



# **MONTHLY PERFORMANCE REPORT**

**May 2018**

## Service Achievements – Disclosures May 2018

AccessNI processed 12,920 disclosure certificates. Information was disclosed on 639 certificates<sup>1</sup>.

Type	Number processed	Information disclosed
Basic	3,230	71
Standard	359	46
Enhanced	9,331	522

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	98.8%	
99% Standards issued within 7 days	99.5%	2 day
70% Enhanced issued within 10 days	86.8%	7 days
95% Enhanced issued within 21 days	97.4%	
98% of enhanced issued within 28 days	98.8%	

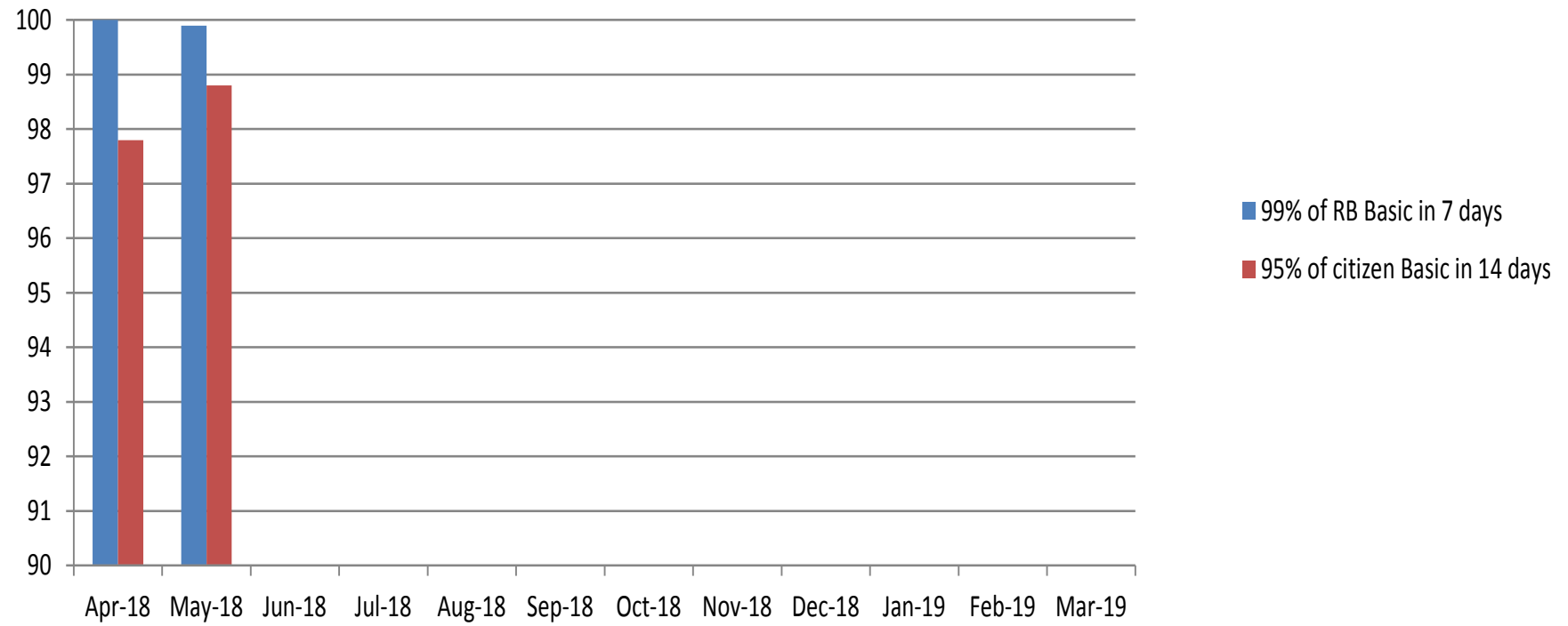
<sup>1</sup> The information disclosed number can include cases processed before May 2018 but which have been printed and issued in that month.

