



MONTHLY PERFORMANCE REPORT

March 2018

Service Achievements – Disclosures March 2018

AccessNI processed 12,228 disclosure certificates. Information was disclosed on 513 certificates¹.

Type	Number processed	Information disclosed
Basic	2,658	83
Standard	366	46
Enhanced	9,204	384

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	97.6%	
99% Standards issued within 7 days	100%	1 days
70% Enhanced issued within 10 days	84.4%	7 days
95% Enhanced issued within 21 days	95.6%	
98% of enhanced issued within 28 days	97.3%	

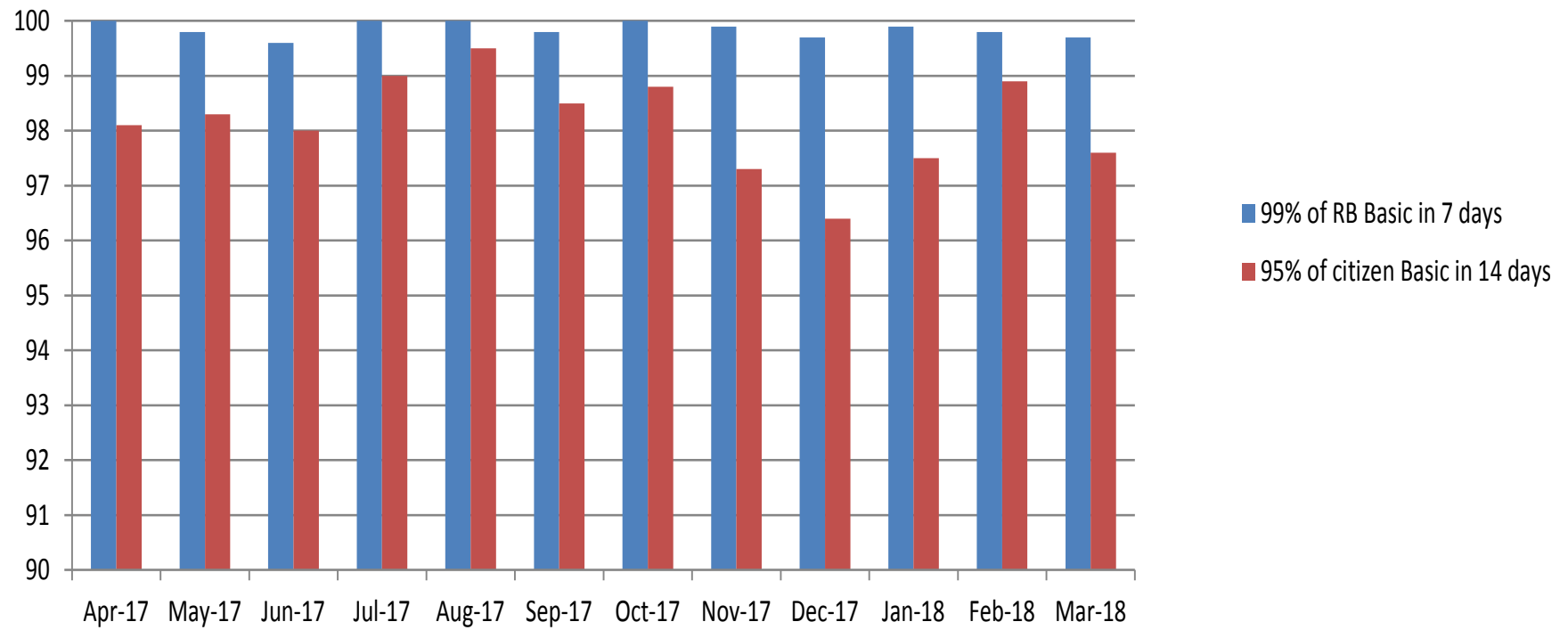
¹ The information disclosed number can include cases processed before February 2018 but which have been printed and issued in that month.

This month AccessNI also;

