



MONTHLY PERFORMANCE REPORT

December 2018

Service Achievements – Disclosures December 2018

AccessNI processed 7,968 disclosure certificates. Information was disclosed on 552 certificates¹.

Type	Number processed	Information disclosed
Basic	1736	50
Standard	368	640
Enhanced	5864	438

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	98.2%	
99% Standards issued within 7 days	99.5%	1 day
70% Enhanced issued within 10 days	78%	8 days
95% Enhanced issued within 21 days	84.1%	
98% of enhanced issued within 28 days	87%	

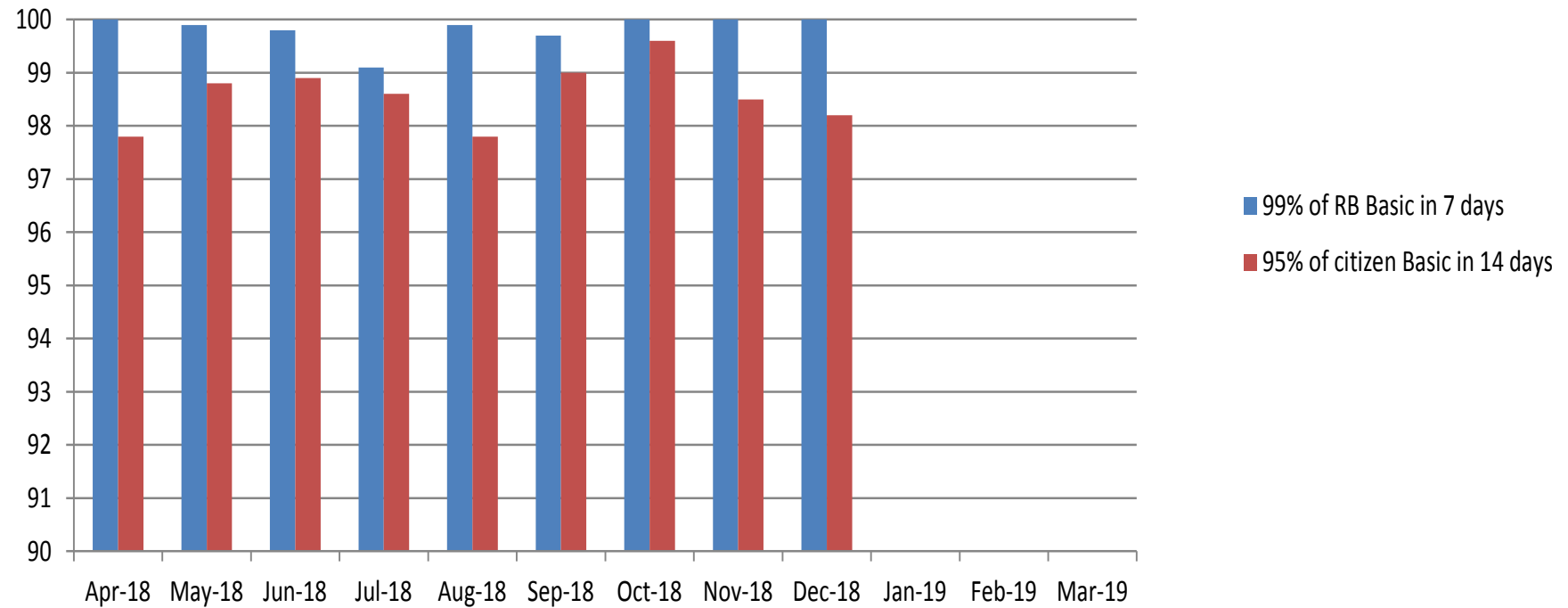
¹ The information disclosed number can include cases processed before December 2018 but which have been printed and issued in that month.

This month AccessNI also;

