



MONTHLY PERFORMANCE REPORT

November 2018

Service Achievements – Disclosures November 2018

AccessNI processed 13,229 disclosure certificates. Information was disclosed on 797 certificates¹.

Type	Number processed	Information disclosed
Basic	2544	74
Standard	618	110
Enhanced	10067	613

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	98.5%	
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	83.1%	6 days
95% Enhanced issued within 21 days	89.3%	
98% of enhanced issued within 28 days	96.8%	

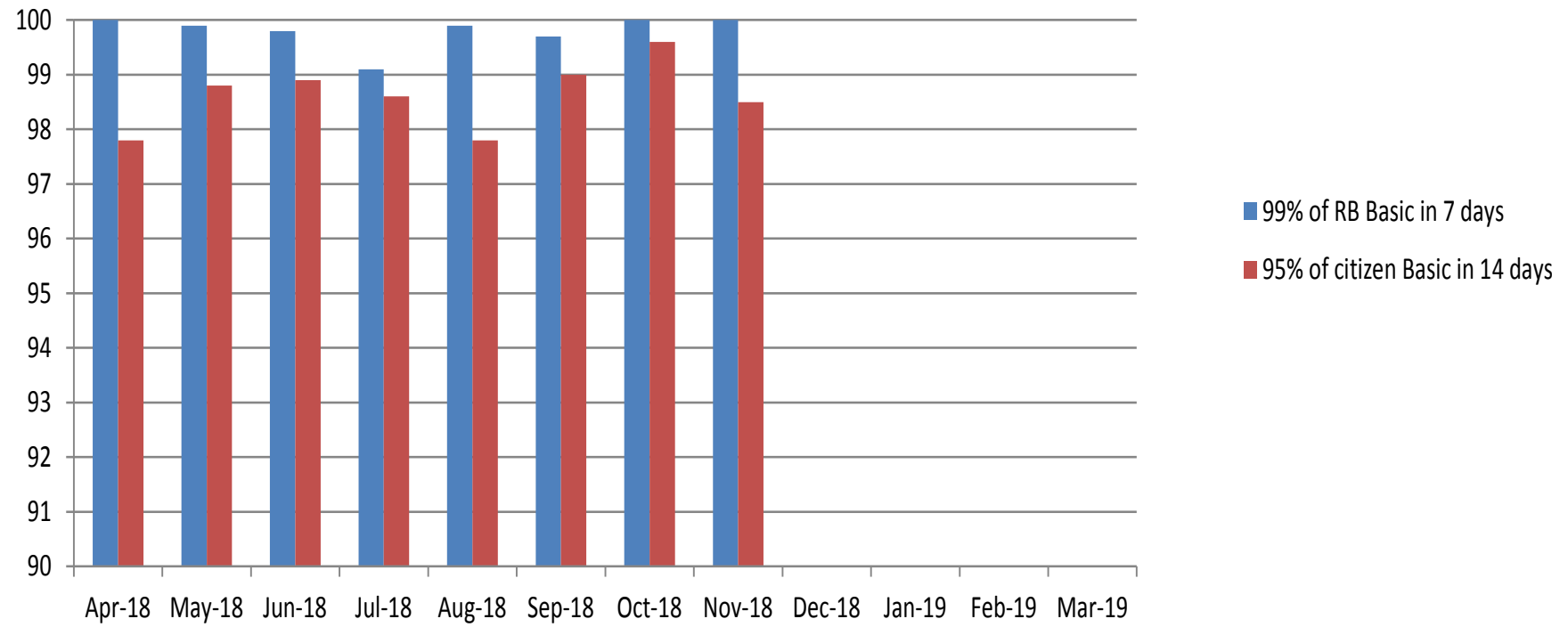
¹ The information disclosed number can include cases processed before November 2018 but which have been printed and issued in that month.

This month AccessNI also;