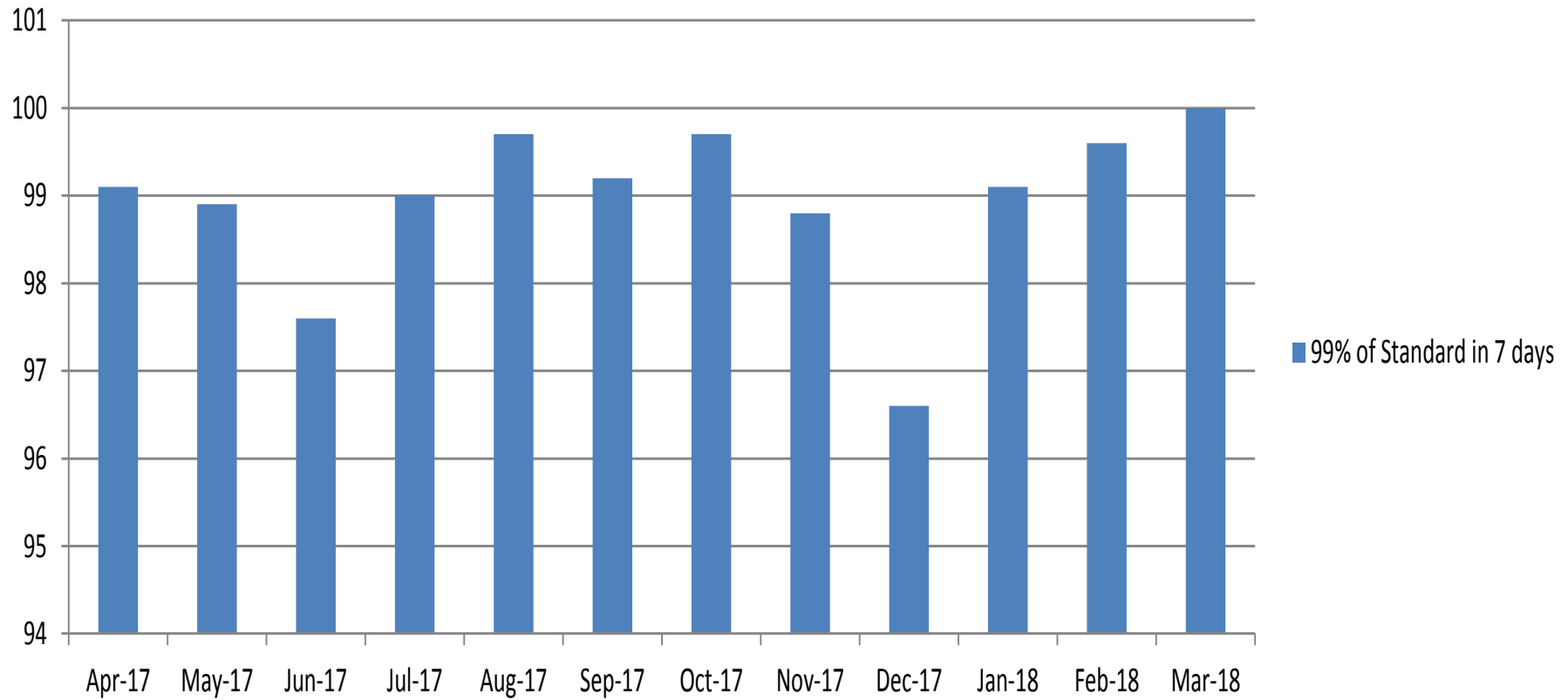
- Received 99% of all applications on-line;
- Filtered old and minor offences from 19 standard and 178 enhanced certificates;
- Made 36 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 11 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 101 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 0 substantive dispute about criminal record information disclosed on certificates;
- Referred 3,050 applications for enhanced certificates to PSNI and 369 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 898 phone calls transferred from NiDirect; and
- Made 22 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		Mar-18	%Mar -17	Total 17/18	%16/17
Applications received					
	Basic	2704	-9.80%	28448	17%
	Standard	395	-15.80%	4051	-6%
	Enhanced	10103	11%	111479	3.30%
	Total	13202	4.80%	143978	5.40%
Applications Processed					
	Basic	2658		26,768	
	Standard	366		3,791	
	Enhanced	9204		111,027	
	Total	12228		141586	

