



# **MONTHLY PERFORMANCE REPORT**

**January 2019**

## Service Achievements – Disclosures January 2019

AccessNI processed 10,573 disclosure certificates. Information was disclosed on 582 certificates<sup>1</sup>.

Type	Number processed	Information disclosed
Basic	2493	52
Standard	458	78
Enhanced	7622	452

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.8%	2 days
95% of Basics applied for by citizen issued within 14 days	98.8%	
99% Standards issued within 7 days	99.8%	2 days
70% Enhanced issued within 10 days	80.4%	7 days
95% Enhanced issued within 21 days	84.4%	
98% of enhanced issued within 28 days	96.8%	

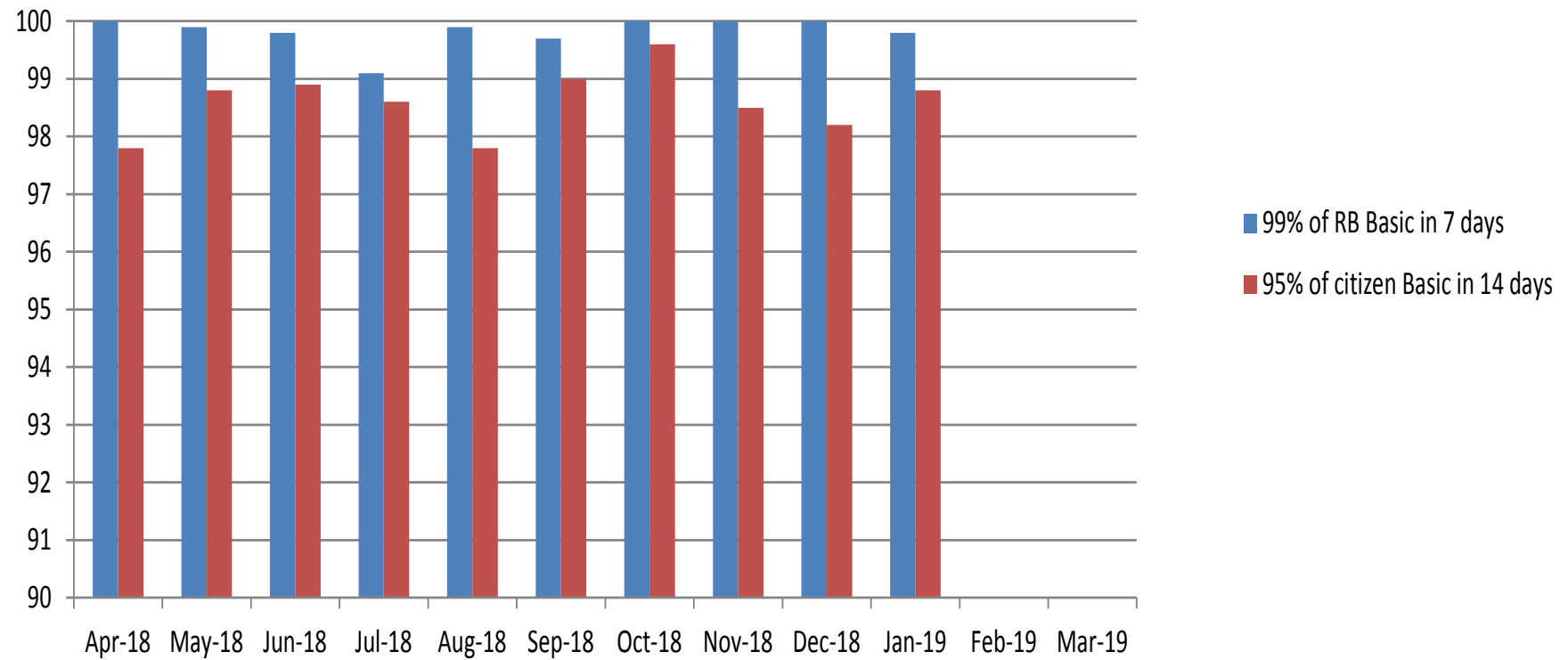
<sup>1</sup> The information disclosed number can include cases processed before January 2019 but which have been printed and issued in that month.