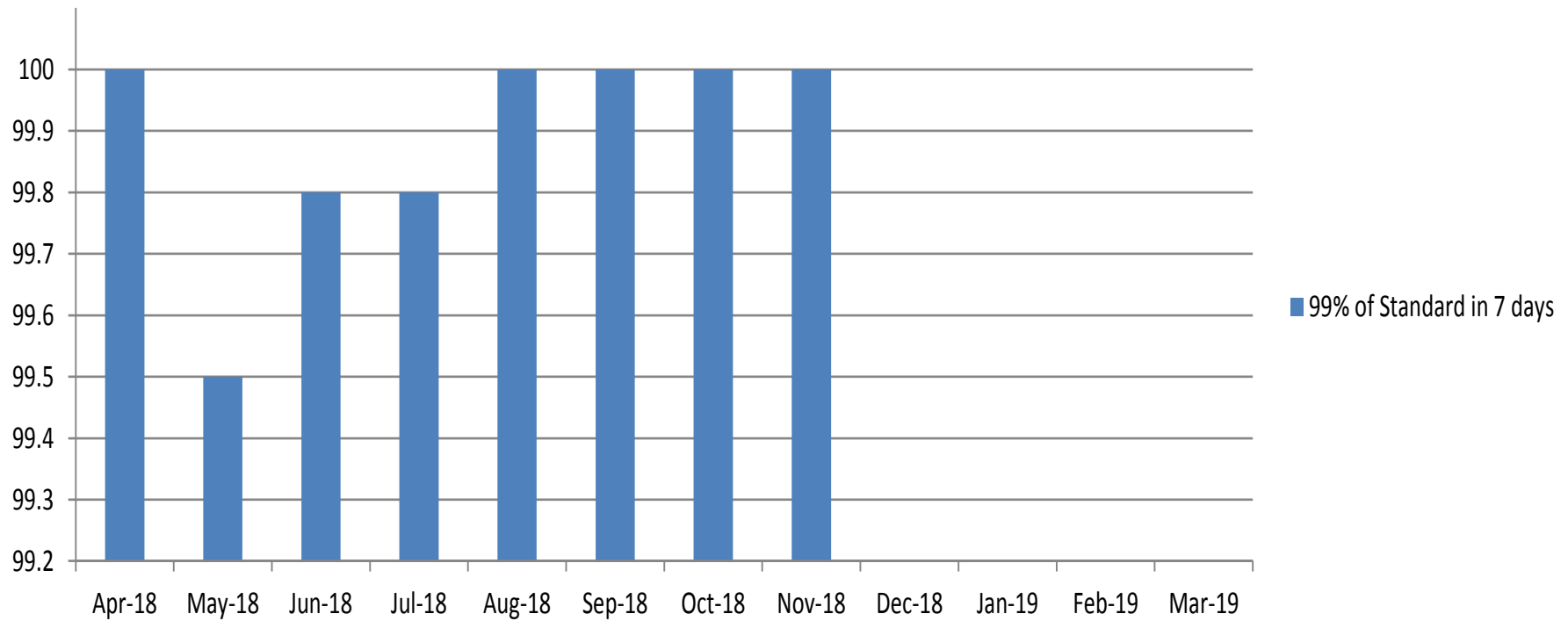
- Received 99.1% of all applications on-line;
- Issued 48% of certificates by digital means and 52% by paper;
- Filtered old and minor offences from 35 standard and 199 enhanced certificates;
- Made 50 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 9 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 87 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 2,645 applications for enhanced certificates to PSNI and 396 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 728 phone calls transferred from Nidirect; and
- Made 28 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		Nov-18	%Nov -17	Total 18/19	%17/18
Applications received					
	Basic	2735	28.00%	23686	21.60%
	Standard	654	225.00%	4247	45.20%
	Enhanced	9700	4.40%	80524	1.20%
	Total	13089	11.70%	108457	4.60%
Applications Processed					
	Basic	2544		21,871	
	Standard	618		3,976	
	Enhanced	10067		79,296	
	Total	13229		105143	