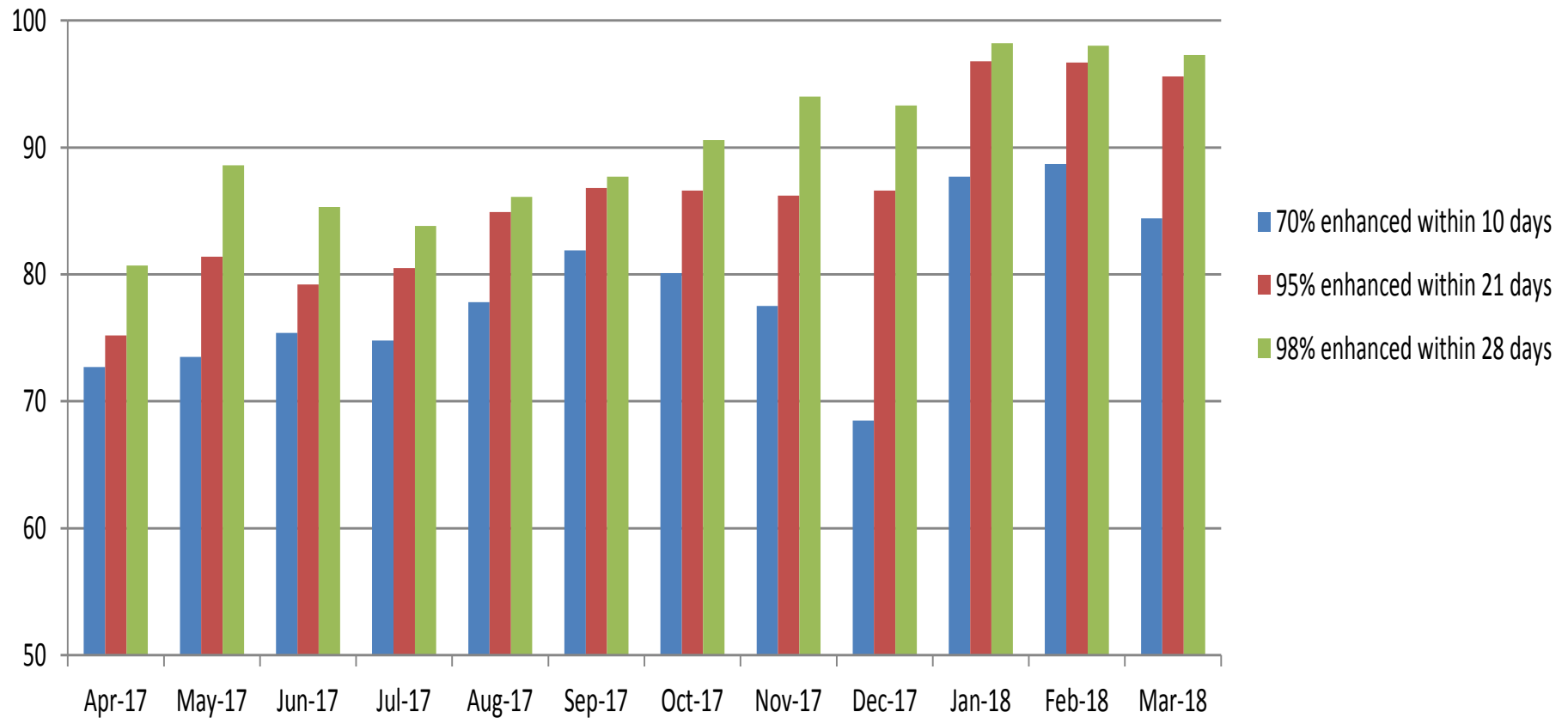
Issue of basic certificates against targets



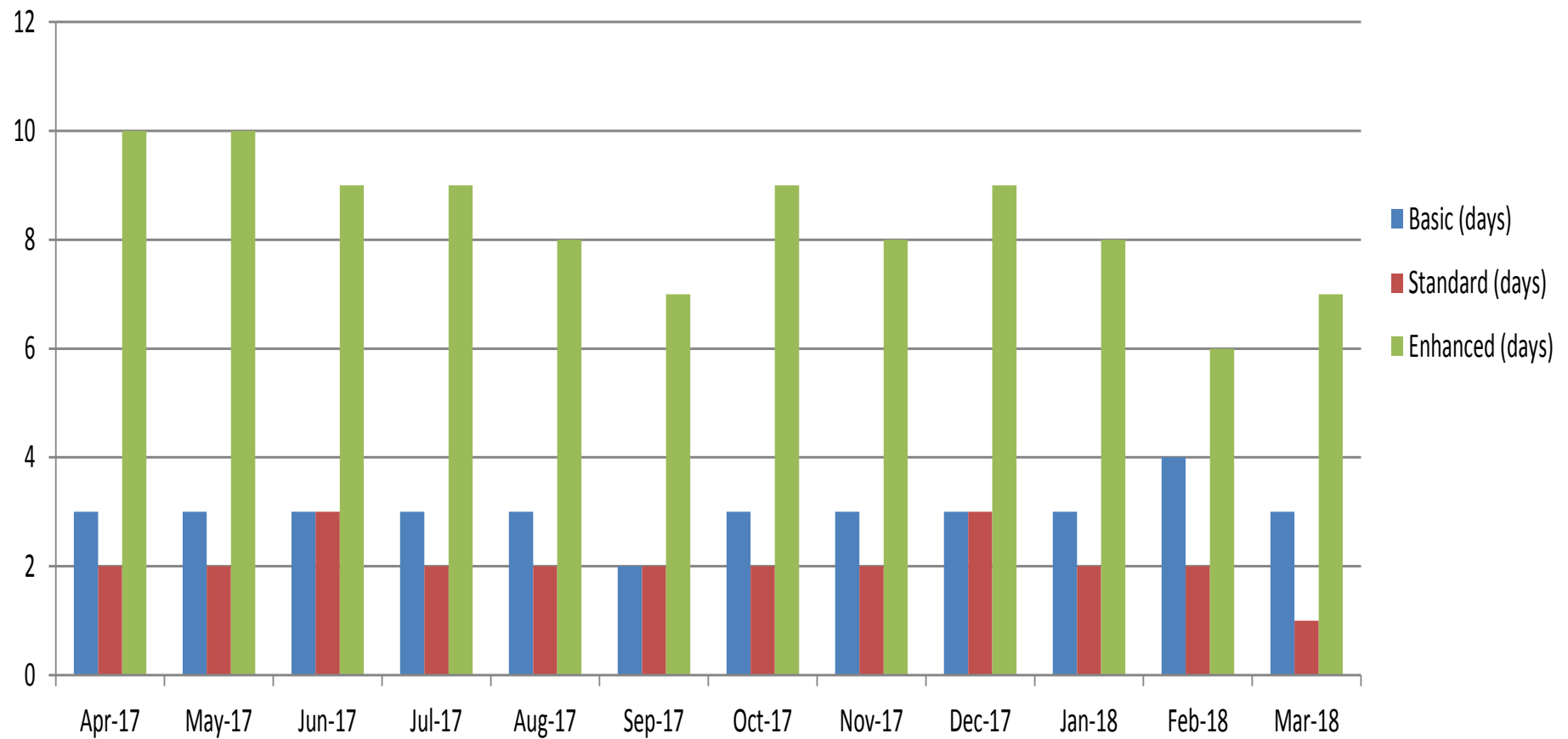
Issue of standard certificates against target



