



# **MONTHLY PERFORMANCE REPORT**

**August 2018**

## Service Achievements – Disclosures August 2018

AccessNI processed 11,709 disclosure certificates. Information was disclosed on 701 certificates<sup>1</sup>.

Type	Number processed	Information disclosed
Basic	2597	62
Standard	558	97
Enhanced	8554	542

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%	2 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	88.7%	5 days
95% Enhanced issued within 21 days	96.1%	
98% of enhanced issued within 28 days	97.5%	

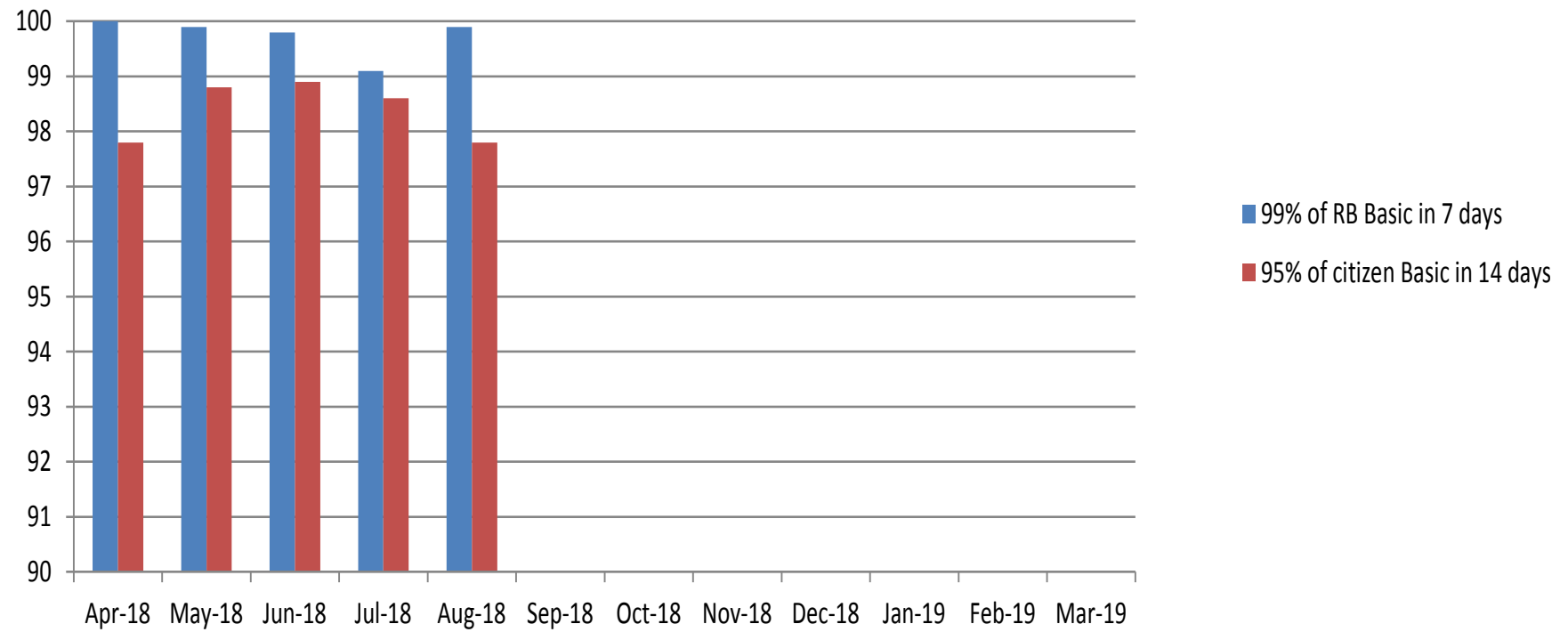
<sup>1</sup> The information disclosed number can include cases processed before August 2018 but which have been printed and issued in that month.