## **This month AccessNI also;**

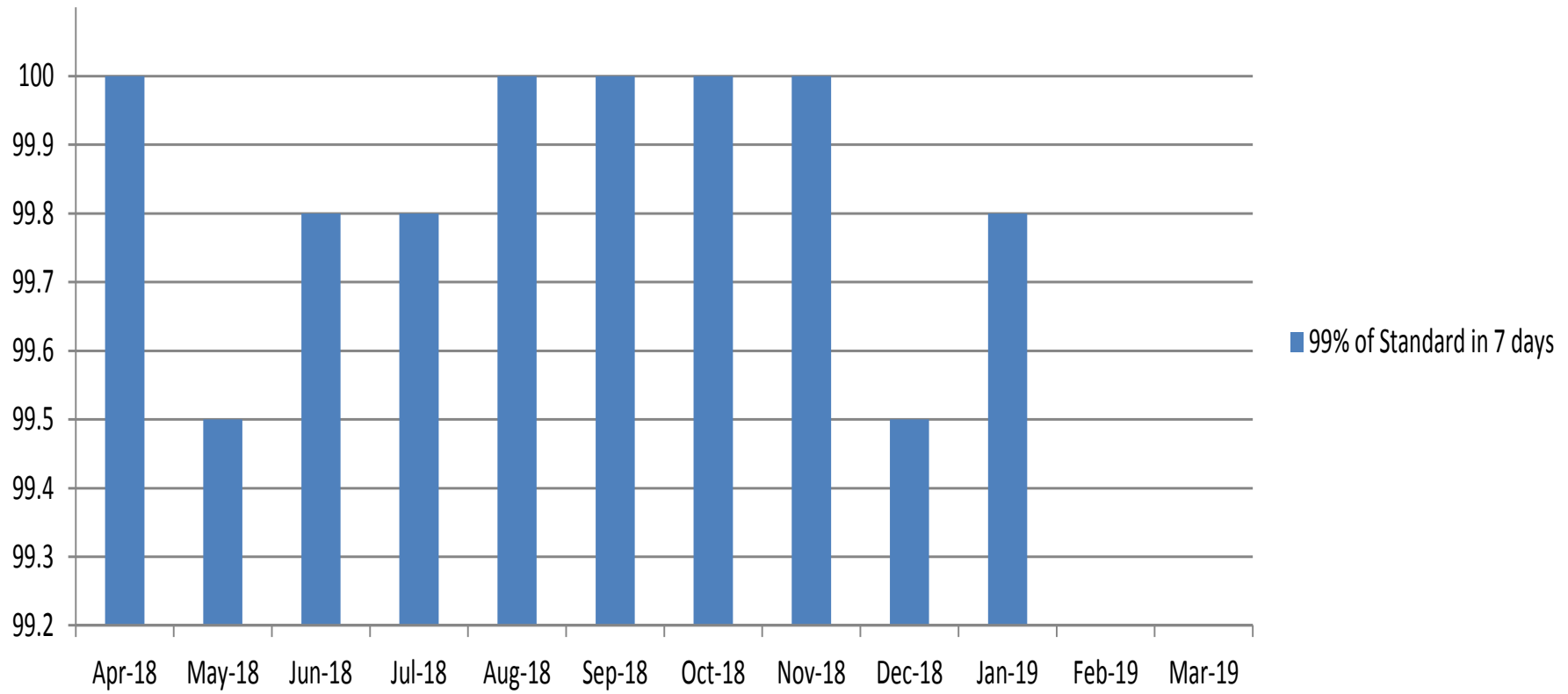
- Received 98.6% of all applications on-line;
- Issued 45% of certificates by digital means and 55% by paper;
- Filtered old and minor offences from 19 standard and 169 enhanced certificates;
- Made 26 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 12 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 51 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 2,197 applications for enhanced certificates to PSNI and 327 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 658 phone calls transferred from Nidirect; and
- Made 23 compliance visits to Registered and Responsible Bodies.

Monthly summary table					
		<b>Jan-19</b>	<b>%Jan -18</b>	<b>Total 18/19</b>	<b>%17/18</b>
<b>Applications received</b>					
	<b>Basic</b>	2829	4.66%	28332	21.30%
	<b>Standard</b>	513	82.60%	5139	54.20%
	<b>Enhanced</b>	8452	3.99%	94761	2.40%
	<b>Total</b>	11794	6.10%	128232	5.40%
<b>Applications Processed</b>					
	<b>Basic</b>	2493		26,099	
	<b>Standard</b>	458		4,802	
	<b>Enhanced</b>	7622		92,777	
	<b>Total</b>	10573		123678	

