MONTHLY PERFORMANCE REPORT

February 2018

Service Achievements – Disclosures February 2018

AccessNI processed 12,078 disclosure certificates. Information was disclosed on 720 certificates[1].

Type	Number processed	Information disclosed
Basic	2,251	65
Standard	330	63
Enhanced	9,497	592

This month AccessNI achieved against our performance targets:

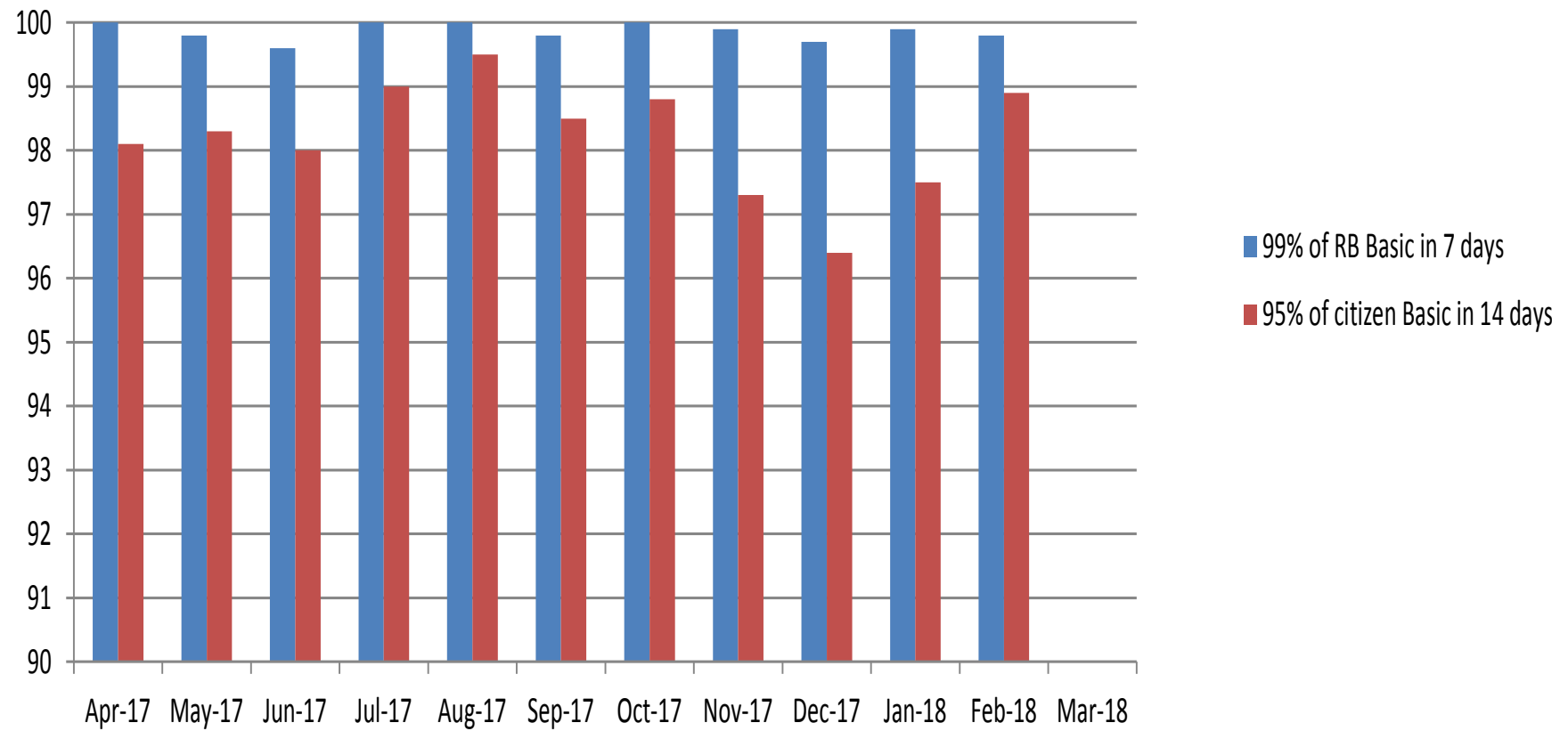| Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.8%	4 days
95% of Basics applied for by citizen issued within 14 days	98.9%	
99% Standards issued within 7 days	99.6%	2 days
70% Enhanced issued within 10 days	88.7%	
95% Enhanced issued within 21 days	96.7%	6 days
98% of enhanced issued within 28 days	98.0%	