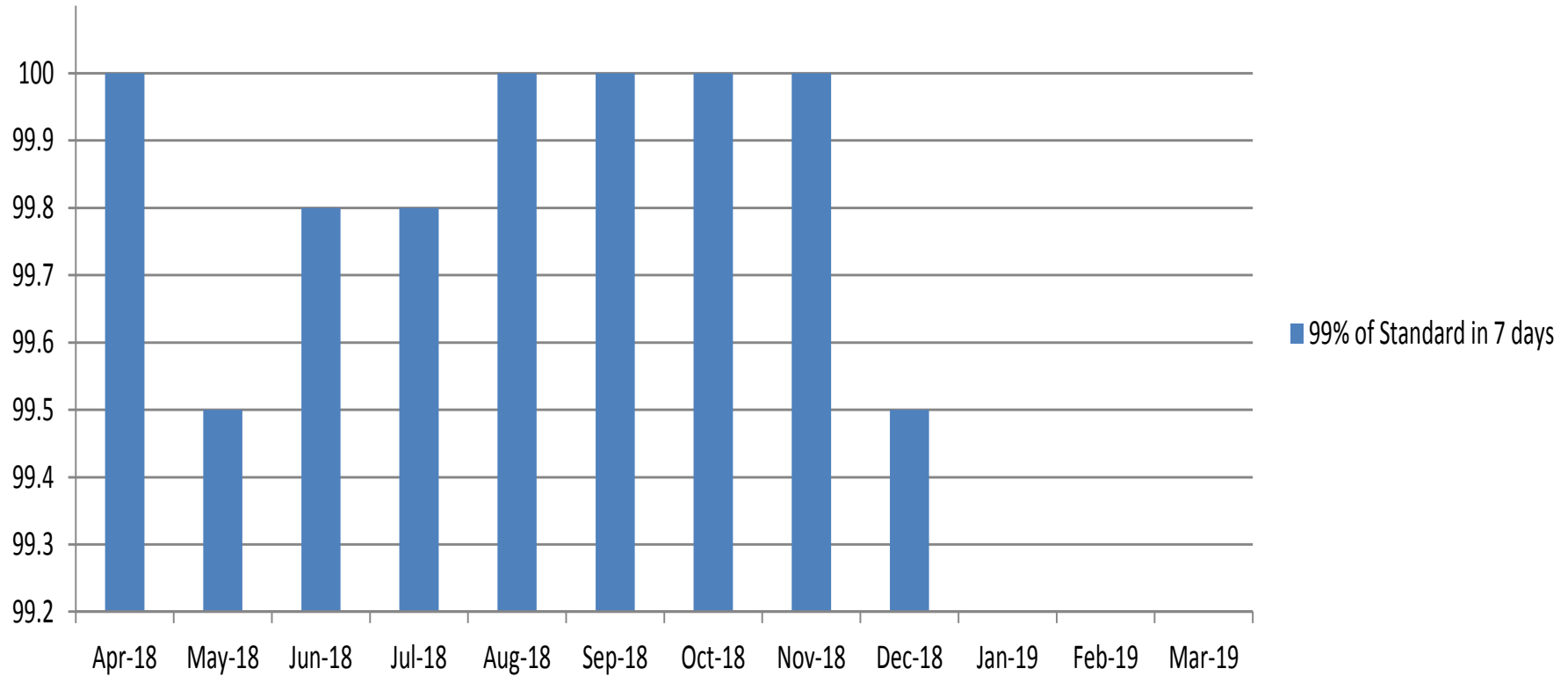
- Received 98.5% of all applications on-line;
- Issued 46% of certificates by digital means and 54% by paper;
- Filtered old and minor offences from 16 standard and 143 enhanced certificates;
- Made 28 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 5 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 43 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 1,556 applications for enhanced certificates to PSNI and 256 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 408 phone calls transferred from Nidirect; and
- Made 14 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		Dec-18	%Dec -17	Total 18/19	%17/18
Applications received					
	Basic	1818	23.10%	25503	23.50%
	Standard	380	-0.26%	4626	51.60%
	Enhanced	5796	1.30%	86312	2.30%
	Total	7994	5.50%	116441	7.70%
Applications Processed					
	Basic	1736		23,606	
	Standard	368		4,344	
	Enhanced	5864		85,156	
	Total	7968		113106	