## **This month AccessNI also;**

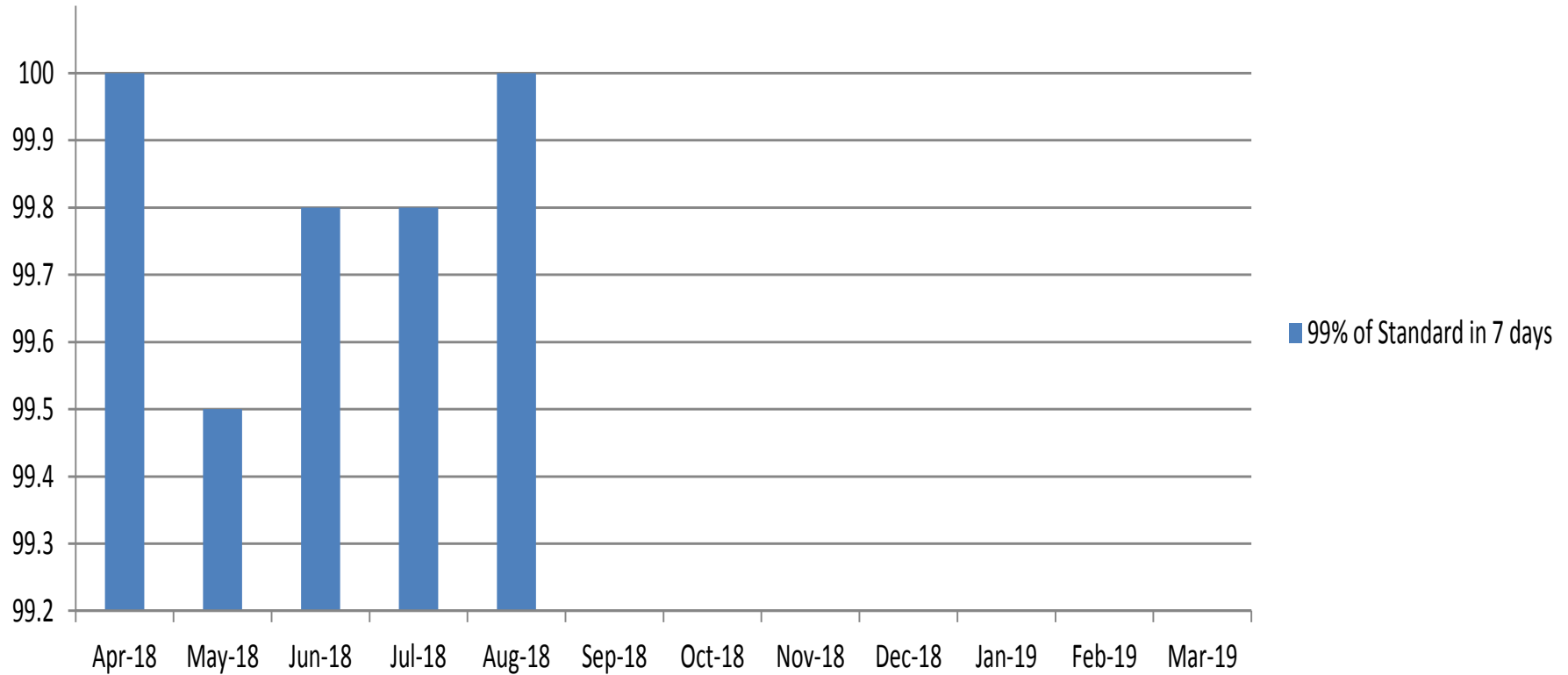
- Received 99.5% of all applications on-line;
- Issued 38% of certificates by digital means and 62% by paper;
- Filtered old and minor offences from 28 standard and 156 enhanced certificates;
- Made 41 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 8 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 111 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 2,438 applications for enhanced certificates to PSNI and 317 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 1,556 phone calls transferred from NiDirect; and
- Made 30 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		<b>Aug-18</b>	<b>%Aug -17</b>	<b>Total 18/19</b>	<b>%17/18</b>
<b>Applications received</b>					
	<b>Basic</b>	2841	17.60%	14578	20.40%
	<b>Standard</b>	599	68.20%	2447	39.00%
	<b>Enhanced</b>	9600	7.70%	47223	1.40%
	<b>Total</b>	13040	11.6	64248	6.30%
<b>Applications Processed</b>					
	<b>Basic</b>	2597		13,375	
	<b>Standard</b>	558		2,278	
	<b>Enhanced</b>	8554		46,206	
	<b>Total</b>	11709		61,859	

