



# **MONTHLY PERFORMANCE REPORT**

**December 2017**

## Service Achievements – Disclosures December 2017

This month AccessNI processed 7,656 disclosure certificates

Type	Number processed
Basic	1,340
Standard	322
Enhanced	5,944

This month AccessNI achieved against our performance targets:

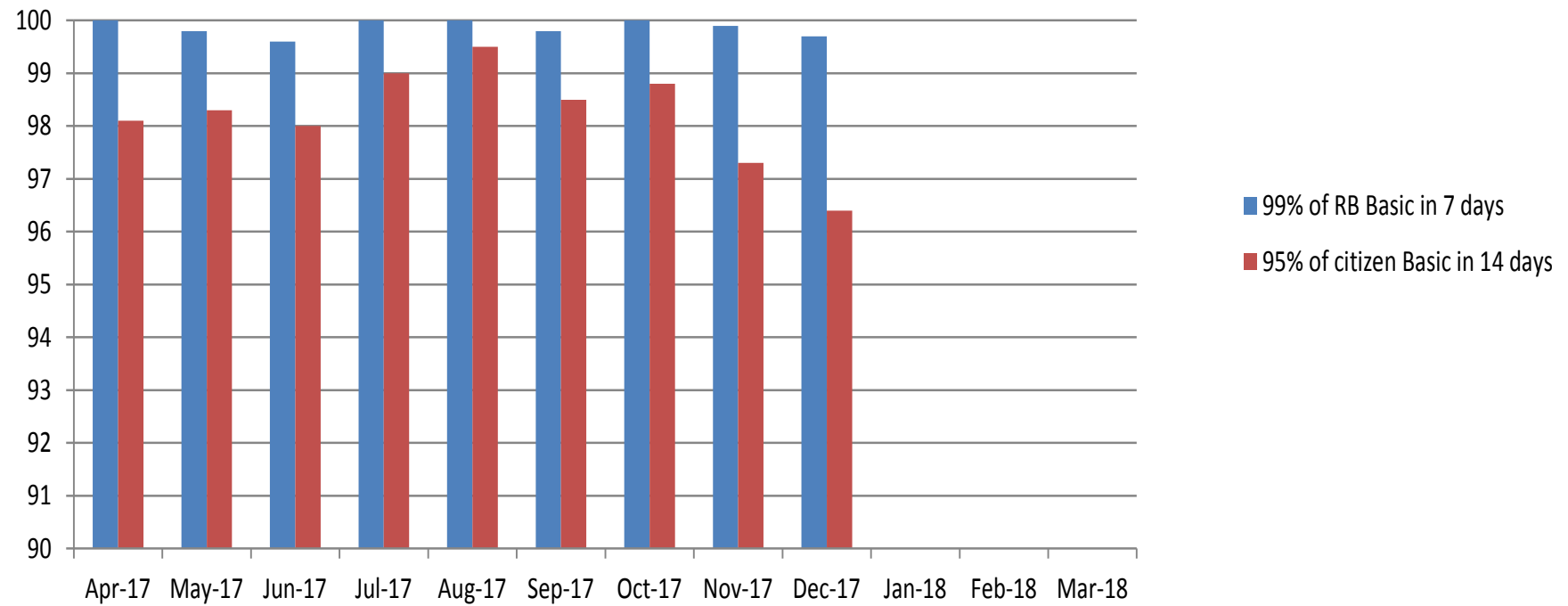
Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.7%	3 days
95% of Basics applied for by citizen issued within 14 days	96.4%	
99% Standards issued within 7 days	96.6%	3 days
70% Enhanced issued within 10 days	68.5%	
95% Enhanced issued within 21 days	86.6%	9 days
98% of enhanced issued within 28 days	93.3%	

