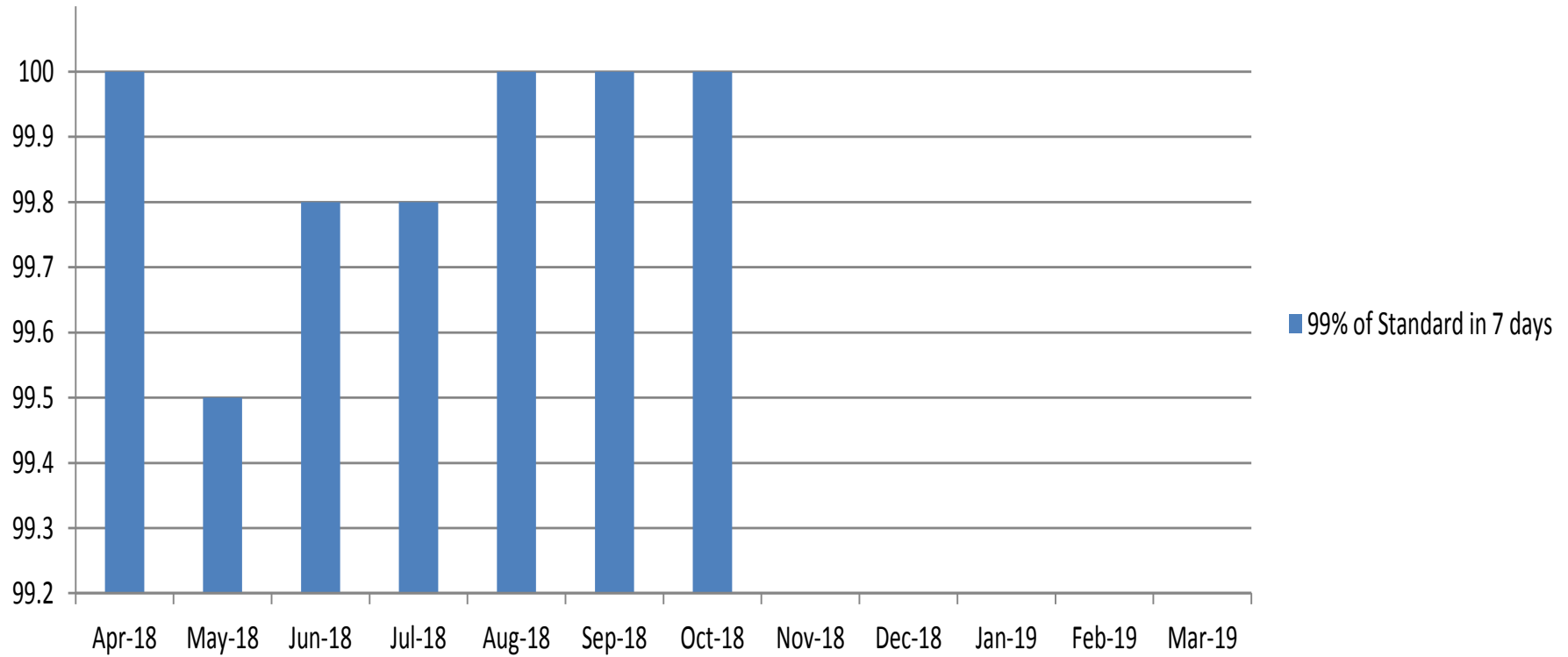
This month AccessNI also;

- Received 99.1% of all applications on-line;

- Issued 47% of certificates by digital means and 53% by paper;

- Filtered old and minor offences from 23 standard and 144 enhanced certificates;

- Made 49 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 170 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 3,393 applications for enhanced certificates to PSNI and 437 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 1,463 phone calls transferred from Nidirect; and

- Made 19 compliance visits to Registered and Responsible Bodies.

Monthly summary table		Oct-18	%Oct -17	Total 18/19	%17/18
Applications received					
	Basic	3257	31.22%	20951	21.60%
	Standard	659	83.00%	3594	45.20%
	Enhanced	12071	6.60%	70832	1.20%
	Total	15987	12.90%	95377	4.60%
Applications Processed					
	Basic	3156		19,328	
	Standard	625		3,358	
	Enhanced	13502		69,229	
	Total	17283		91915	

Issue of basic certificates against targets

	99% of RB Basic in 7 days
	95% of citizen Basic in 14 days

Issue of standard certificates against target

Legend: 99% of Standard in 7 days

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
99% of Standard in 7 days	100	99.5	99.8	99.8	100	100	100					