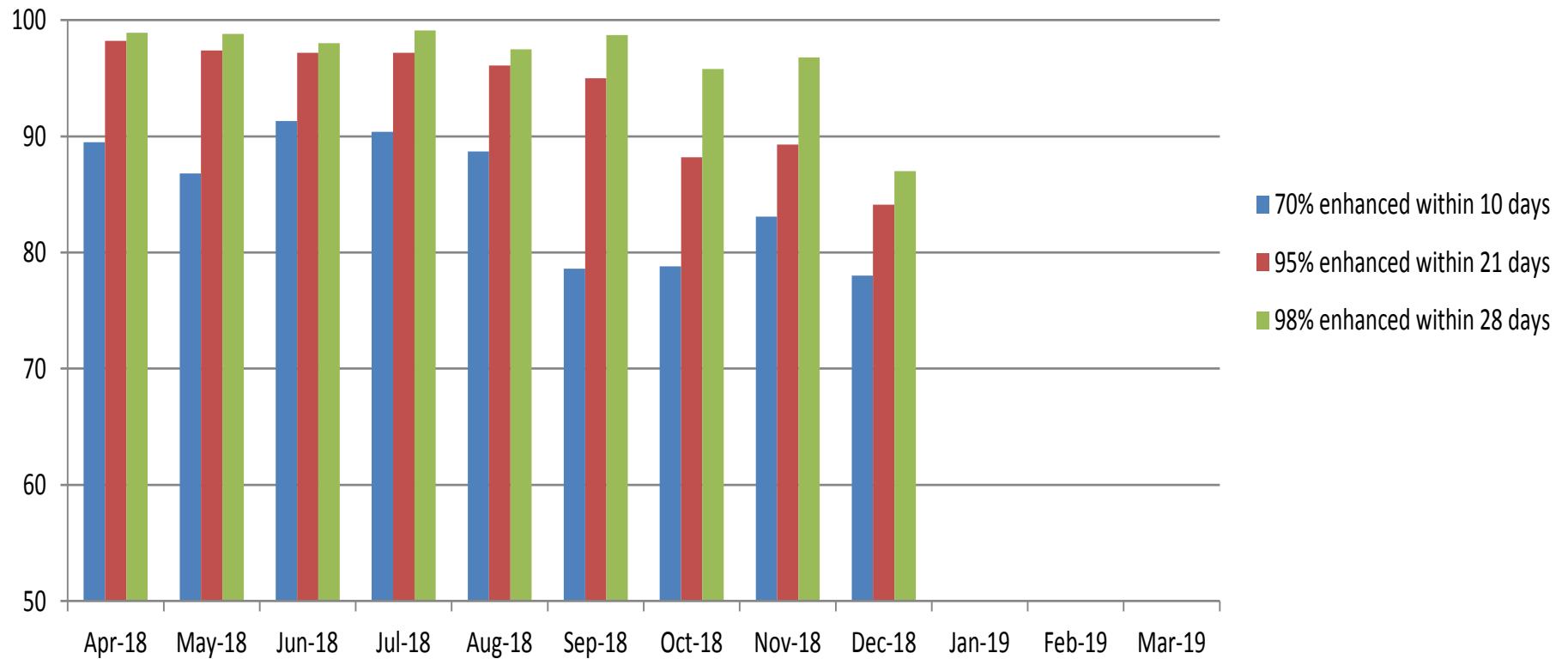
Issue of basic certificates against targets



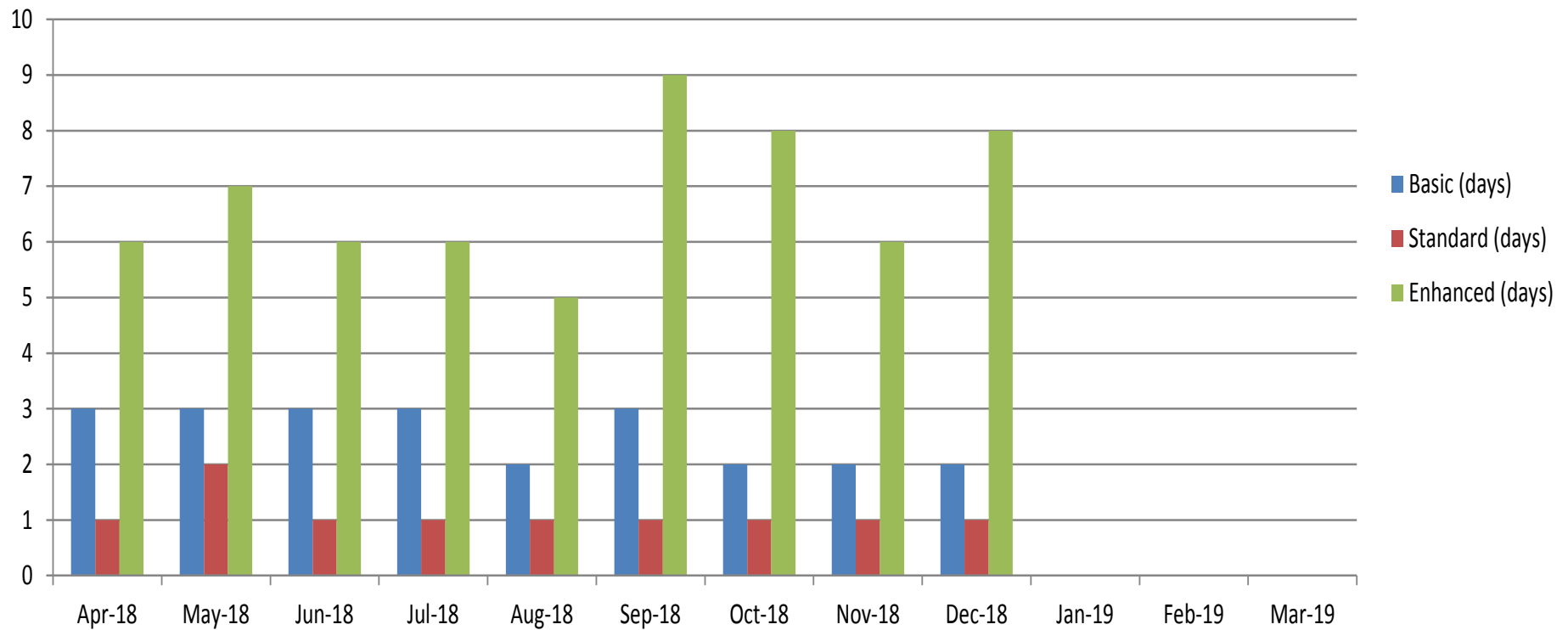
Issue of standard certificates against target