## **This month AccessNI also;**

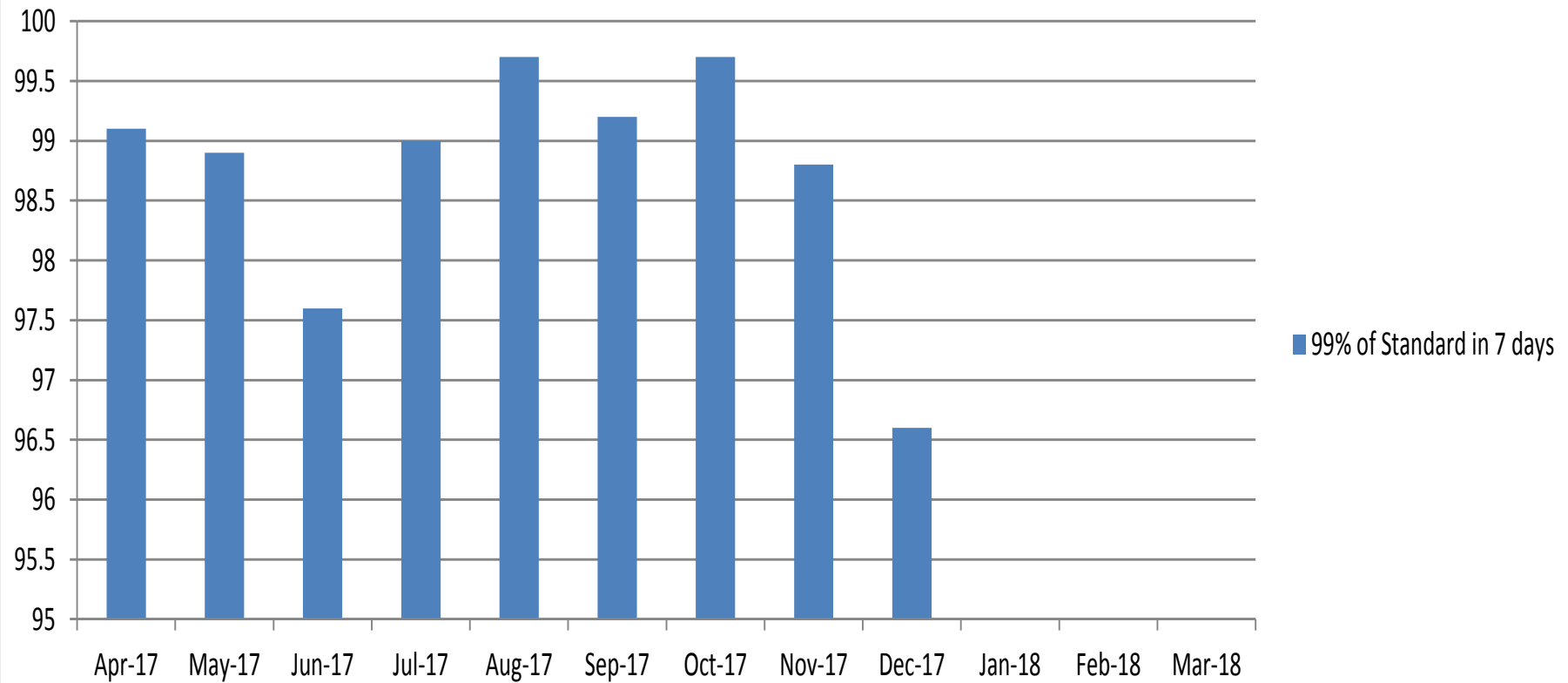
- Received 97.86% of all applications on-line;
- Filtered old and minor offences from 11 standard and 143 enhanced certificates;
- Made 30 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 10 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 116 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 1,502 applications for enhanced certificates to PSNI and 203 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 596 phone calls transferred from NiDirect; and
- Made 6 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		<b>Dec-17</b>	<b>%Dec -16</b>	<b>Total 17/18</b>	<b>%16/17</b>
<b>Applications received</b>					
<b>Basic</b>		1476	-0.70%	20643	18%
<b>Standard</b>		381	20.10%	3052	-3%
<b>Enhanced</b>		5721	-2%	84393	2.40%
<b>Total</b>		7578	0%	108088	4.80%
<b>Applications Processed</b>					
<b>Basic</b>		1340		19,526	
<b>Standard</b>		322		2,837	
<b>Enhanced</b>		5994		84,254	
<b>Total</b>		7656		106617	

