



# **MONTHLY PERFORMANCE REPORT**

**November 2019**

## Service Achievements – Disclosures November 2019

AccessNI processed 12,255 disclosure certificates. Information was disclosed on 725 certificates<sup>1</sup>.

Type	Number processed	Information disclosed
Basic	2386	60
Standard	370	73
Enhanced	9499	592

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%	1 day
95% of Basics applied for by citizen issued within 14 days	99.5%	
99% Standards issued within 7 days	99.5%	1 days
70% Enhanced issued within 10 days	89%	6 days
95% Enhanced issued within 21 days	97.7%	
98% of enhanced issued within 28 days	98.4%	

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

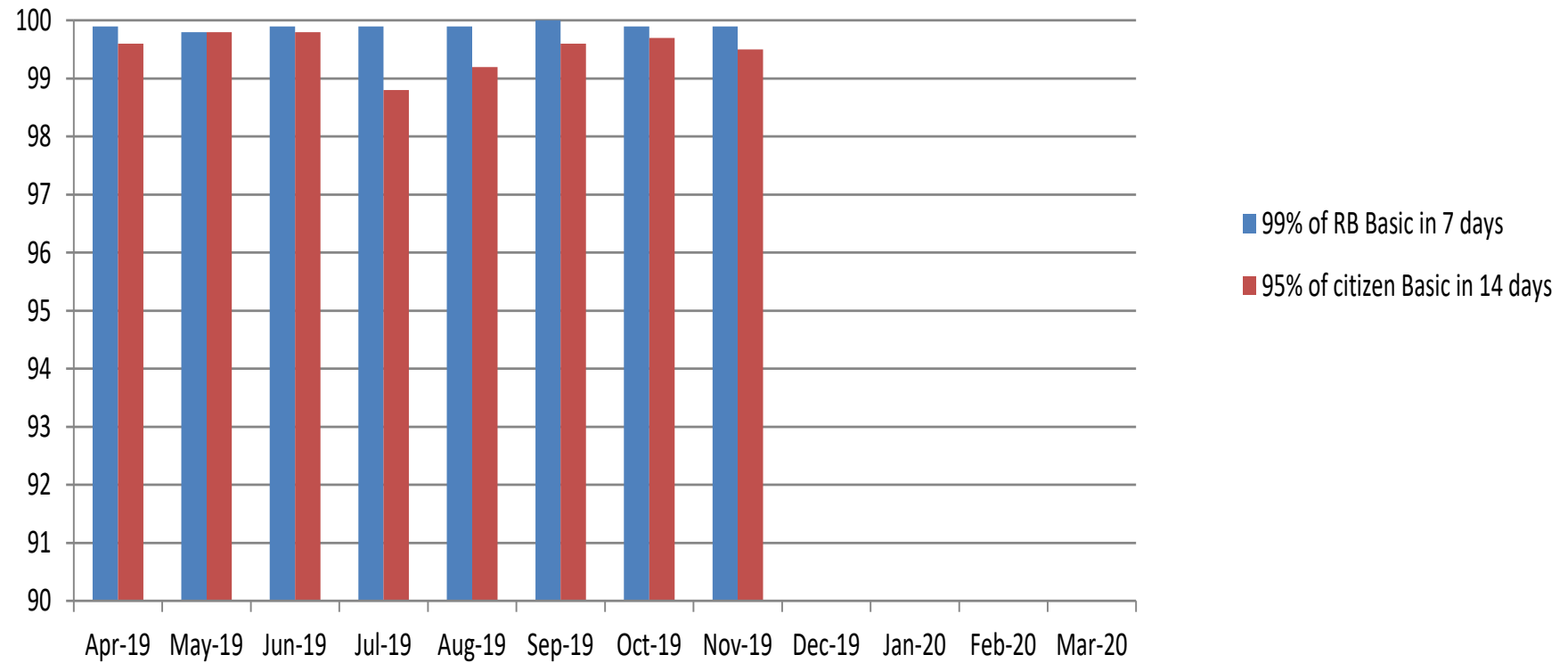
## **This month AccessNI also;**

- Received 100% of all applications on-line;
- Issued 55% of certificates by digital means and 47% by paper;
- Filtered old and minor offences from 16 standard and 179 enhanced certificates;
- Made 42 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 14 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 152 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 2,486 applications for enhanced certificates to PSNI and 395 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 548 phone calls transferred from Nidirect; and
- Made 18 compliance visits to Registered and Responsible Bodies.