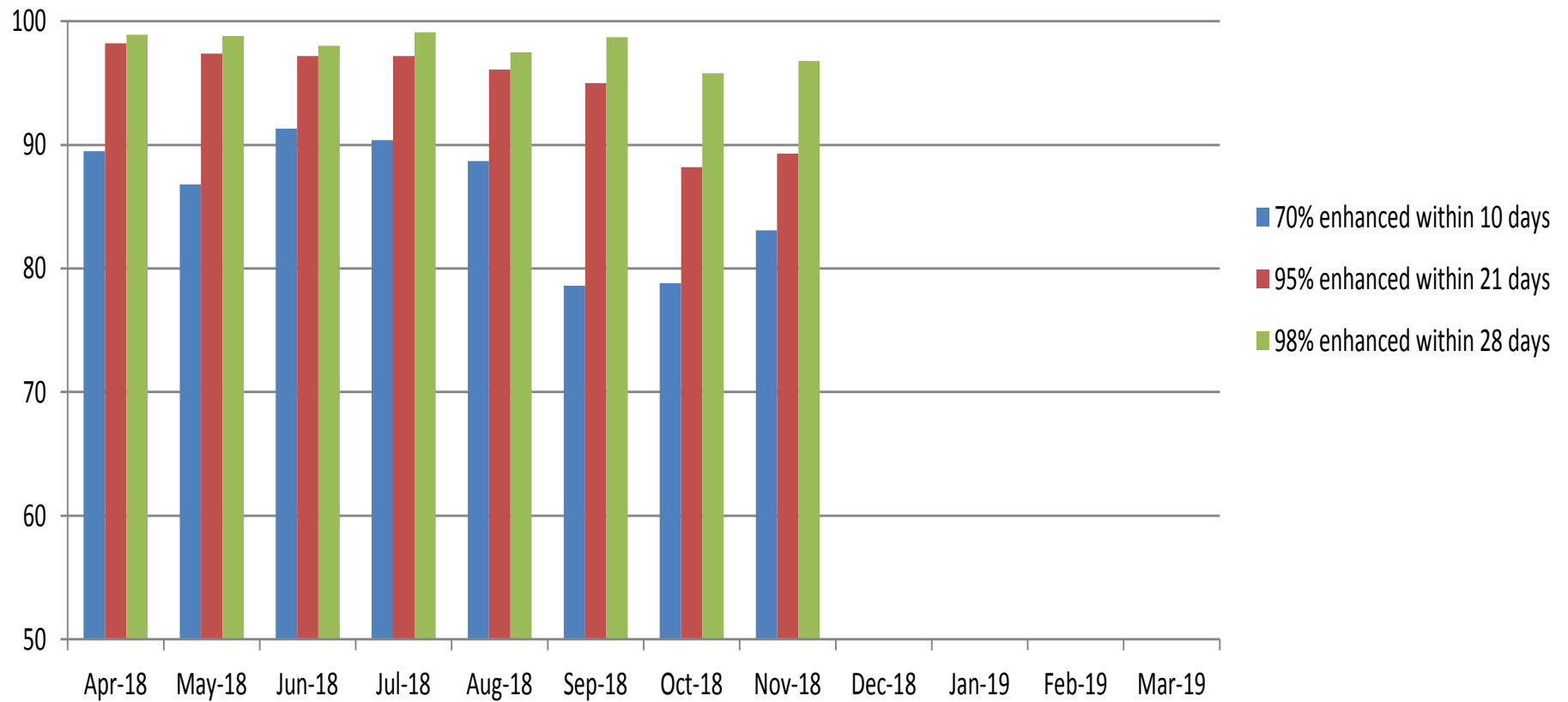
Issue of basic certificates against targets



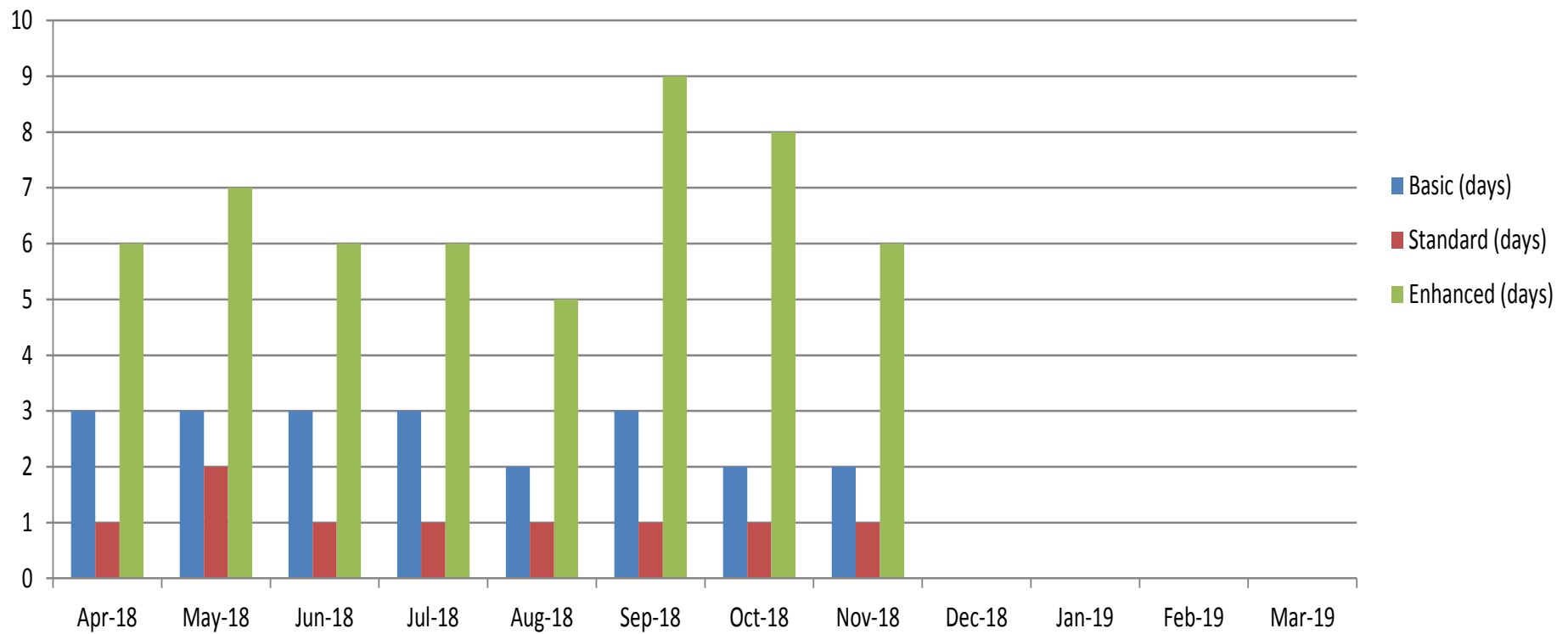
Issue of standard certificates against target