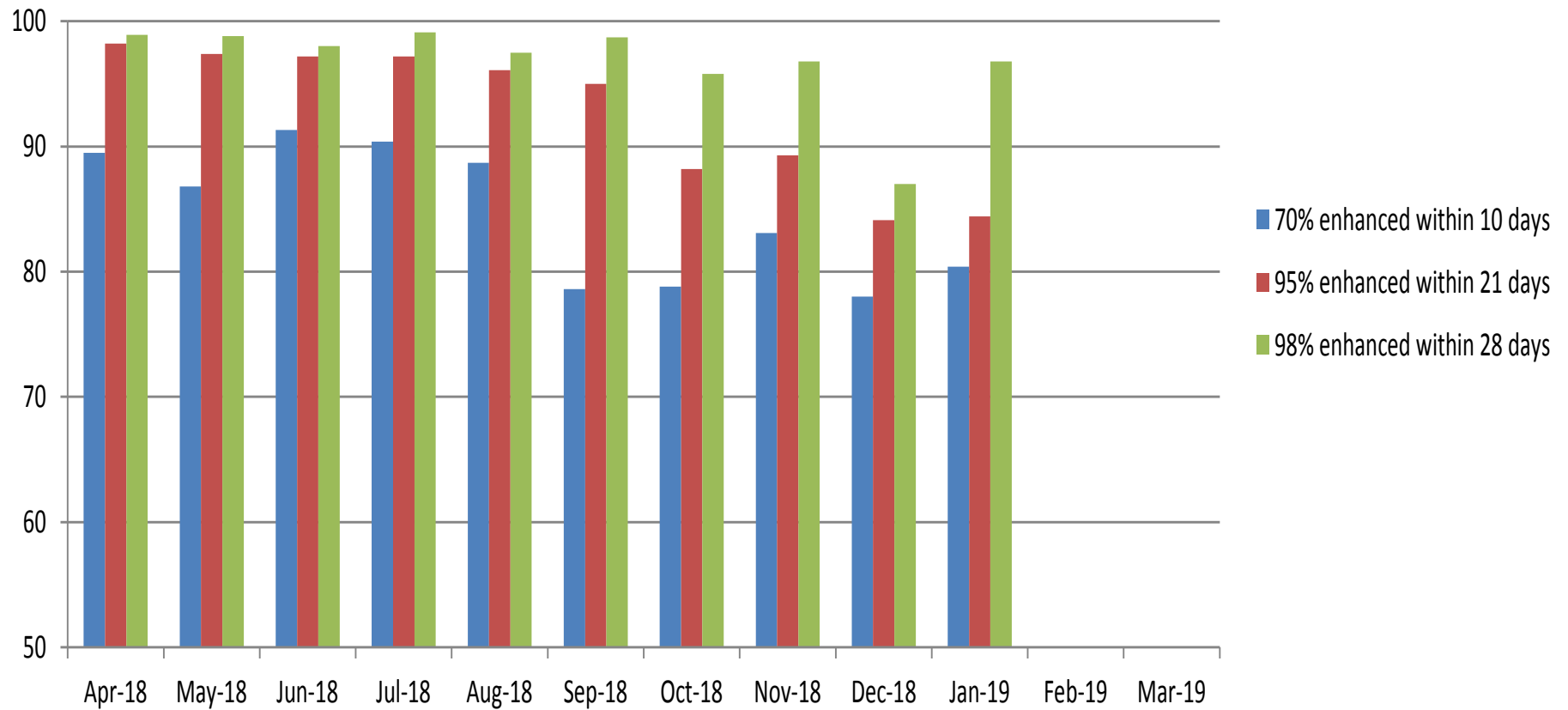
## Issue of basic certificates against targets



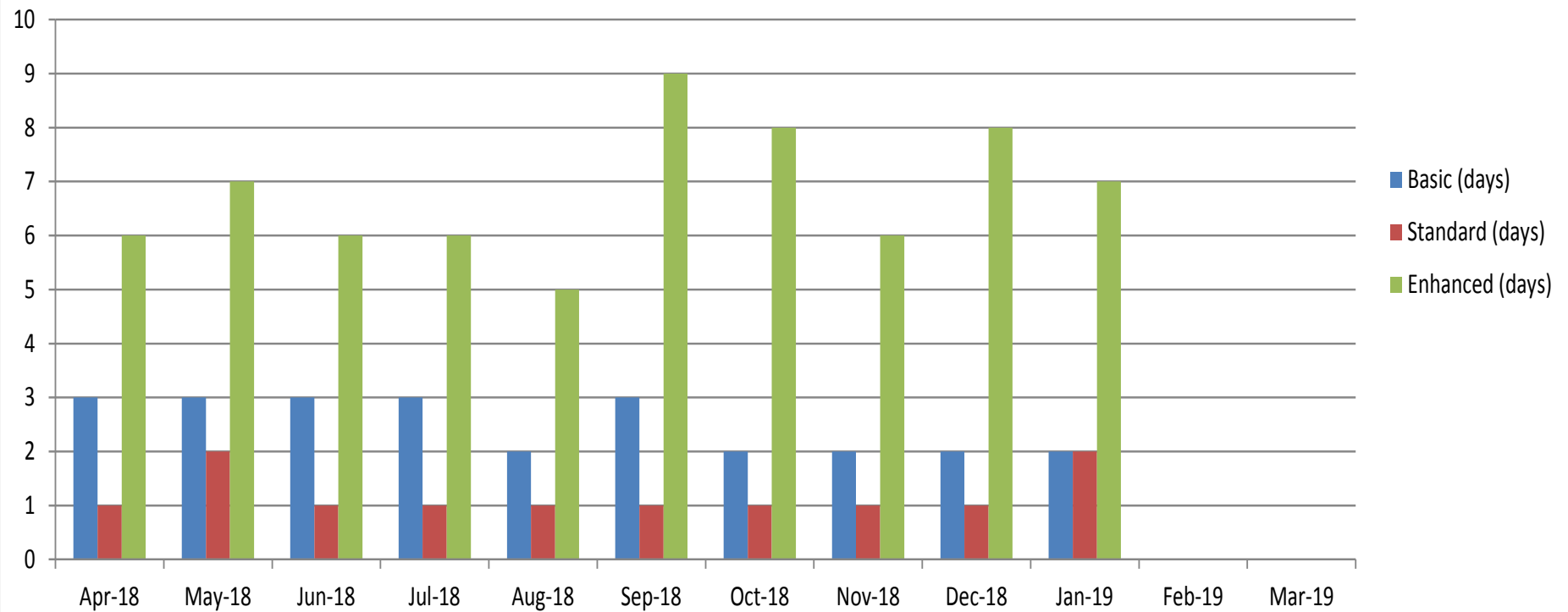
## Issue of standard certificates against target