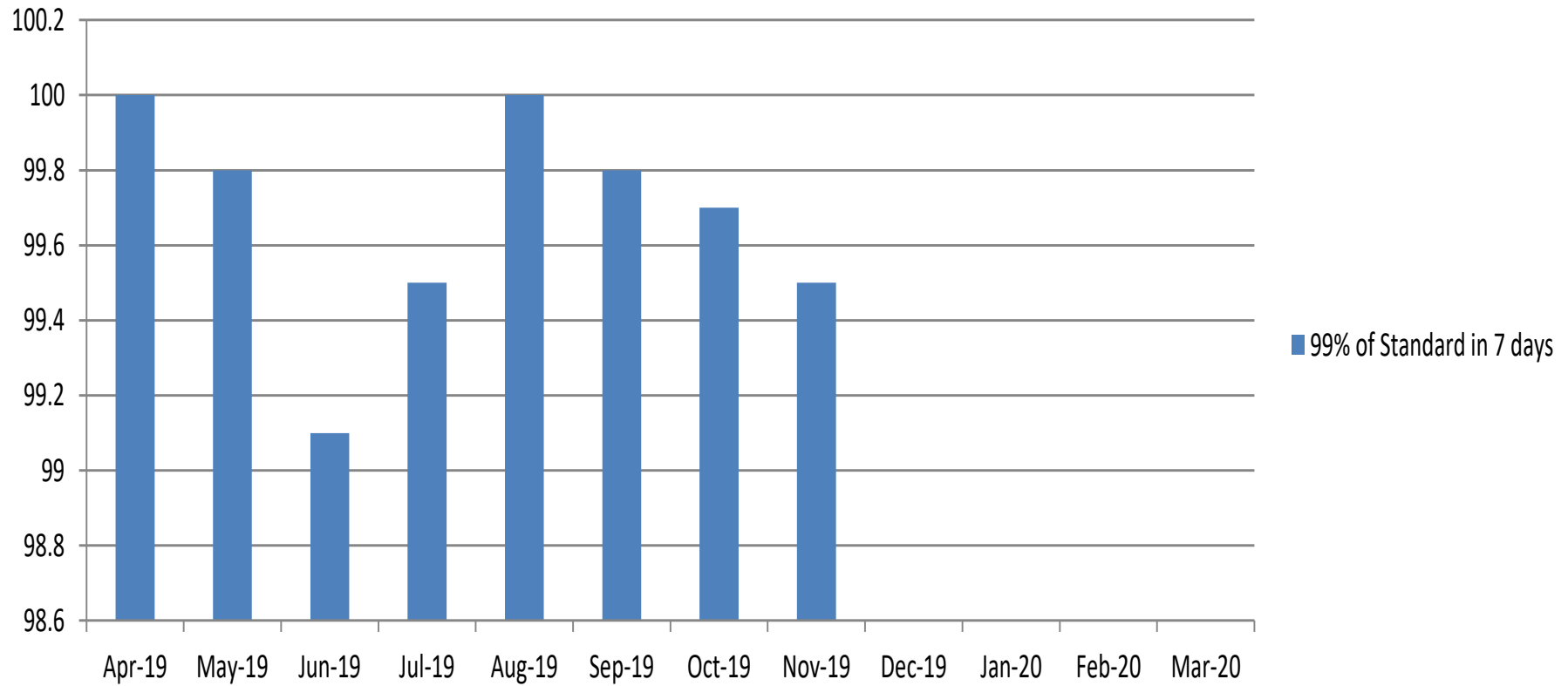
## Monthly summary table

	Nov-19	%Nov -18	Total 19/20	%18/19
<b>Applications Received</b>				
Basic	2,567		22718	
Standard	404		3456	
Enhanced	9,356		82254	
<b>Total</b>	<b>12,327</b>		<b>108,428</b>	
<b>Applications Processed</b>				
Basic	2,386		21017	
Standard	370		3207	
Enhanced	9,499		83771	
<b>Total</b>	<b>12,255</b>		<b>107995</b>	