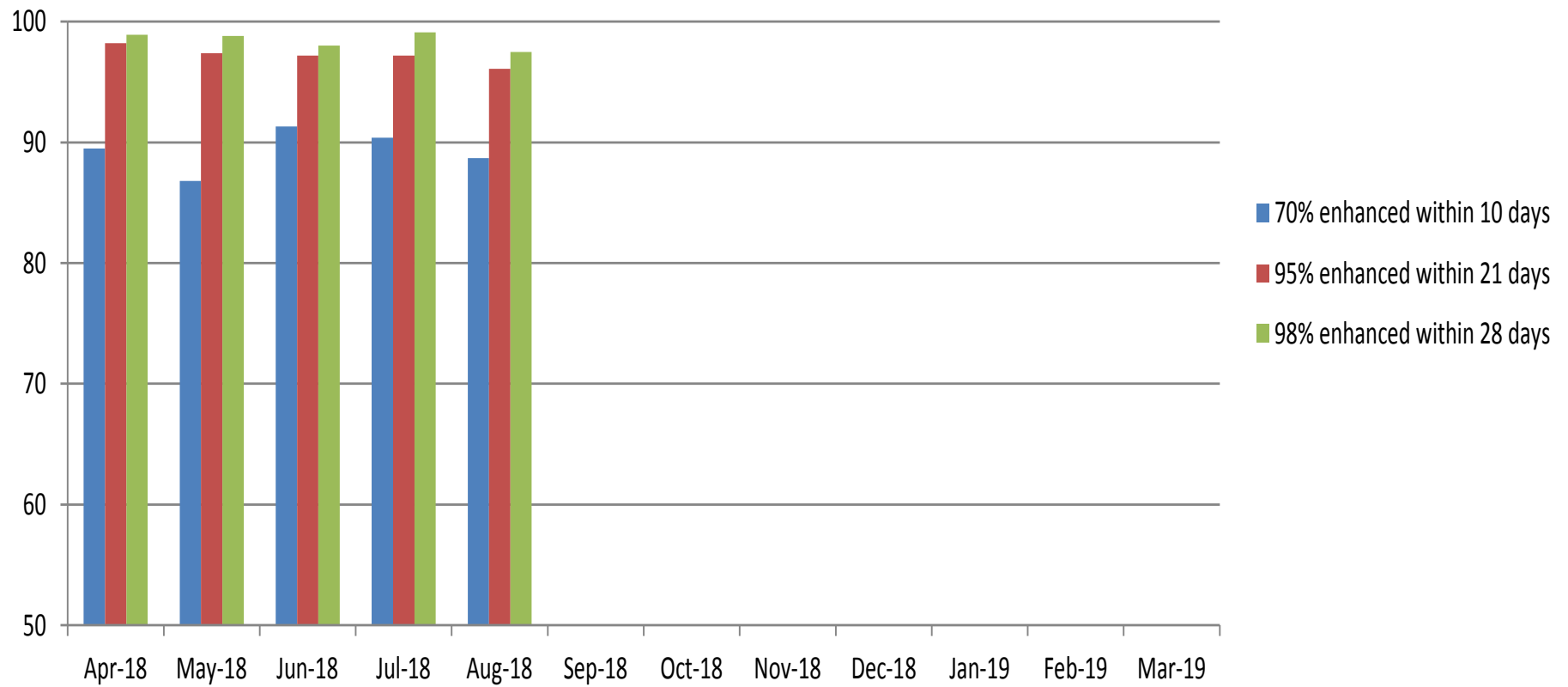
## Issue of basic certificates against targets



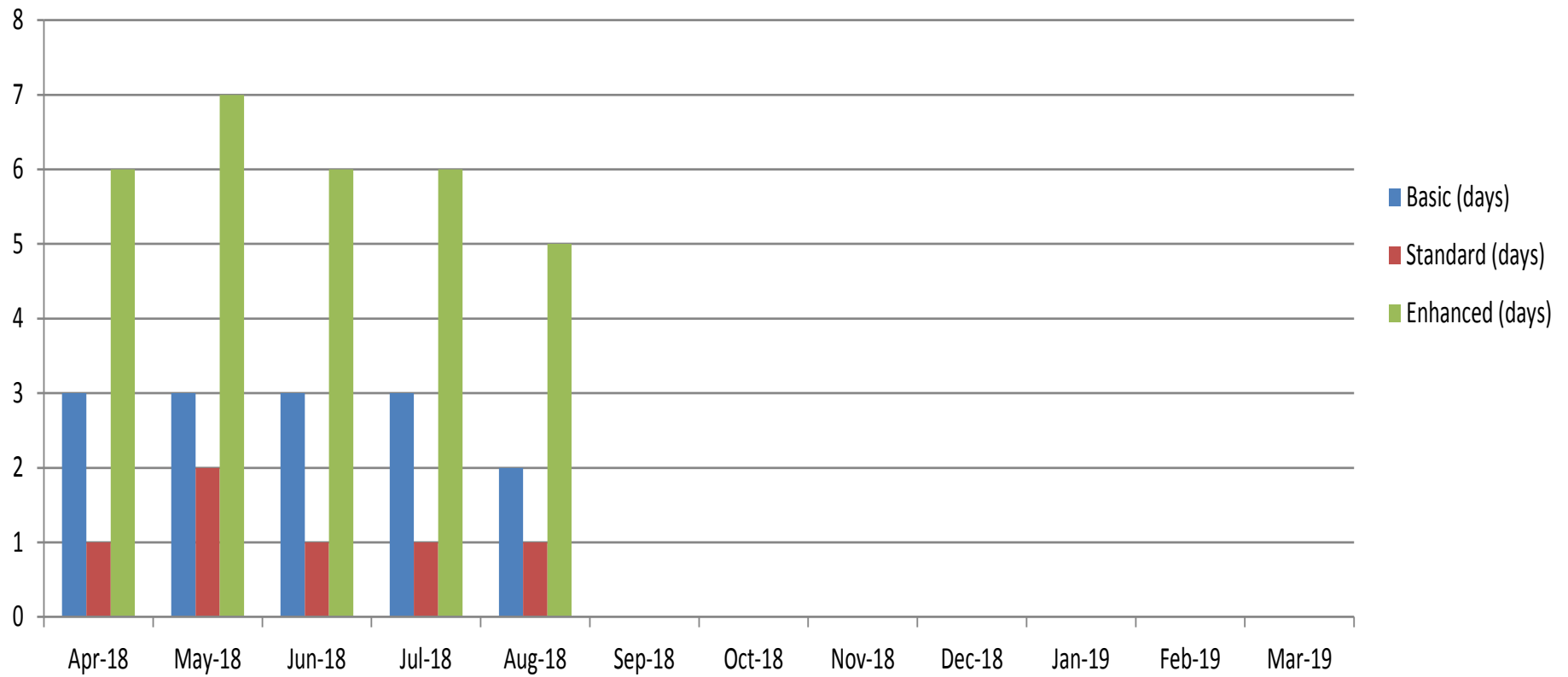
## Issue of standard certificates against target



