



MONTHLY PERFORMANCE REPORT

April 2018

Service Achievements – Disclosures April 2018

AccessNI processed 11,735 disclosure certificates. Information was disclosed on 665 certificates¹.

Type	Number processed	Information disclosed
Basic	2,336	66
Standard	322	65
Enhanced	9,077	534

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	3 days
95% of Basics applied for by citizen issued within 14 days	97.8%	
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	89.5%	6 days
95% Enhanced issued within 21 days	98.2%	
98% of enhanced issued within 28 days	98.9%	

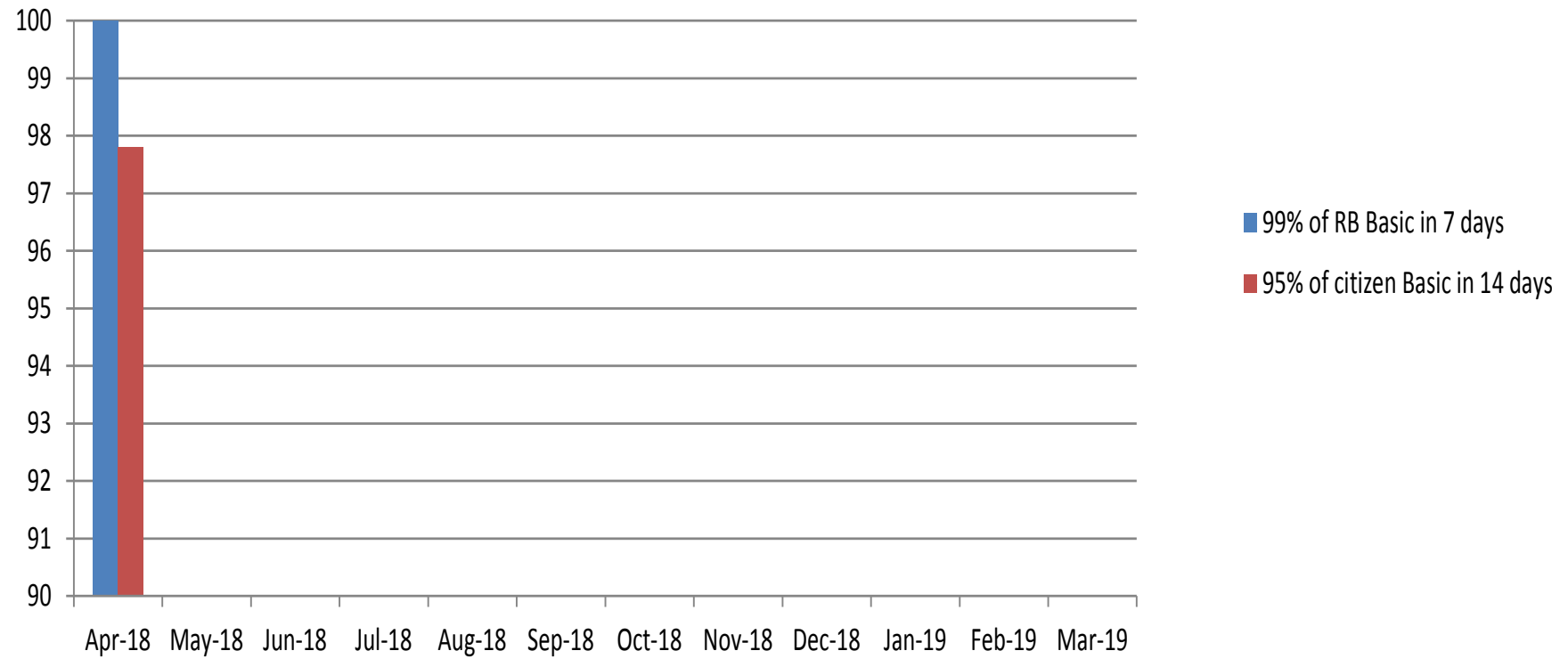
¹ The information disclosed number can include cases processed before April 2018 but which have been printed and issued in that month.