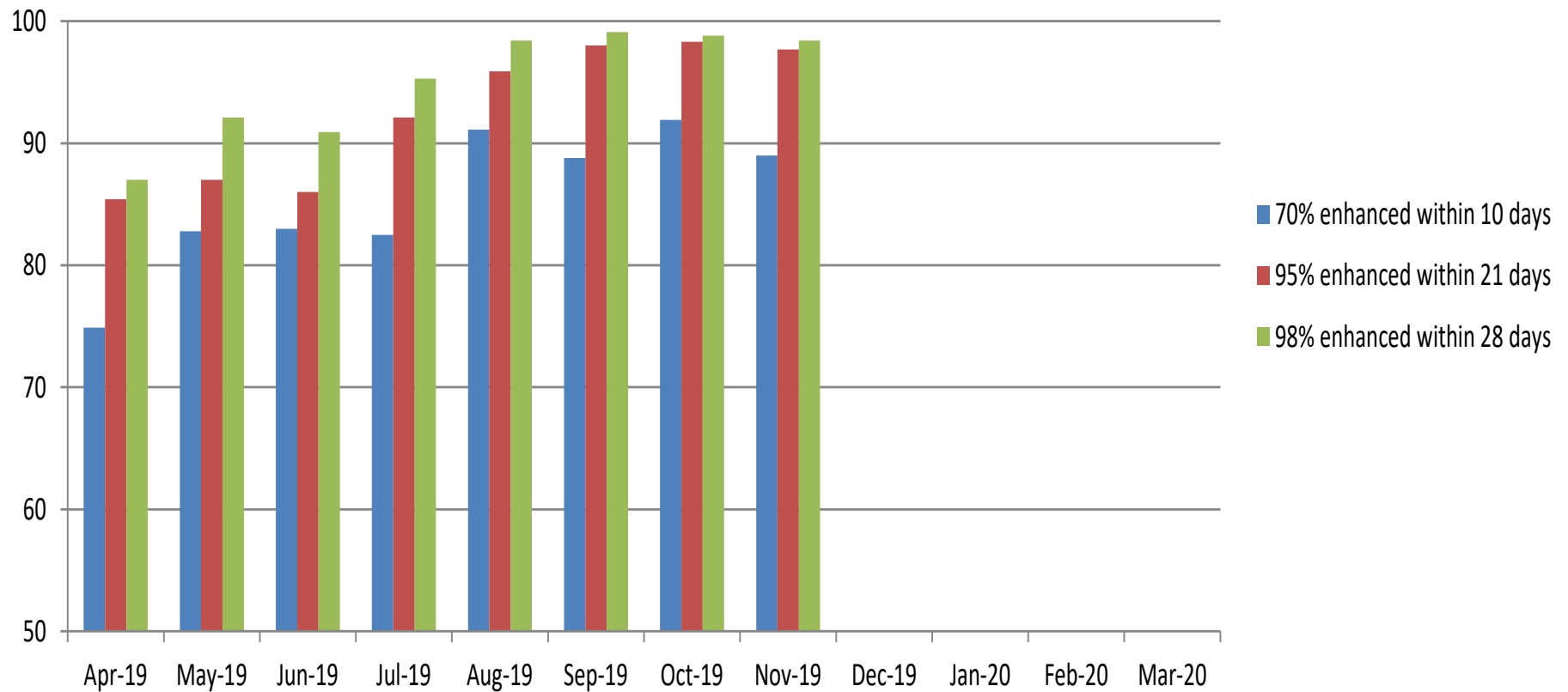
## Issue of basic certificates against targets



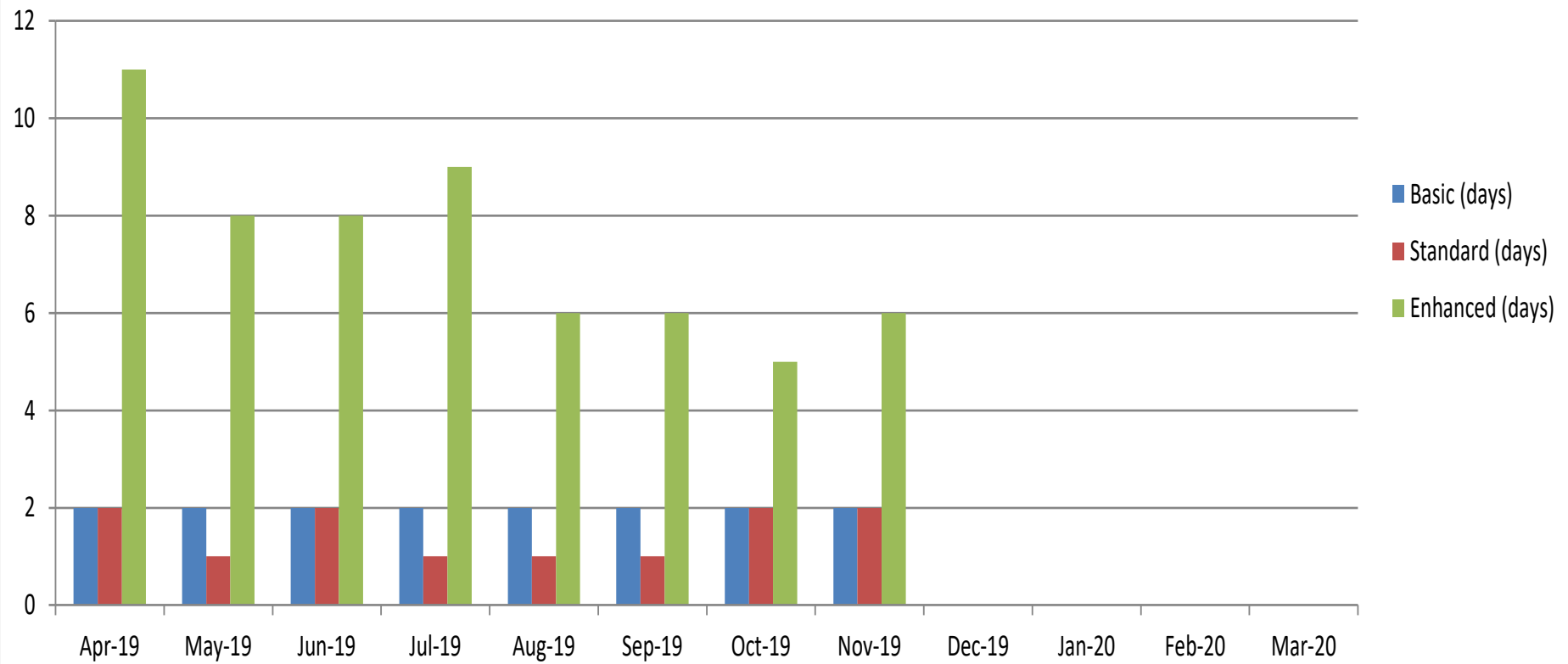
## Issue of standard certificates against target