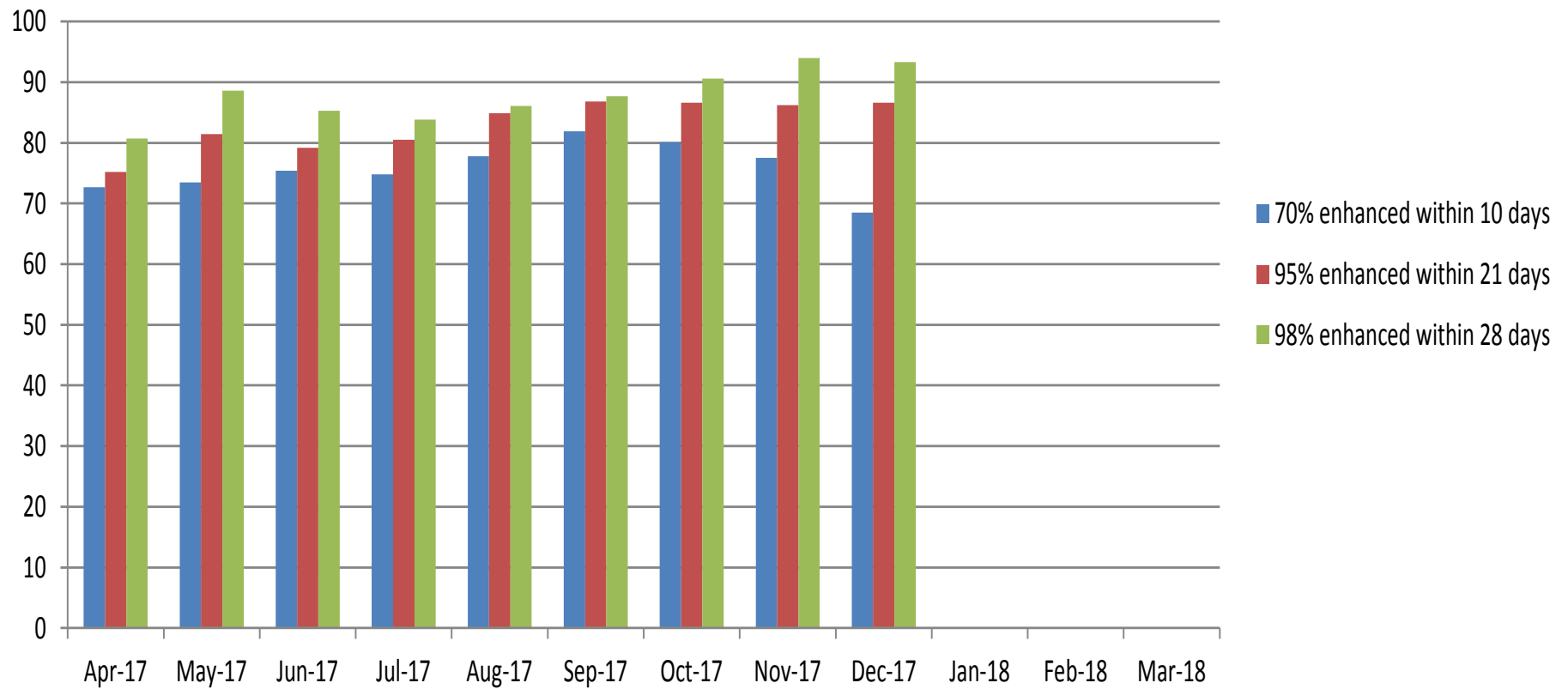
## Issue of basic certificates against targets



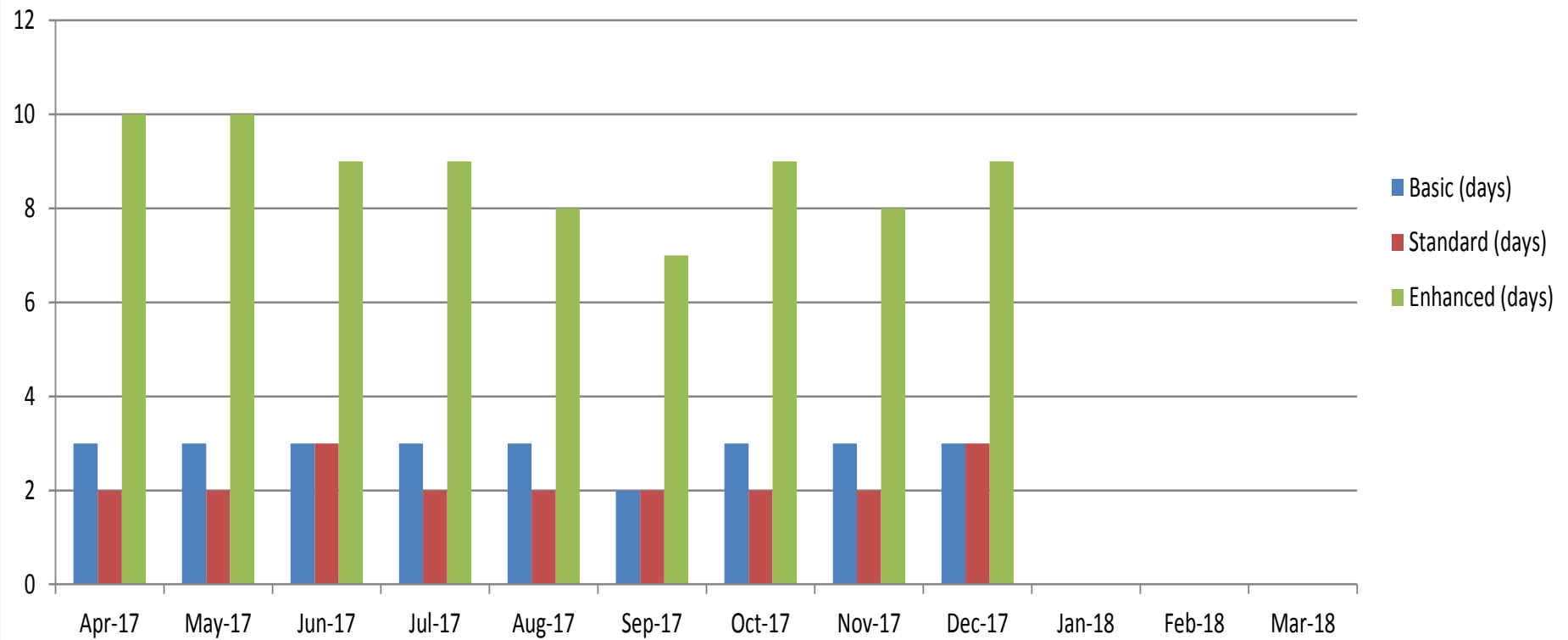
## Issue of standard certificates against targets