This month AccessNI also;

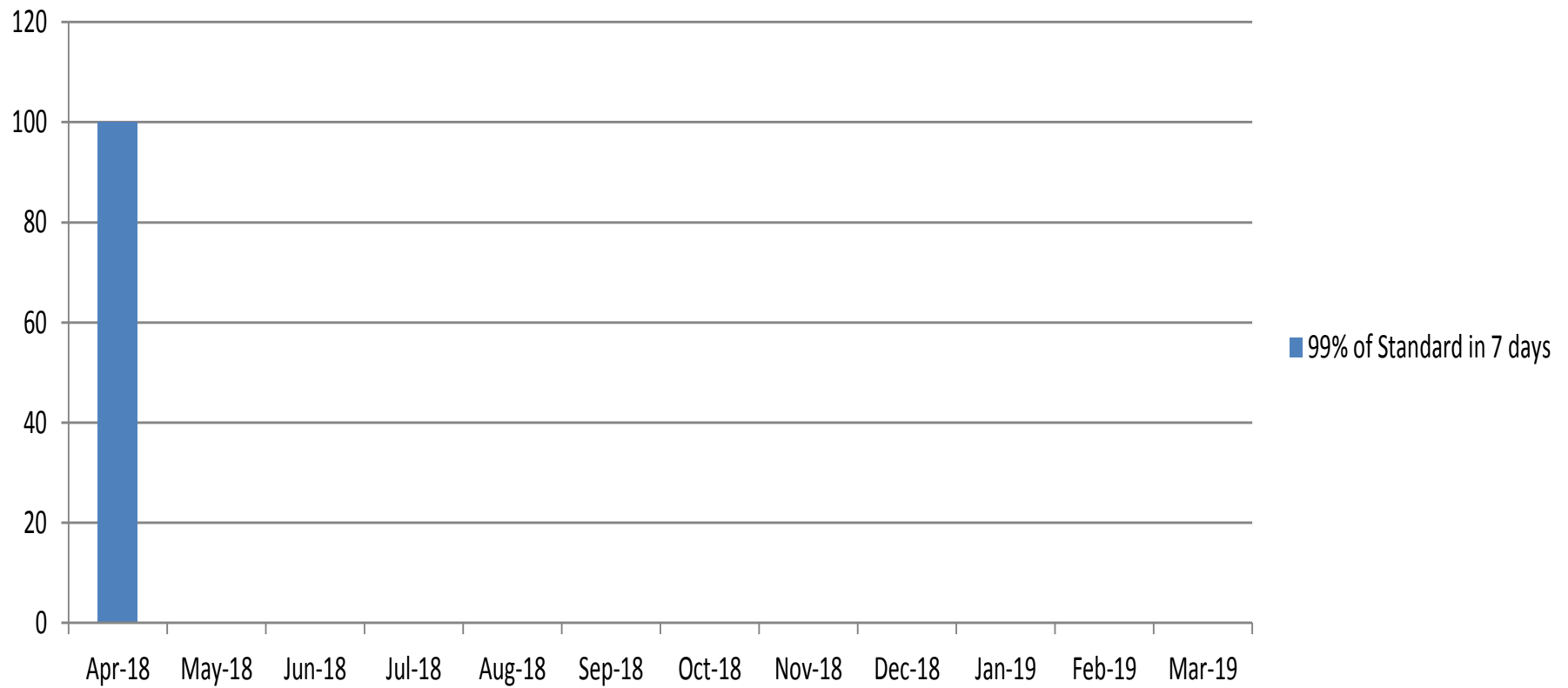
- Received 99% of all applications on-line;
- Filtered old and minor offences from 14 standard and 164 enhanced certificates;
- Made 31 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 15 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 73 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 disputes about criminal record information disclosed on certificates;
- Referred 2,280 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 829 phone calls transferred from NiDirect; and
- Made 15 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		Apr-18	%Apr -17	Total 18/19	%17/18
Applications received					
	Basic	2646	32.50%		
	Standard	342	46.10%		
	Enhanced	9408	26.70%		
	Total	12396	37.70%		
Applications Processed					
	Basic	2336			
	Standard	322			
	Enhanced	9077			
	Total	11735			

