MONTHLY PERFORMANCE REPORT

January 2018

Service Achievements – Disclosures January 2018

This month AccessNI processed 10,663 disclosure certificates. Information was disclosed on 849 certificates.

Type	Number processed
Basic	2,333
Standard	258
Enhanced	8,072

This month AccessNI achieved against our performance targets:

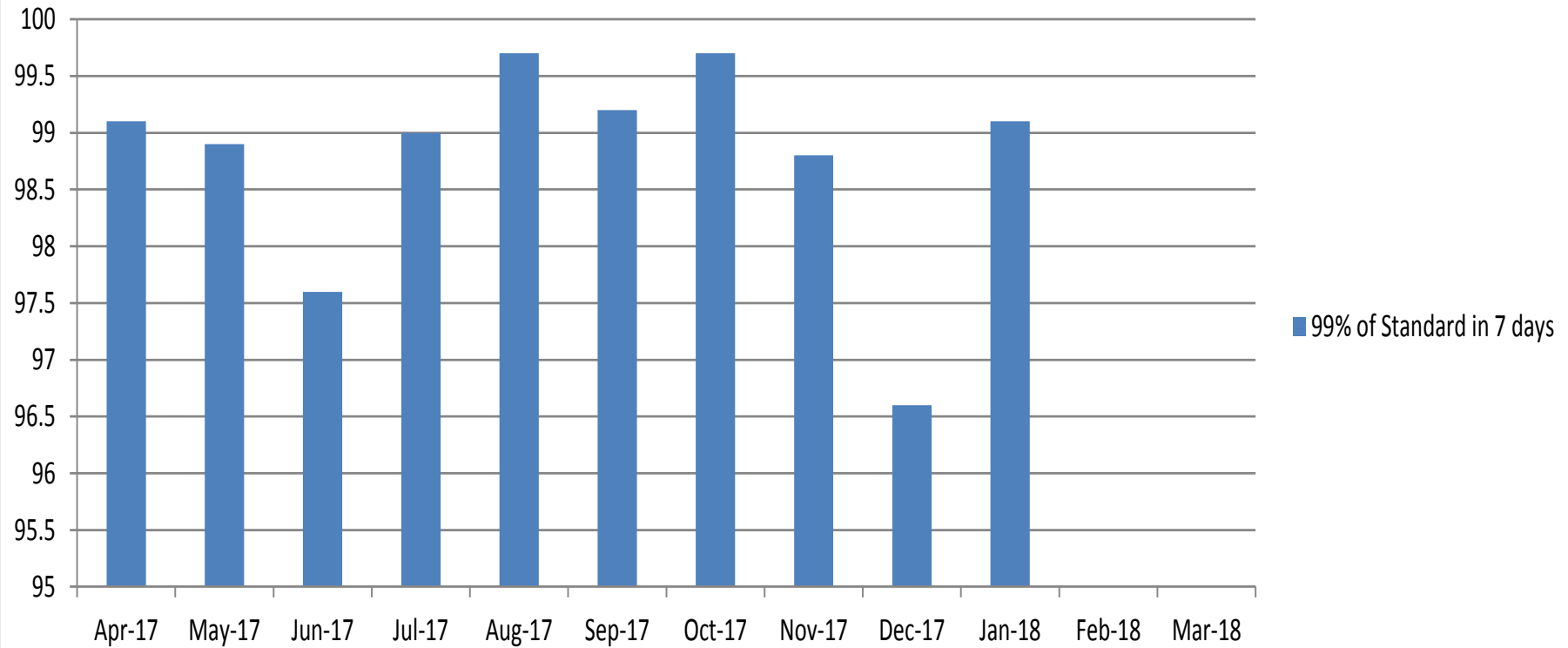| Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.9%	3 days
95% of Basics applied for by citizen issued within 14 days	97.5%	
99% Standards issued within 7 days	99.1%	2 days
70% Enhanced issued within 10 days	87.7%	
95% Enhanced issued within 21 days	96.8%	8 days
98% of enhanced issued within 28 days	98.2%	

This month AccessNI also;

- Received 98.3% of all applications on-line;

- Filtered old and minor offences from 38 standard and 202 enhanced certificates;

- Made 52 auto-referrals of certificates with criminal record information to the Independent Reviewer;

- Referred 8 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;

- Made 104 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 2,083 applications for enhanced certificates to PSNI and 308 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 870 phone calls transferred from NiDirect; and

- Made 4 compliance visits to Registered and Responsible Bodies.