## Issue of enhanced checks against targets

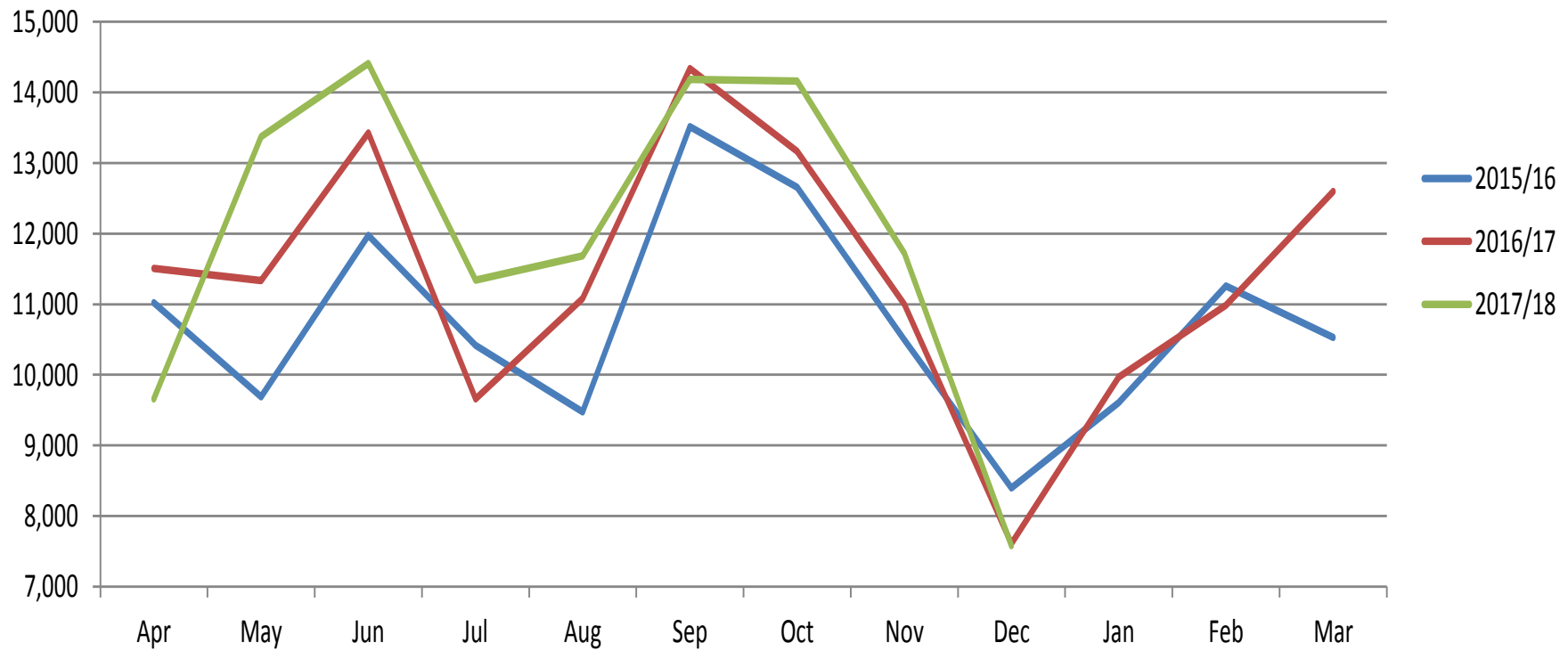


## Average number of days to issue a certificate





### Monthly flow of applications received for last 3 years



### Monthly flow of applications processed for last 3 years