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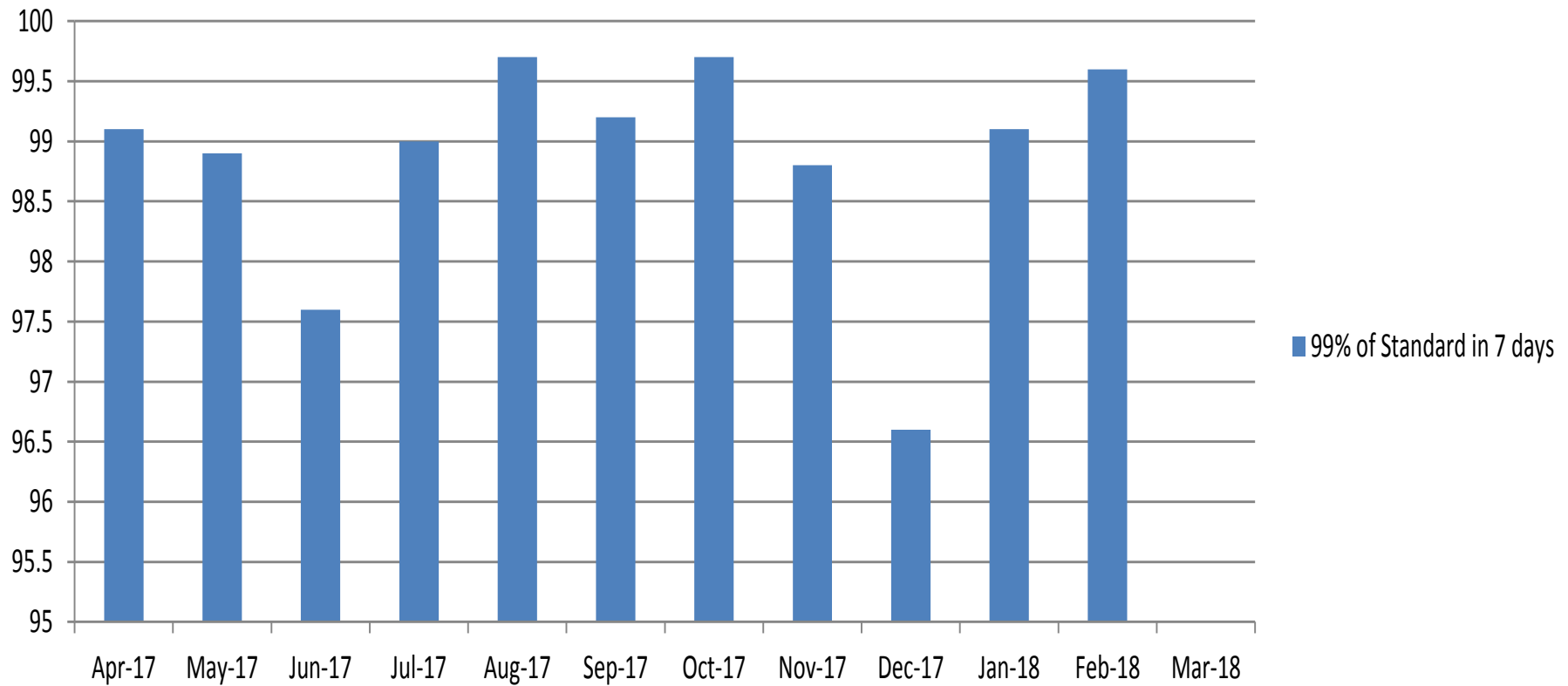
This month AccessNI also;

- Received 98.6% of all applications on-line;

- Filtered old and minor offences from 17 standard and 233 enhanced certificates;

- Made 35 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 204 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 3 substantive dispute about criminal record information disclosed on certificates;

- Referred 2,890 applications for enhanced certificates to PSNI and 345 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 906 phone calls transferred from NiDirect; and

- Made 18 compliance visits to Registered and Responsible Bodies.