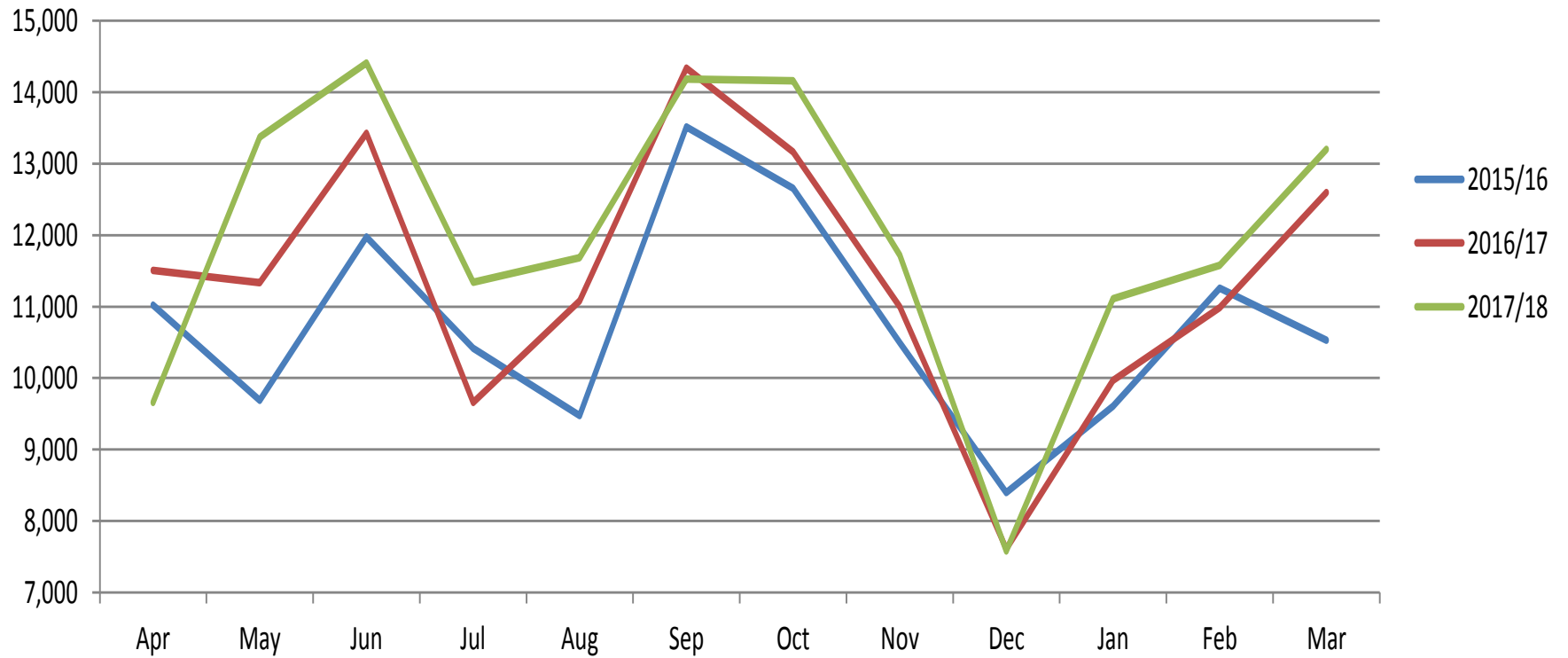
Issue of enhanced checks against targets



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

