



# **MONTHLY PERFORMANCE REPORT**

**November 2017**

## Service Achievements – Disclosures November 2017

This month AccessNI processed 12,758 disclosure certificates

Type	Number processed
Basic	2,035
Standard	250
Enhanced	10,473

This month AccessNI achieved against our performance targets:

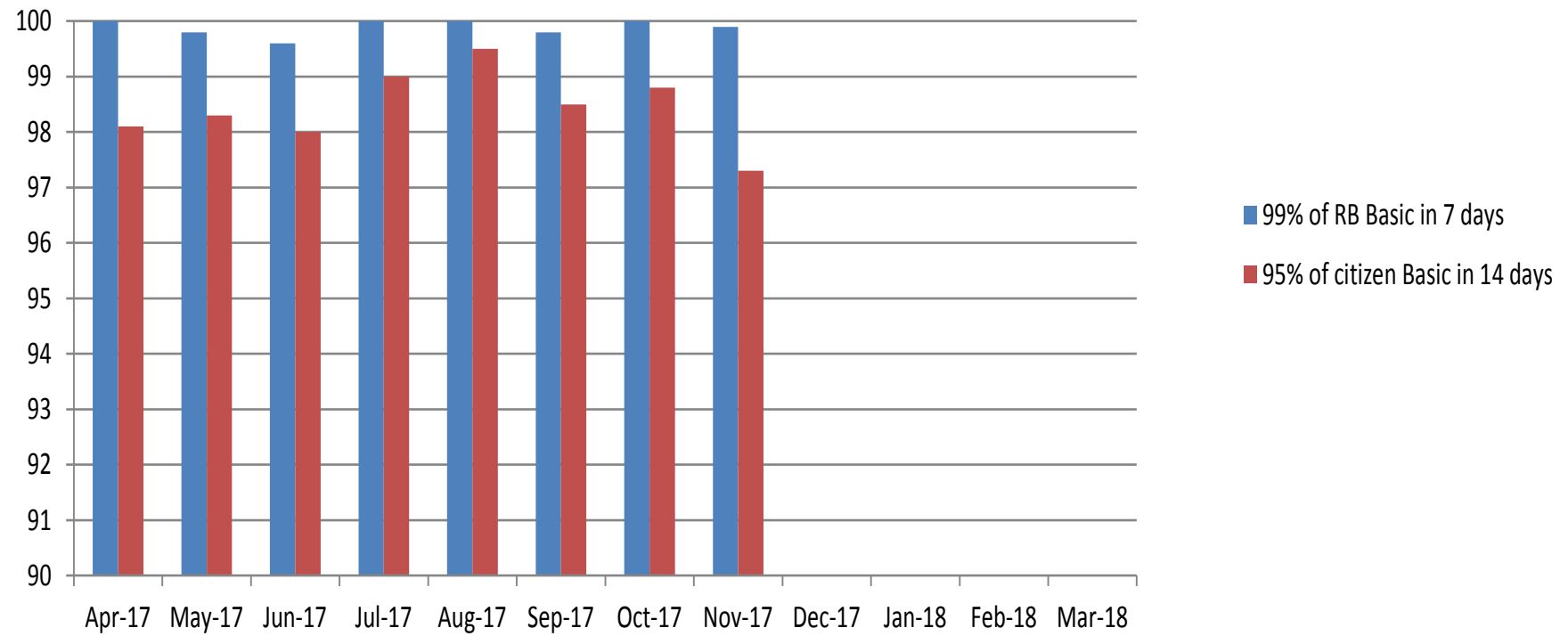
Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.9%	3 days
95% of Basics applied for by citizen issued within 14 days	97.3%	
99% Standards issued within 7 days	98.8%	2 days
70% Enhanced issued within 10 days	77.5%	
95% Enhanced issued within 21 days	86.2%	8 days
98% of enhanced issued within 28 days	94%	