Monthly summary table

	Feb-18	%Feb -17	Total 17/18	%16/17
Applications received				
Basic	2398	0.00%	25744	17%
Standard	323	6.25%	3652	-6%
Enhanced	8860	7%	101381	3.30%
Total	11581	5%	130777	5.40%
Applications Processed				
Basic	2251		24,110	
Standard	330		3,425	
Enhanced	9497		101,823	
Total	12078		129358	

Issue of basic certificates against targets

Legend:
- 99% of RB Basic in 7 days
- 95% of citizen Basic in 14 days

X-axis (months): Apr-17, May-17, Jun-17, Jul-17, Aug-17, Sep-17, Oct-17, Nov-17, Dec-17, Jan-18, Feb-18, Mar-18

Y-axis: 90 to 100

Issue of standard certificates against target

Month	99% of Standard in 7 days
Apr-17	99.1
May-17	98.9
Jun-17	97.6
Jul-17	99.0
Aug-17	99.7
Sep-17	99.2
Oct-17	99.7
Nov-17	98.8
Dec-17	96.6
Jan-18	99.1
Feb-18	99.6
Mar-18	

Issue of enhanced checks against targets

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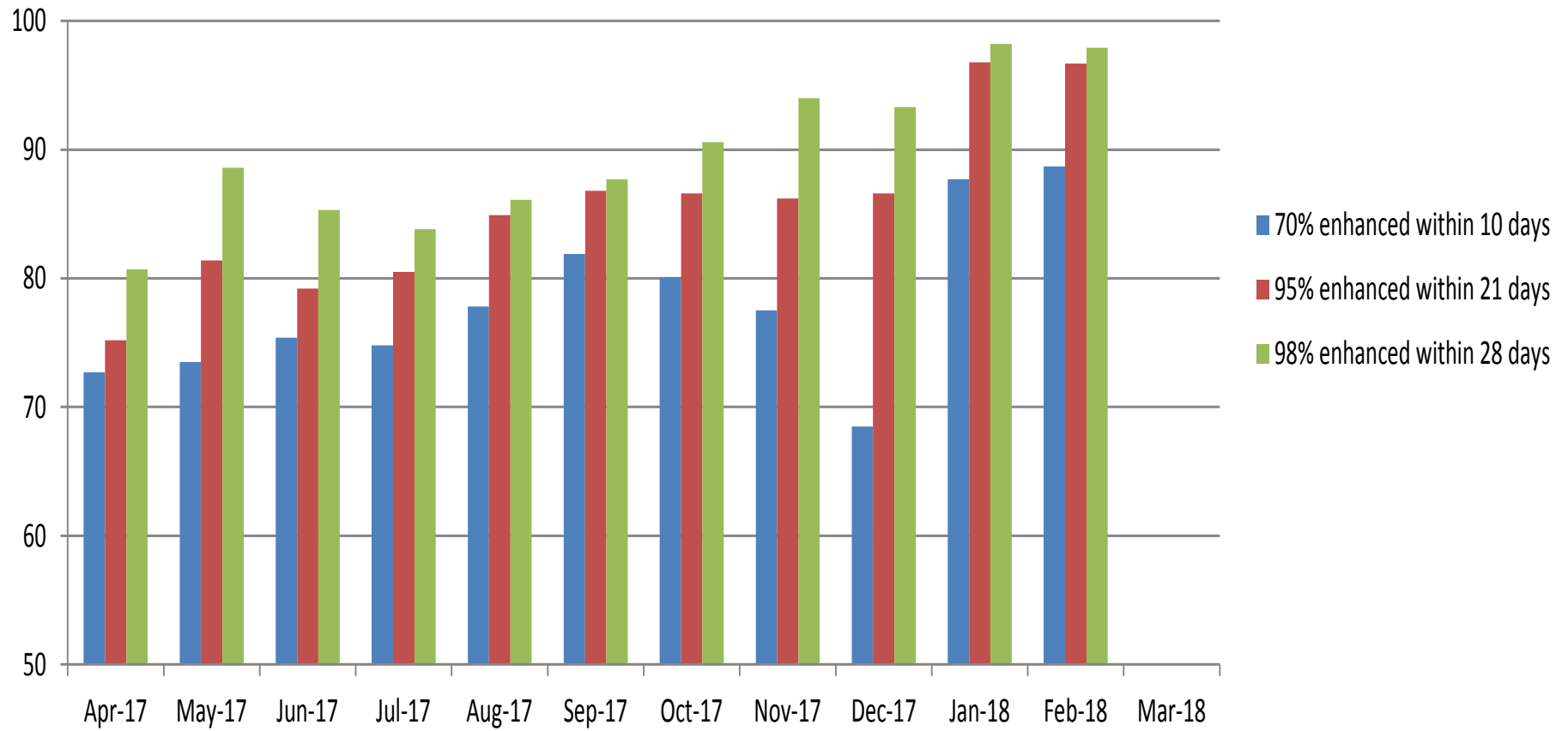
Average number of days to issue a certificate