Monthly summary table		Jan-18	%Jan -17	Total 17/18	%16/17
Applications received					
Basic		2703	26.70%	23346	9%
Standard		282	-31.00%	3334	-7%
Enhanced		8138	10%	92531	3.00%
Total		11123	12%	119211	5.40%
Applications Processed					
Basic		2333		21,859	
Standard		258		3,095	
Enhanced		8072		92,326	
Total		10663		117280	

Issue of basic certificates against targets
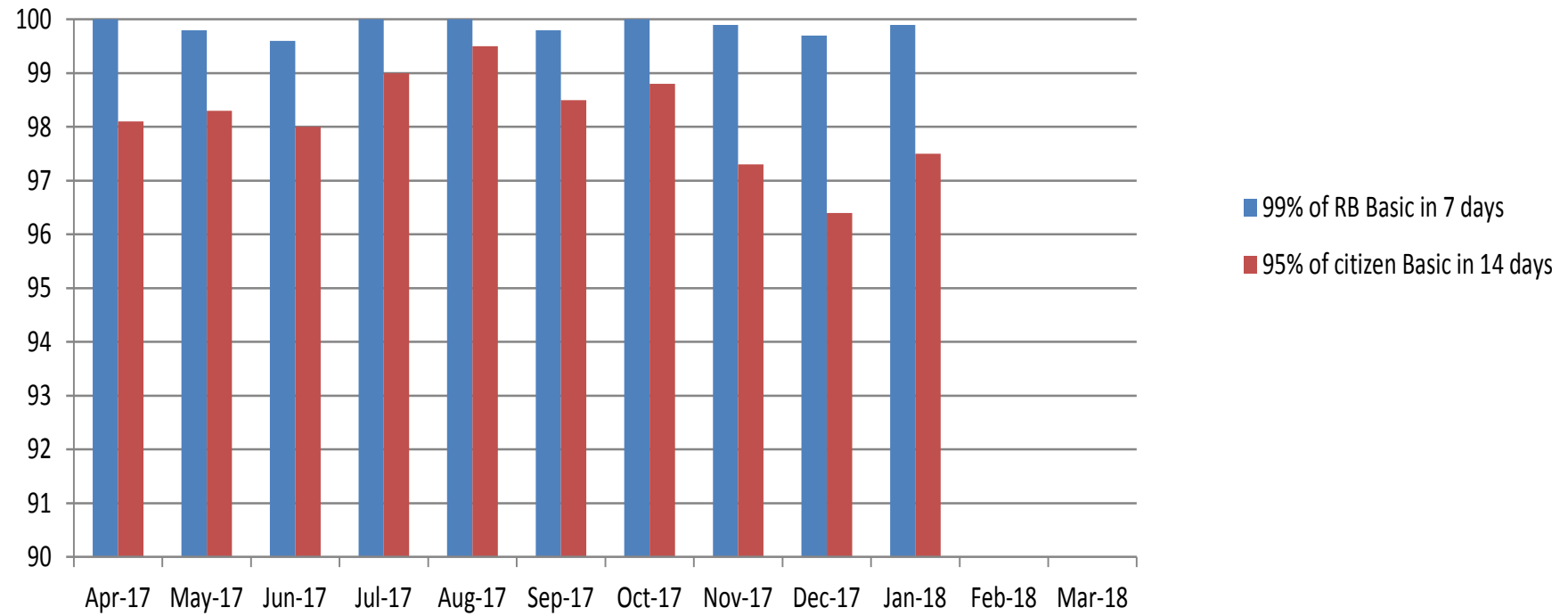
Issue of standard certificates against target