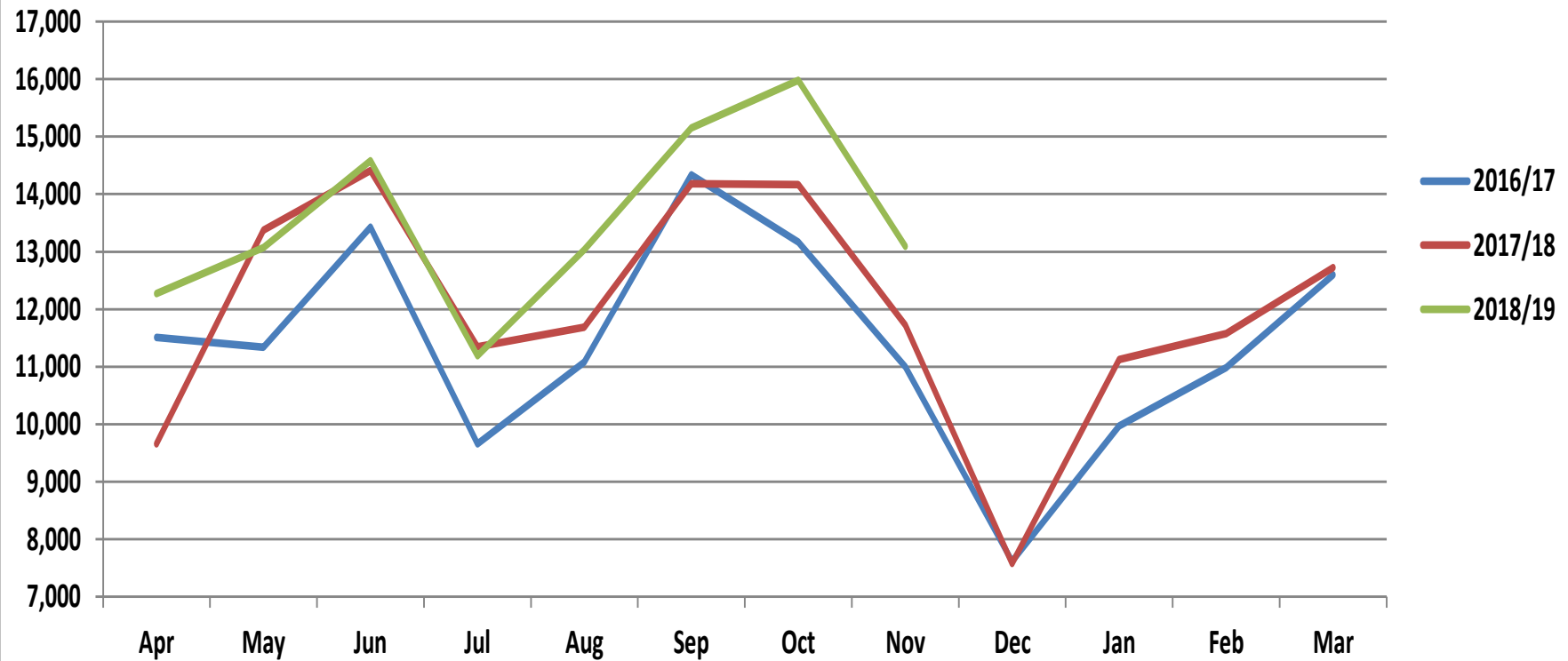
Issue of enhanced checks against targets



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