Month	Basic (days)	Standard (days)	Enhanced (days)
Apr-17	3	2	10
May-17	3	2	10
Jun-17	3	3	9
Jul-17	3	2	9
Aug-17	3	2	8
Sep-17	2	2	7
Oct-17	3	2	9
Nov-17	3	2	8
Dec-17	3	3	9
Jan-18	3	2	8
Feb-18	4	2	6
Mar-18			
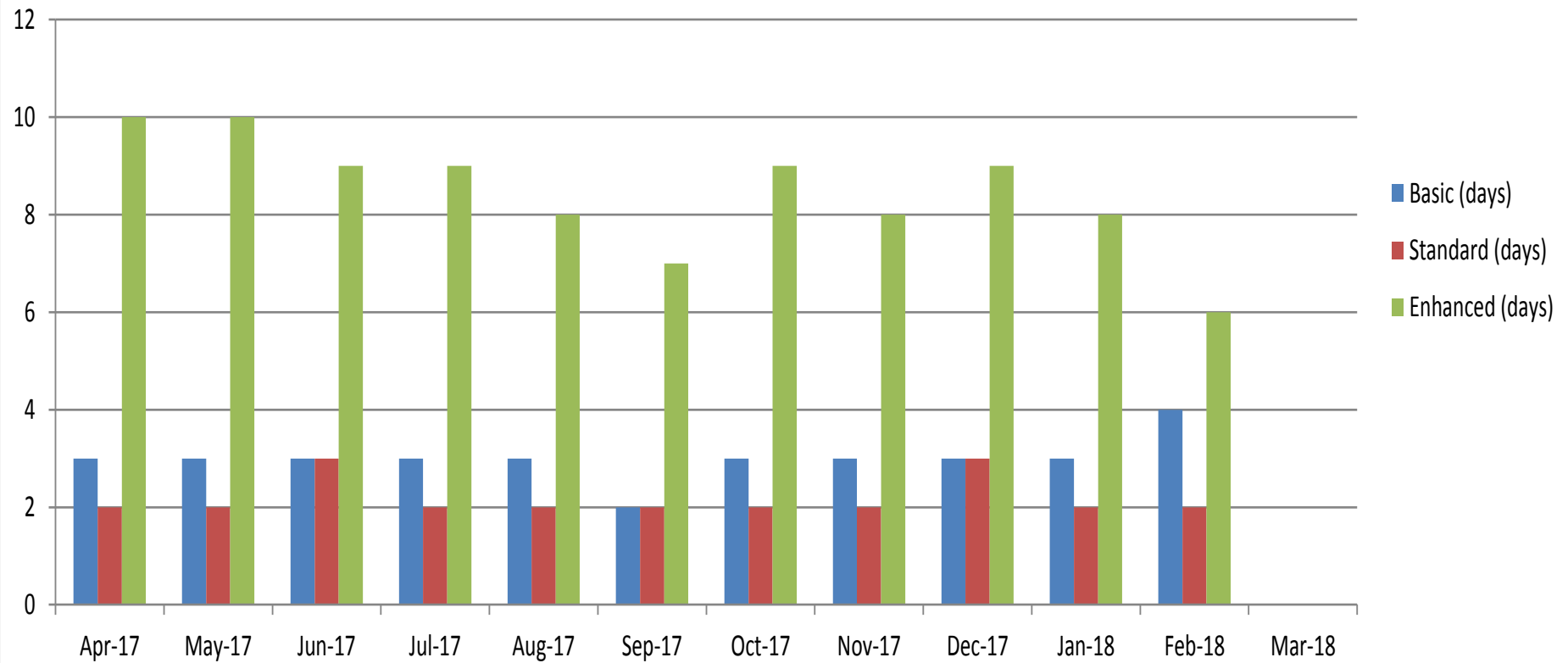
Monthly flow of applications received for last 3 years