## **This month AccessNI also;**

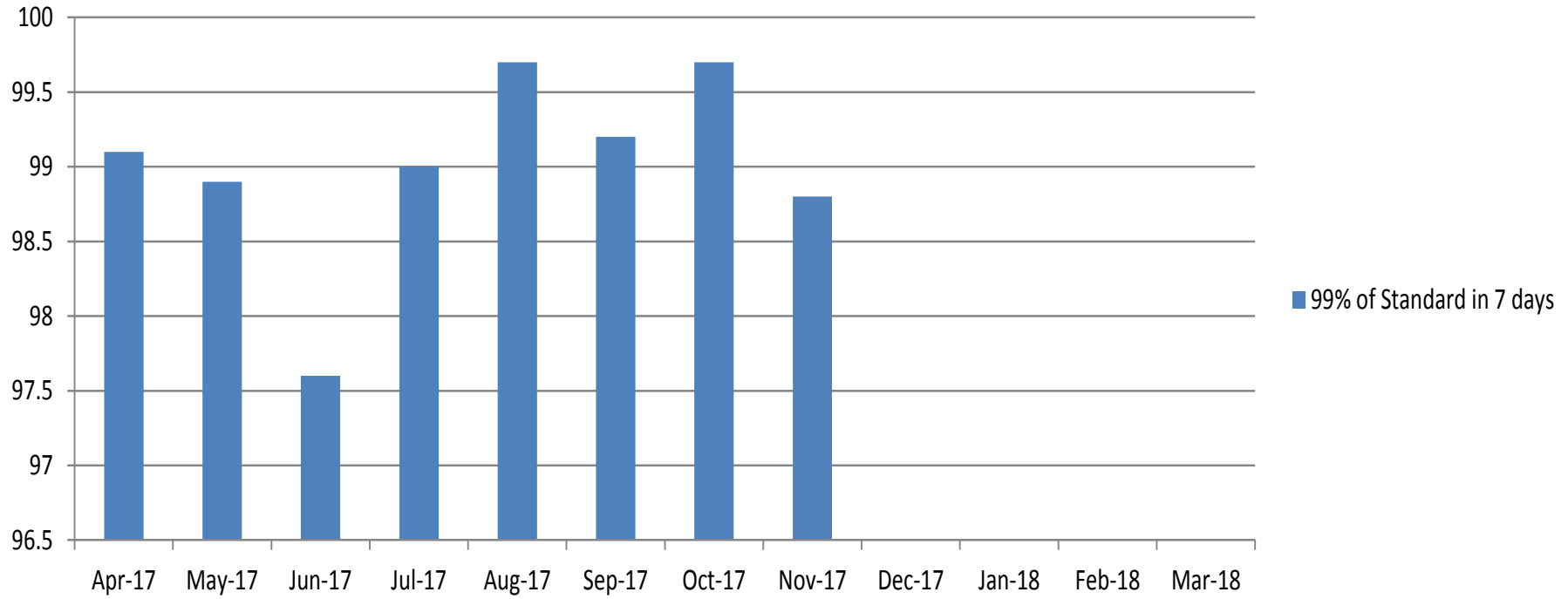
- Received 98.6% of all applications on-line;
- Filtered old and minor offences from 8 standard and 210 enhanced certificates;
- Made 51 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 9 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 164 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 2 substantive disputes about criminal record information disclosed on certificates;
- Referred 2,607 applications for enhanced certificates to PSNI and 363 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 1,041 phone calls transferred from NiDirect; and
- Made 19 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		<b>Nov-17</b>	<b>%Nov -16</b>	<b>Total 17/18</b>	<b>%16/17</b>
<b>Applications received</b>					
<b>Basic</b>		2138	11.40%	19167	20%
<b>Standard</b>		291	-10.74%	2672	-3%
<b>Enhanced</b>		9034	6%	78682	2.70%
<b>Total</b>		11463	7%	100521	5.20%
<b>Applications Processed</b>					
<b>Basic</b>		2035		18,186	
<b>Standard</b>		250		2,515	
<b>Enhanced</b>		10473		78,260	
<b>Total</b>		12758		98961	