Issue of enhanced checks against targets
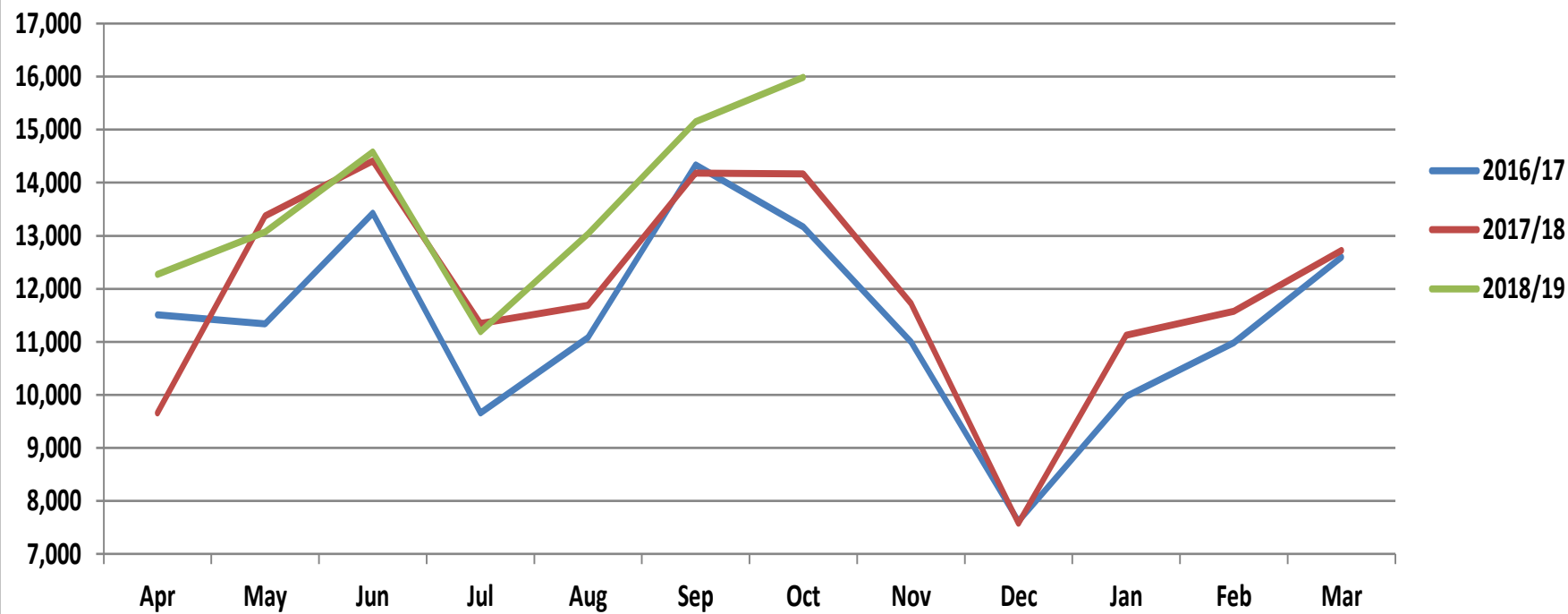