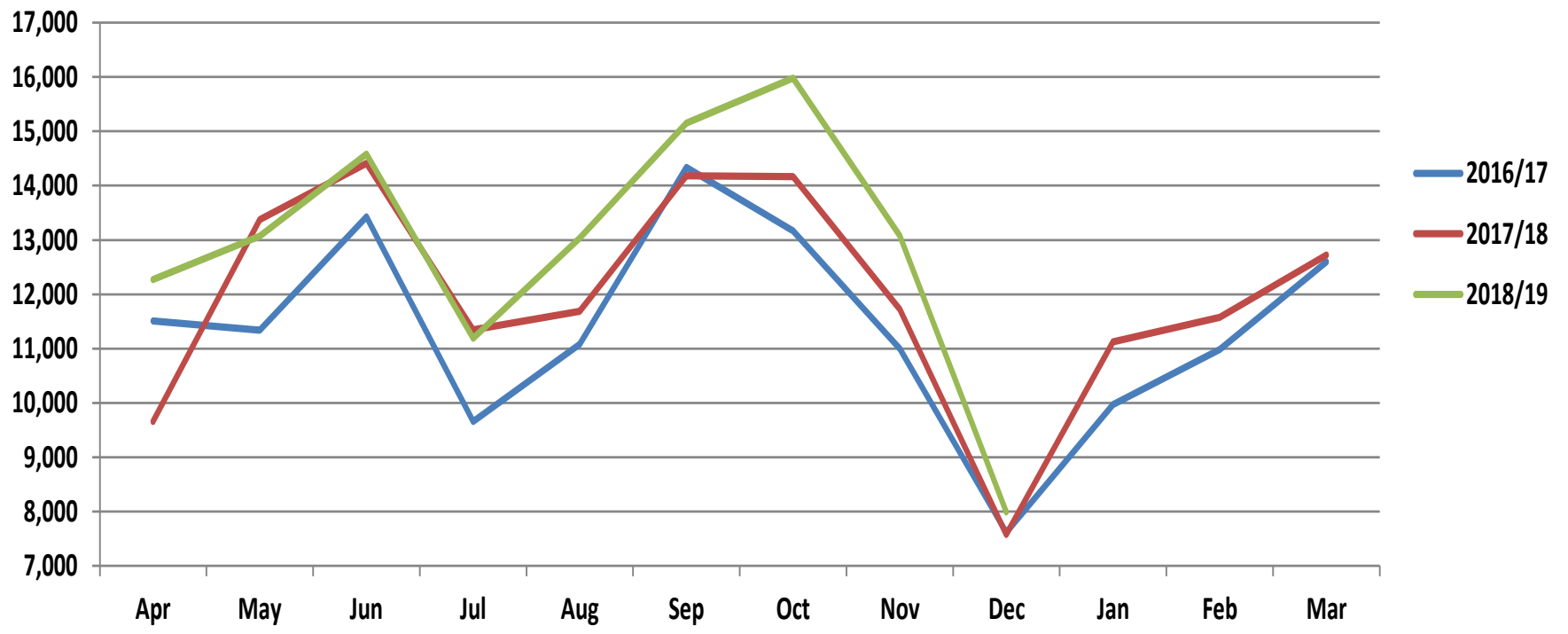
Issue of enhanced checks against targets



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