	2015/16
	2016/17
	2017/18
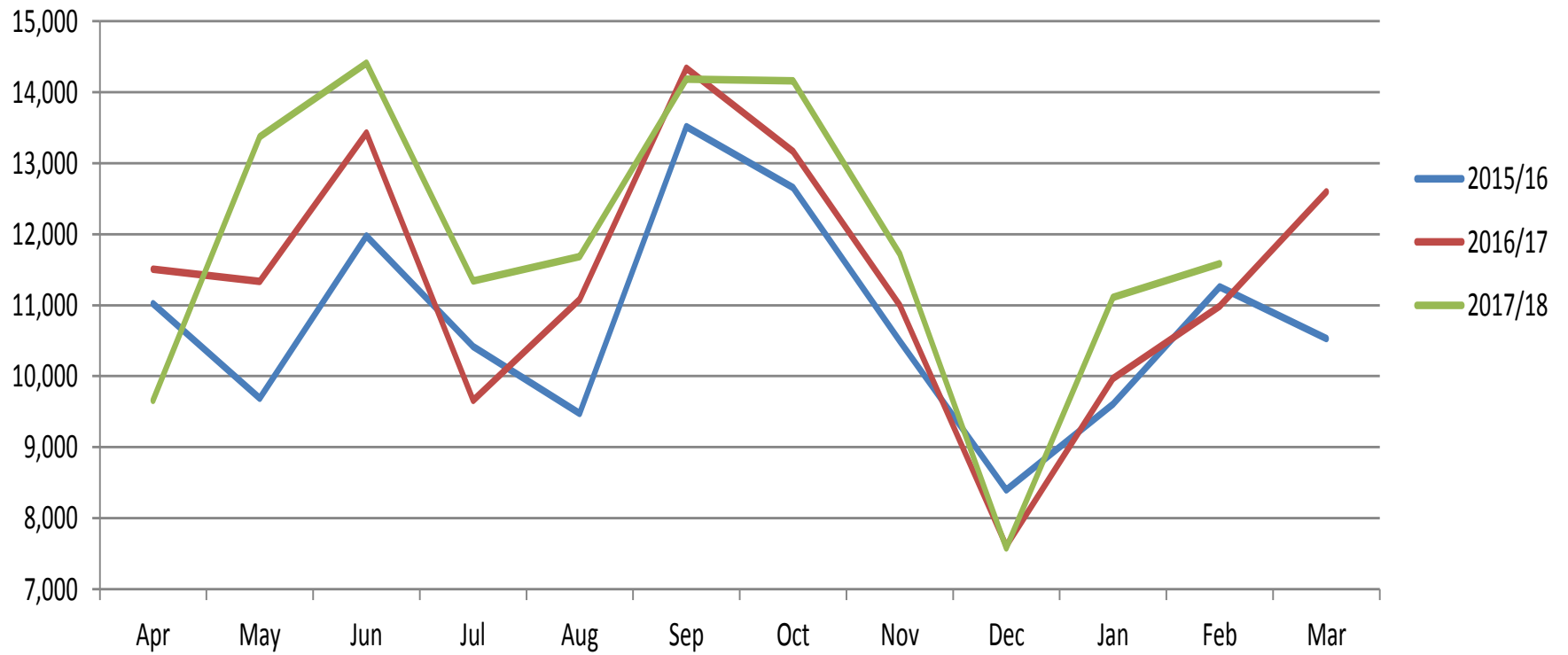
Monthly flow of applications processed for last 3 years