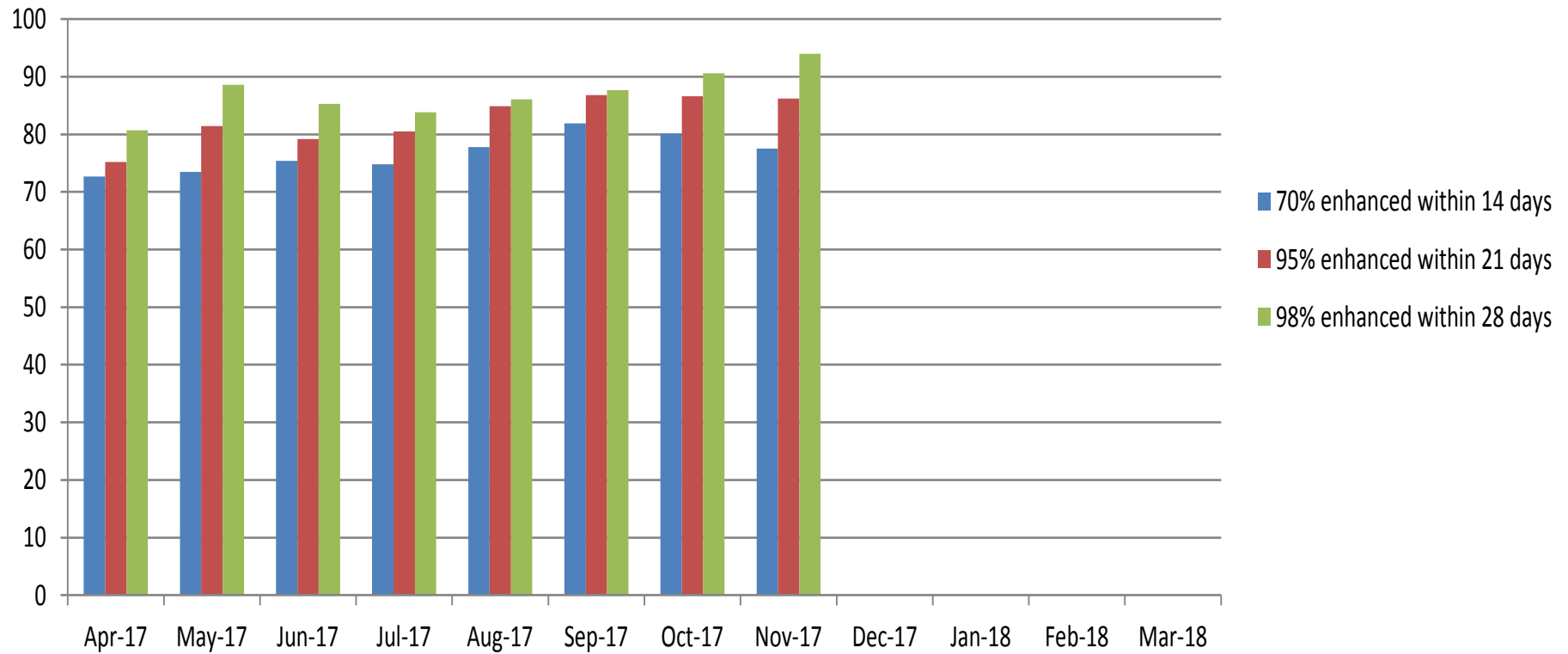
## Issue of basic certificates against targets



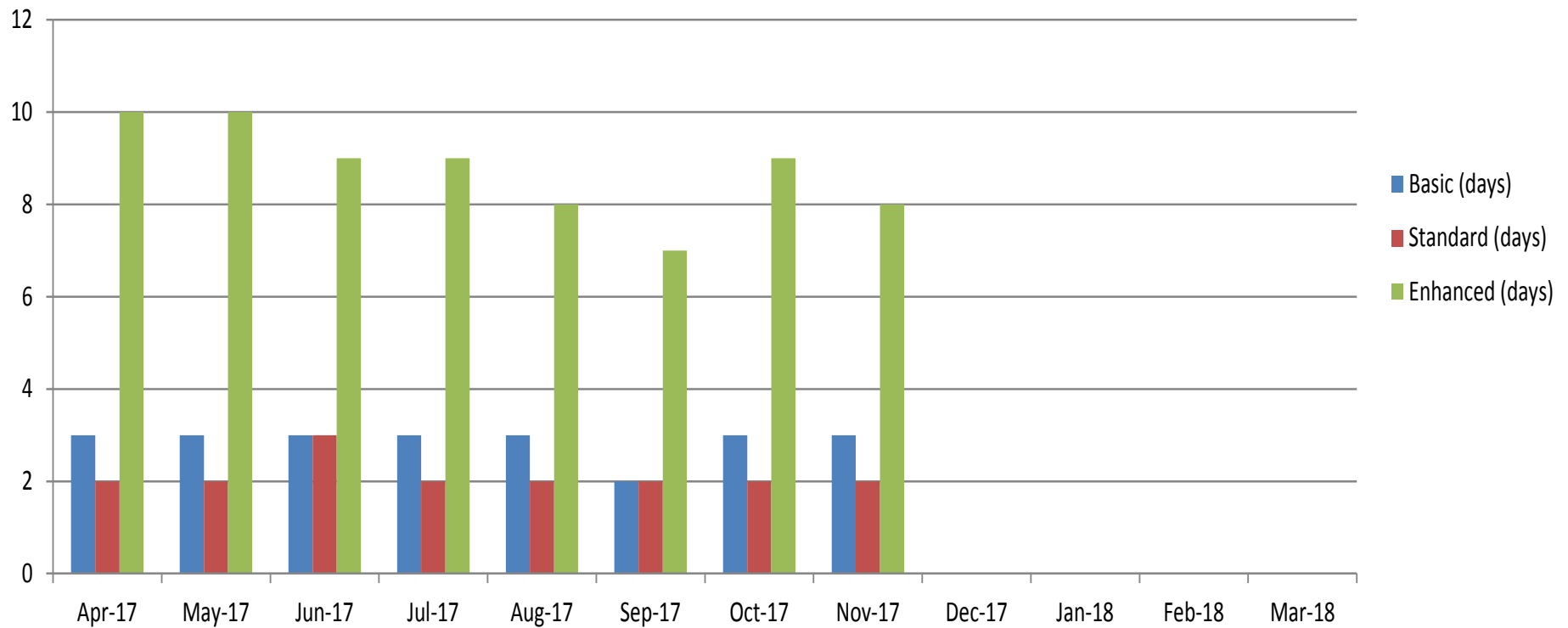
### Issue of standard certificates against targets