■ 99% of Standard in 7 days

Issue of enhanced checks against targets

Legend:
- 70% enhanced within 10 days
- 95% enhanced within 21 days
- 98% enhanced within 28 days
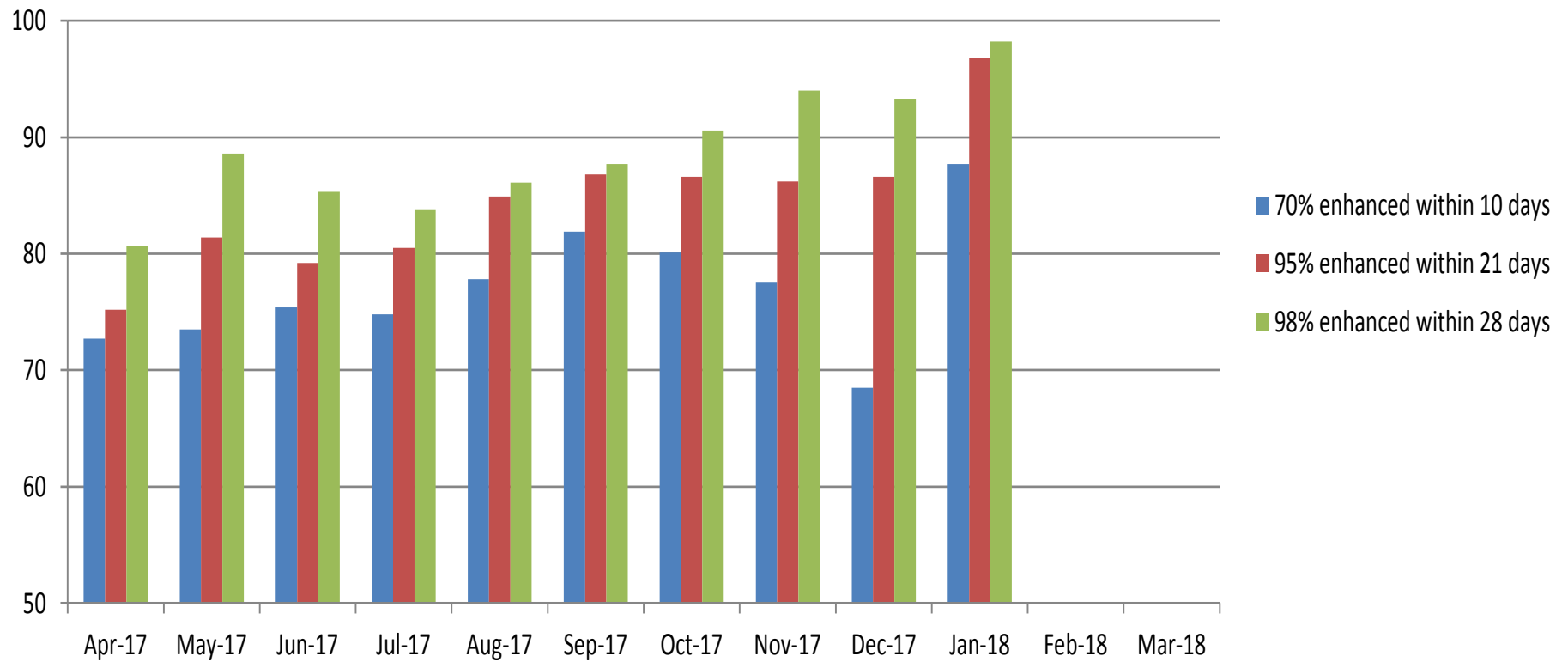
Average number of days to issue a certificate

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Basic (days)	3	3	3	3	3	2	3	3	3	3		
Standard (days)	2	2	3	2	2	2	2	2	3	2		
Enhanced (days)	10	10	9	9	8	7	9	8	9	8		
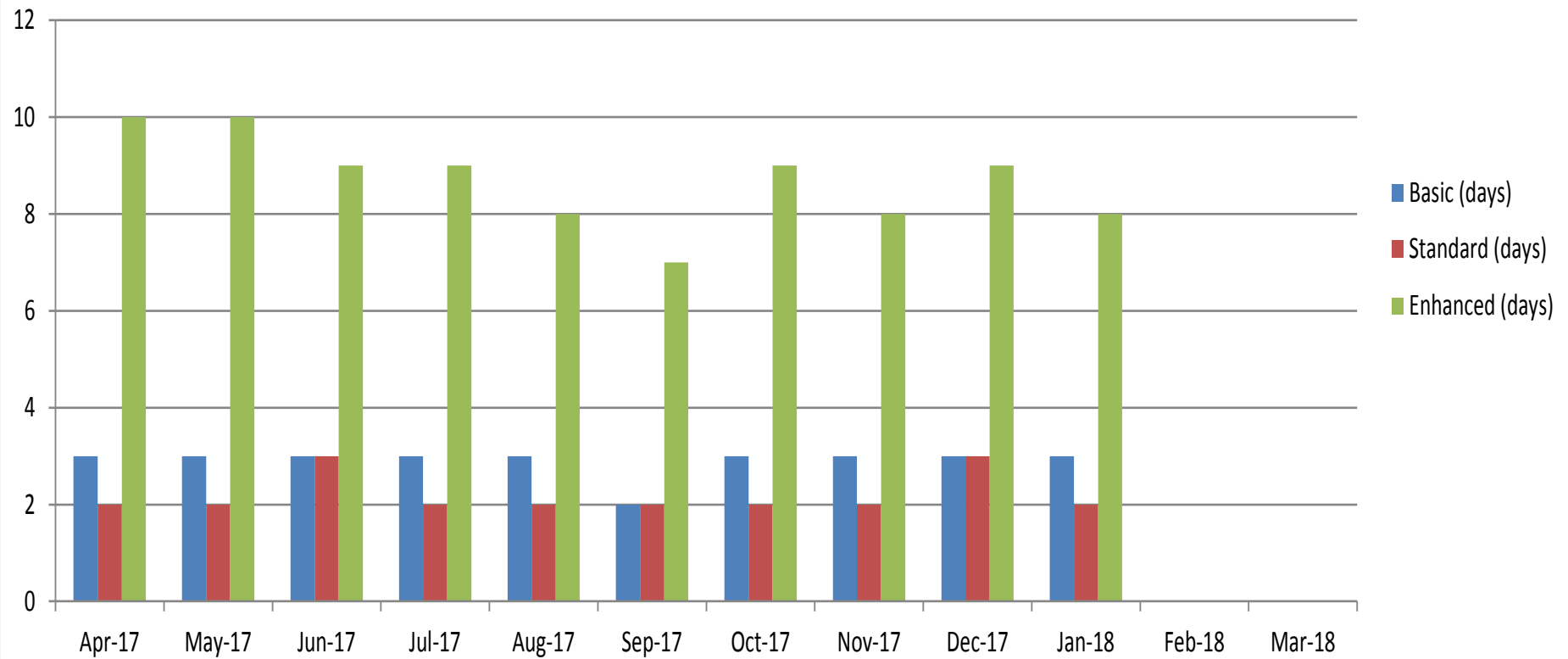
Monthly flow of applications received for last 3 years