## **This month AccessNI also;**

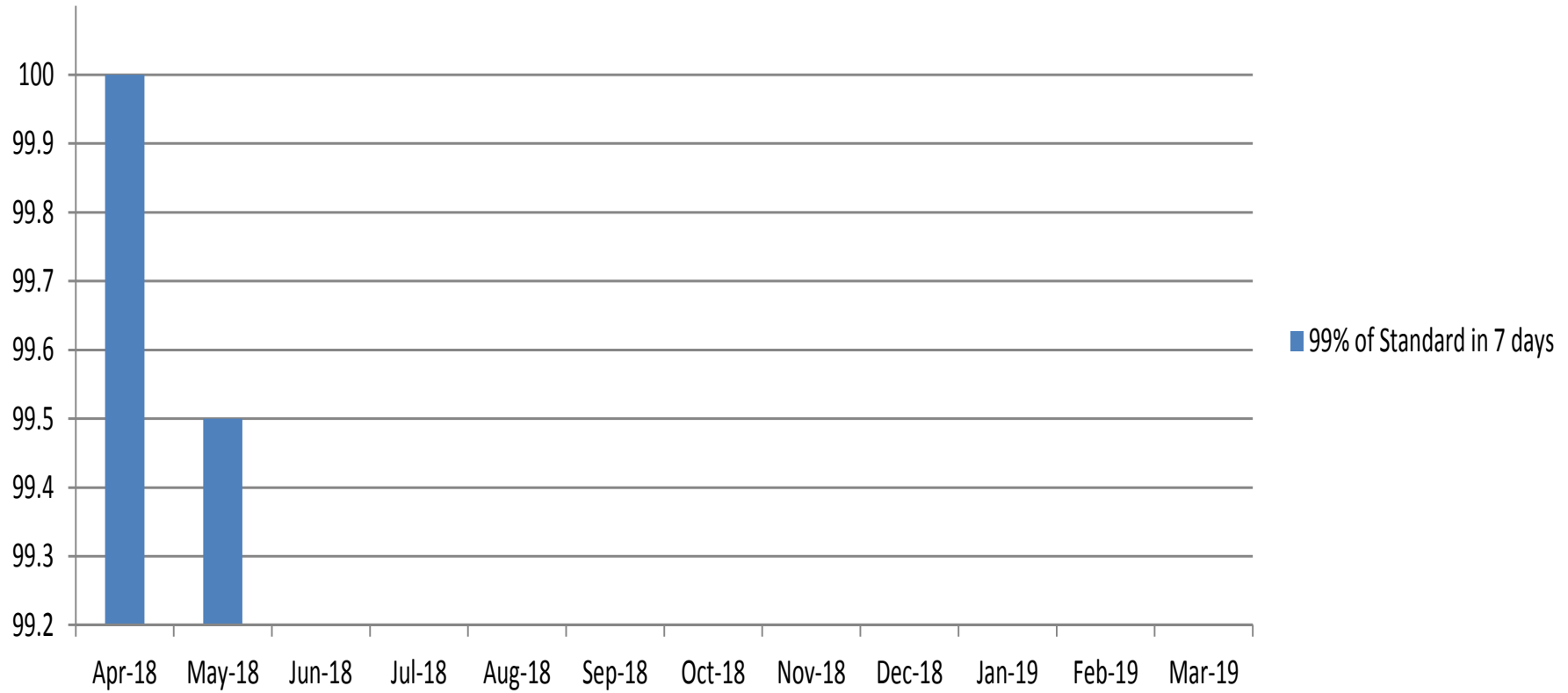
- Received 99% of all applications on-line;
- Filtered old and minor offences from 11 standard and 203 enhanced certificates;
- Made 27 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 5 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 138 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 2,321 applications for enhanced certificates to PSNI and 322 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 839 phone calls transferred from NiDirect; and
- Made 17 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		<b>May-18</b>	<b>%May -17</b>	<b>Total 18/19</b>	<b>%17/18</b>
<b>Applications received</b>					
	<b>Basic</b>	3383	136.40%	6029	134.60%
	<b>Standard</b>	435	112.40%	777	125.10%
	<b>Enhanced</b>	9277	-11.60%	18663	4.10%
	<b>Total</b>	13095	-1.97	25469	10.60%
<b>Applications Processed</b>					
	<b>Basic</b>	5566			
	<b>Standard</b>	681			
	<b>Enhanced</b>	18408			
	<b>Total</b>	24655			