## Issue of enhanced checks against targets

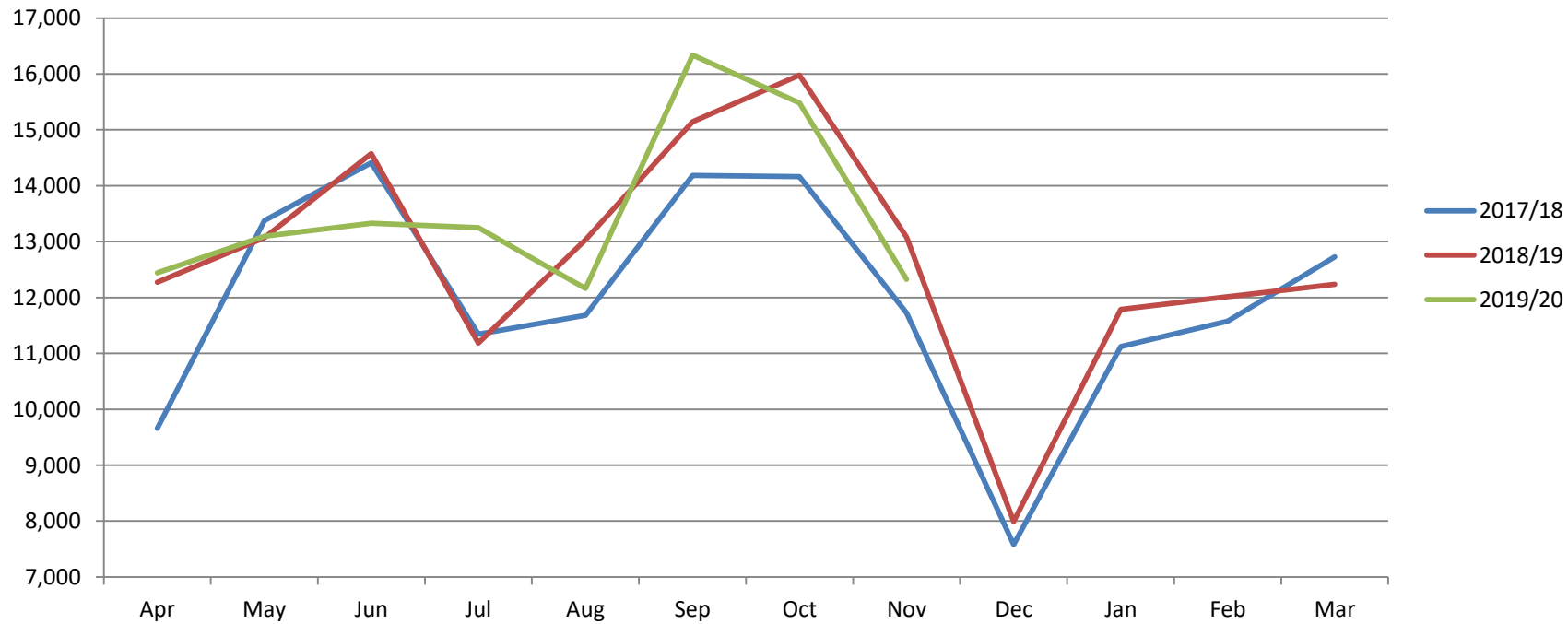


## Average number of days to issue a certificate





Monthly flow of applications received for last 3 years



Monthly flow of applications processed for last 3 years