## Issue of enhanced checks against targets

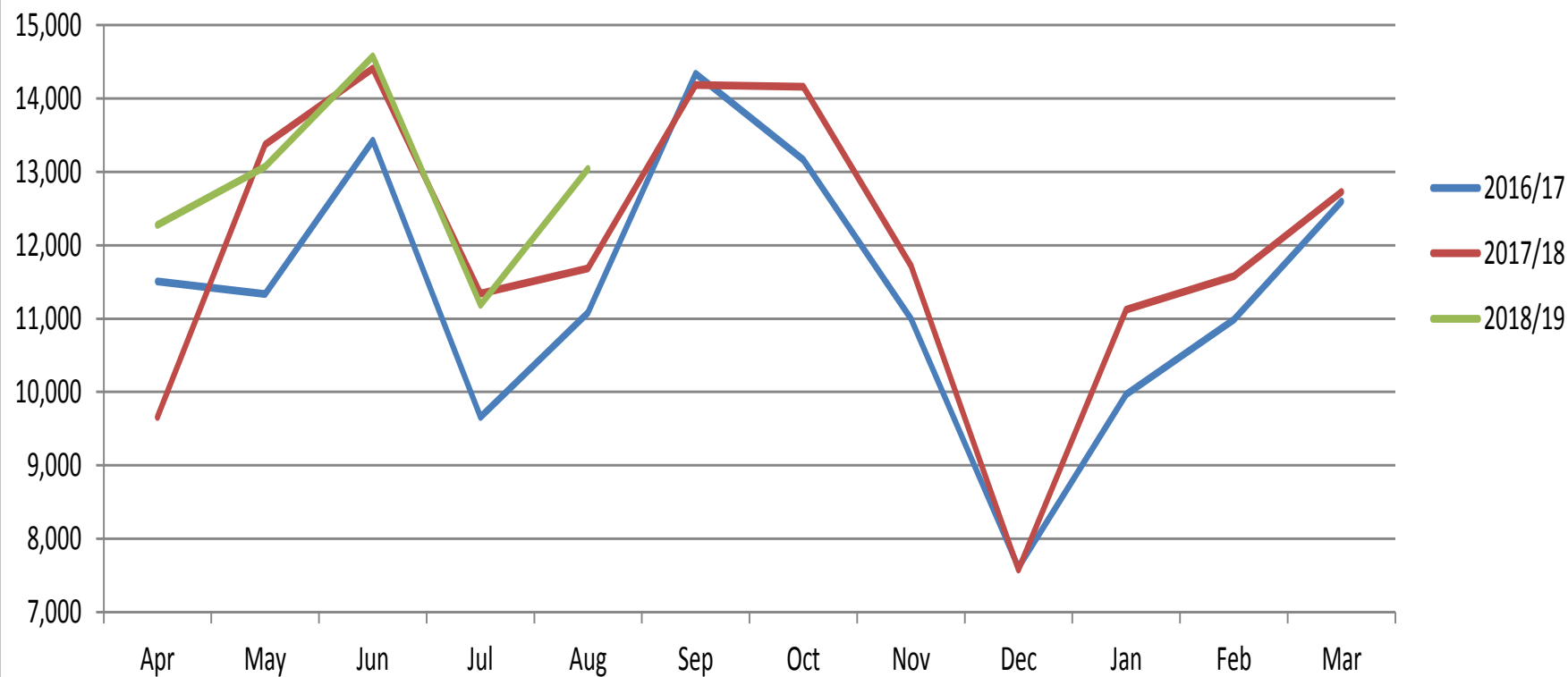


## Average number of days to issue a certificate





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



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