## Issue of enhanced checks against targets

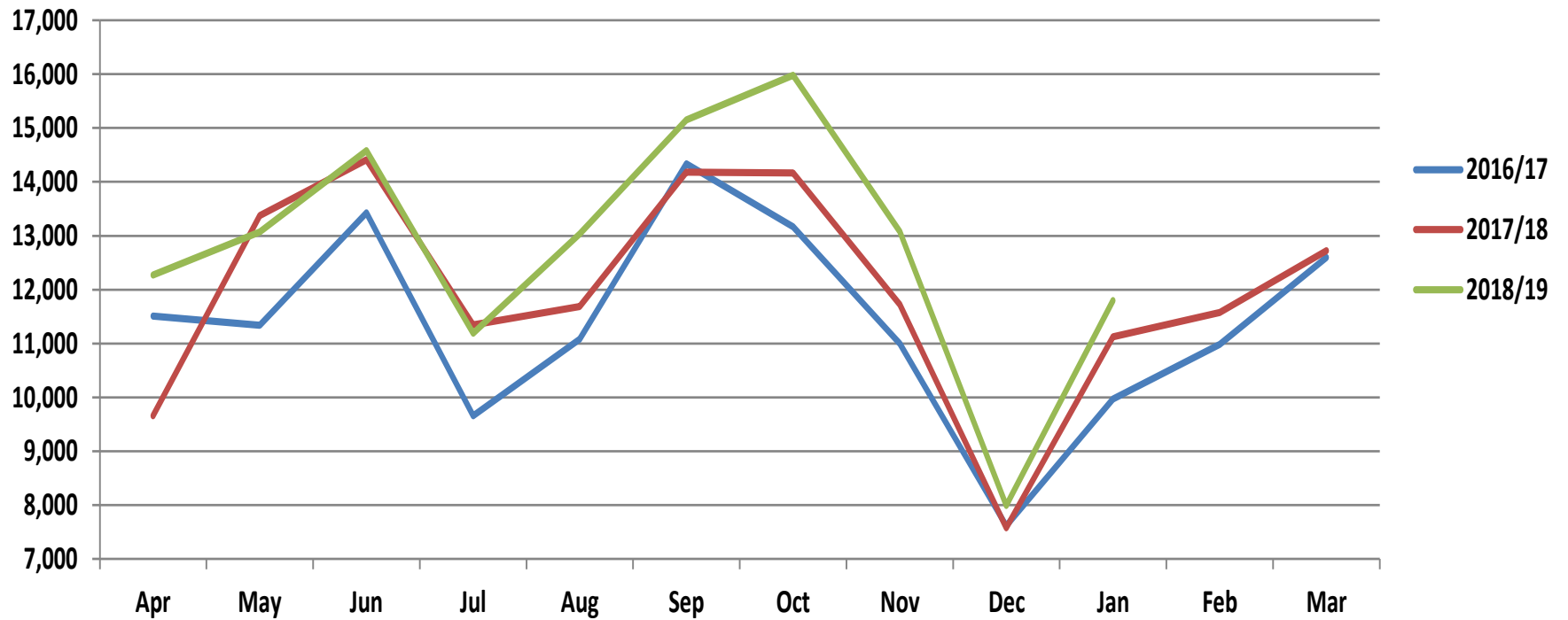


## Average number of days to issue a certificate





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



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