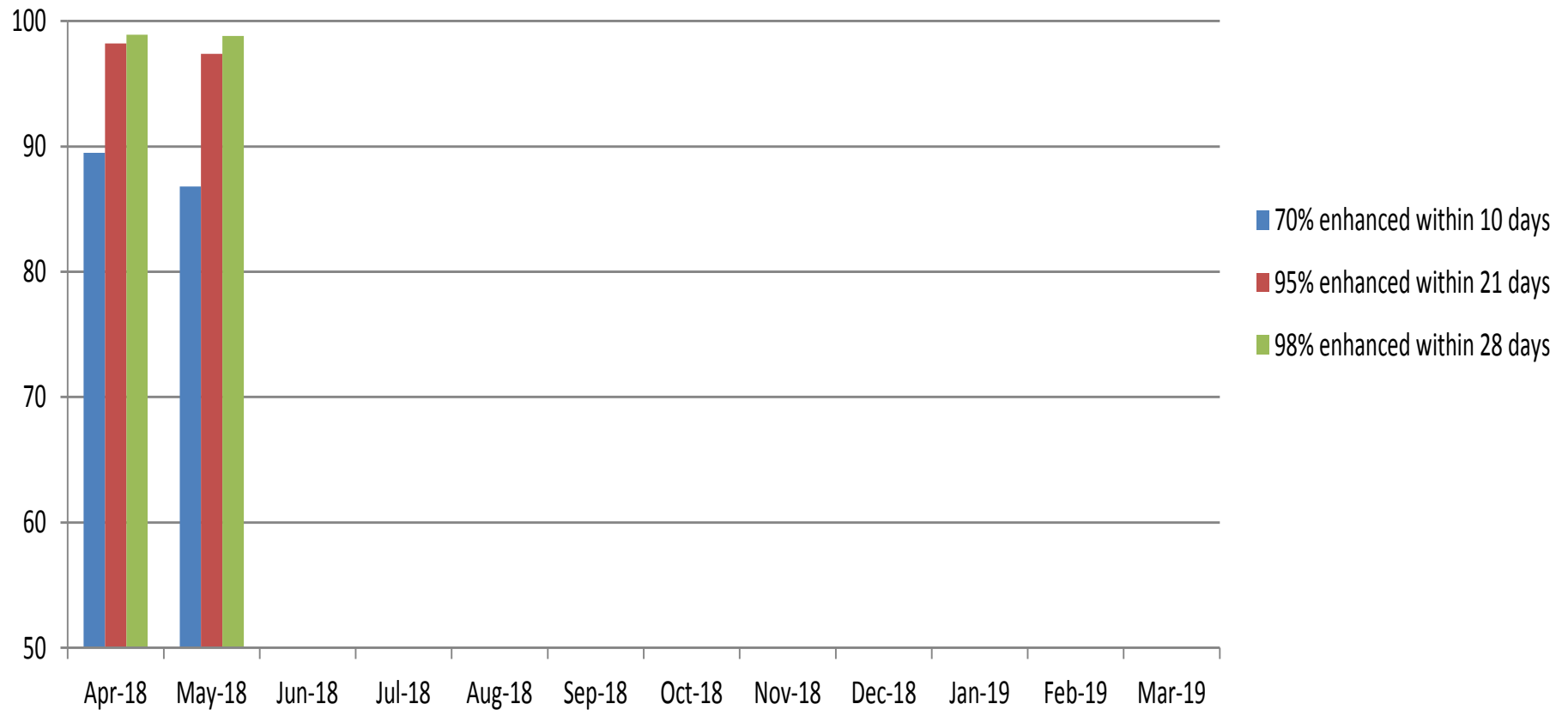
## Issue of basic certificates against targets



## Issue of standard certificates against target



## Issue of enhanced checks against targets



## Average number of days to issue a certificate