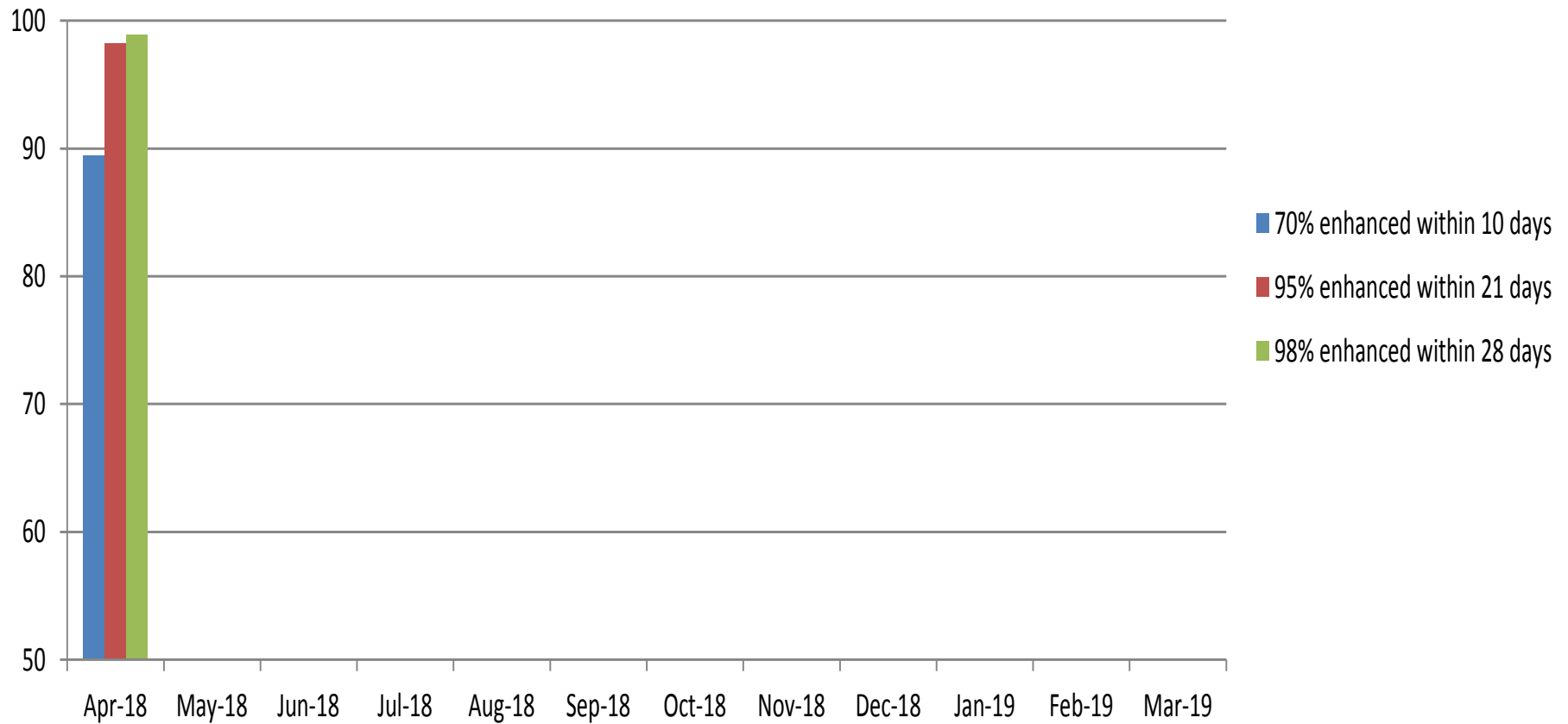
Issue of basic certificates against targets



Issue of standard certificates against target



Issue of enhanced checks against targets



Average number of days to issue a certificate