Legend: 2015/16, 2016/17, 2017/18

Y-axis: 7,000 — 8,000 — 9,000 — 10,000 — 11,000 — 12,000 — 13,000 — 14,000 — 15,000

X-axis: Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar
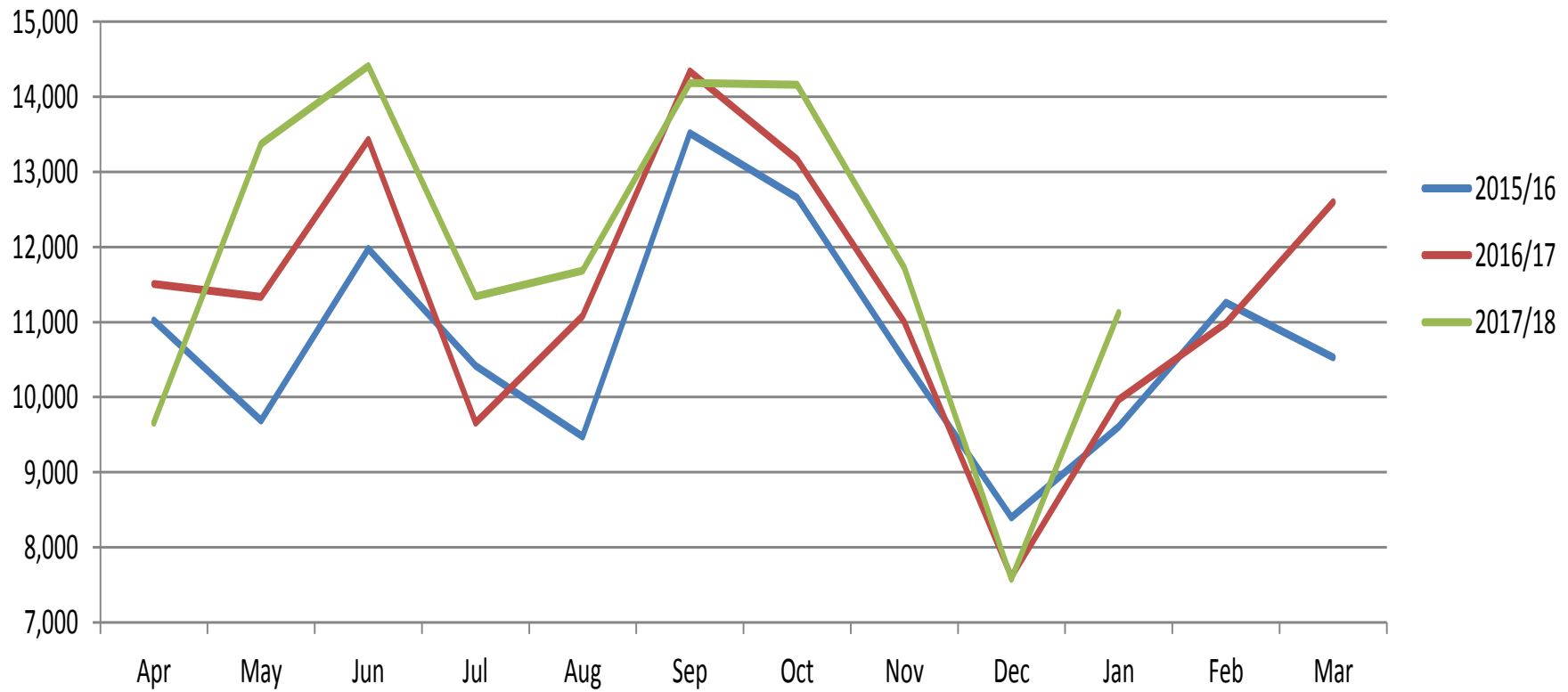
Monthly flow of applications processed for last 3 years