## Issue of enhanced checks against targets

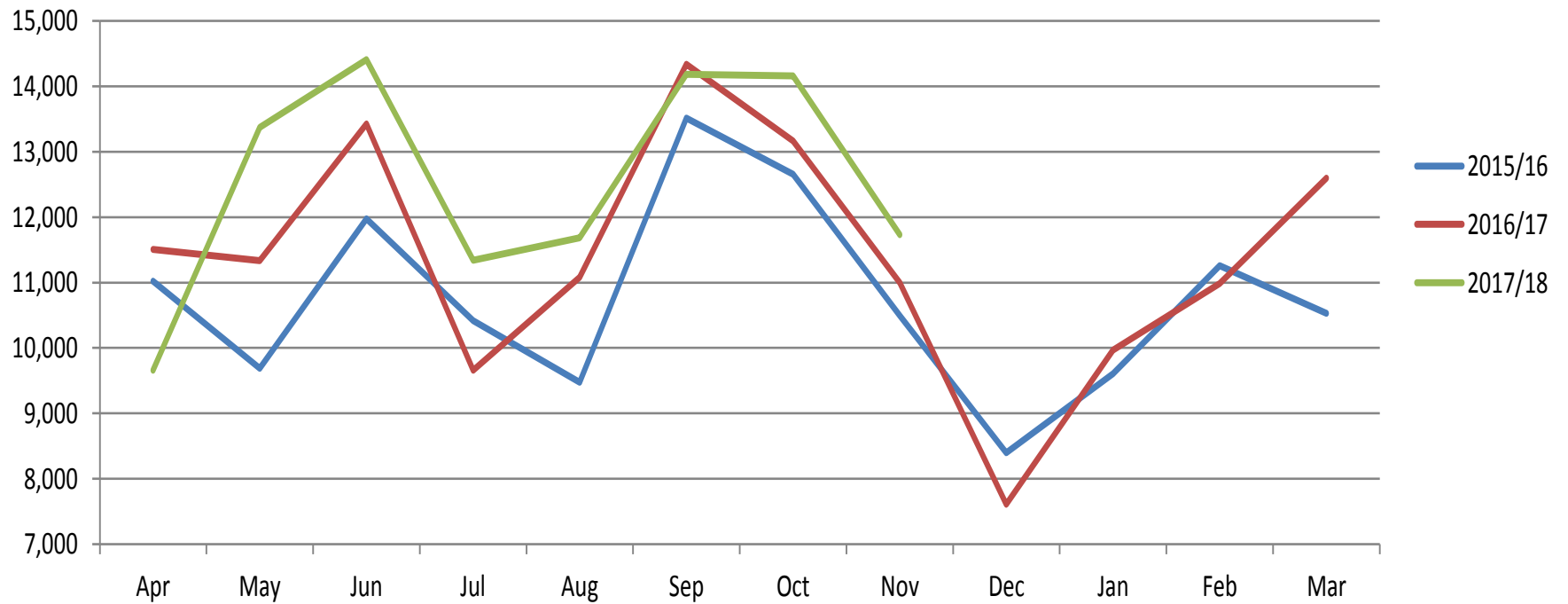


## Average number of days to issue a certificate





**Monthly flow of applications received for last 3 years**



### Monthly flow of applications processed for last 3 years