Legend:
- 70% enhanced within 10 days
- 95% enhanced within 21 days
- 98% enhanced within 28 days
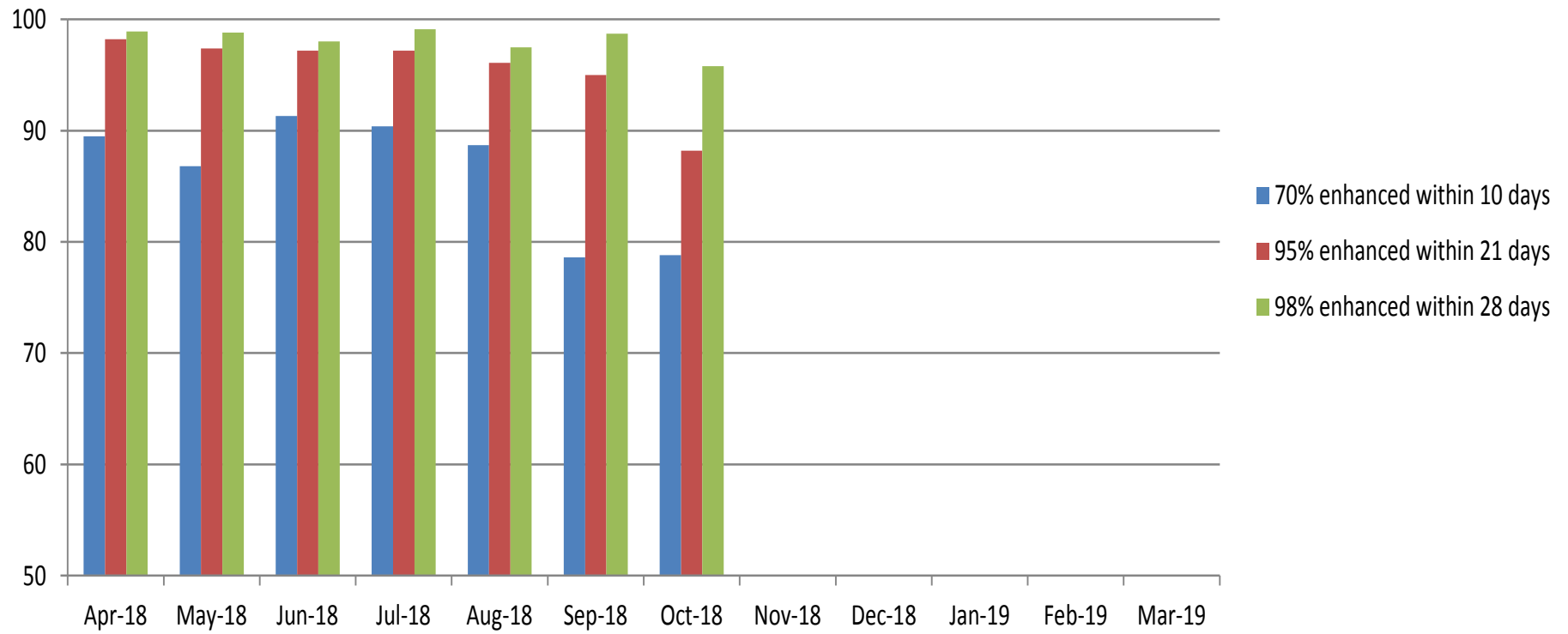
Average number of days to issue a certificate
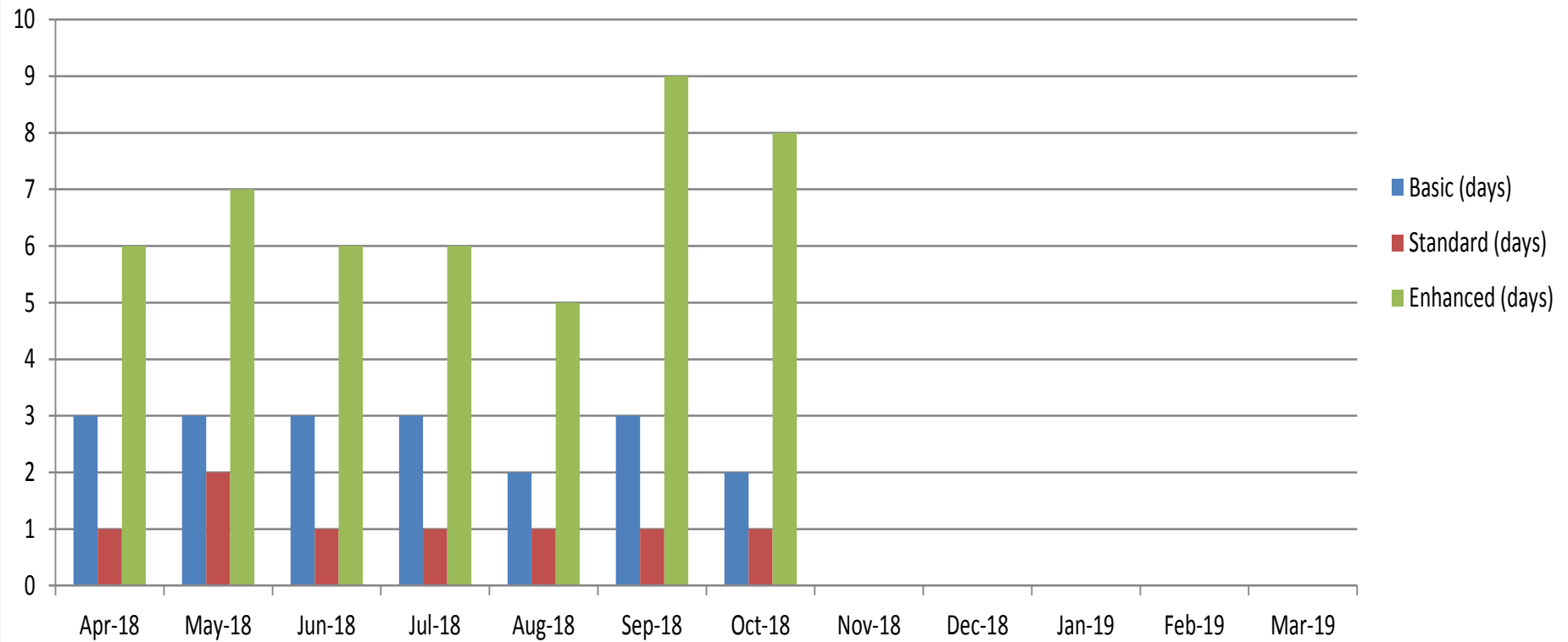
Monthly flow of applications received for last 3 years

2016/17
2017/18
2018/19

Monthly flow of applications processed for last 3 years