



MONTHLY PERFORMANCE REPORT

December 2019

Service Achievements – Disclosures December 2019

AccessNI processed 8,636 disclosure certificates. Information was disclosed on 533 certificates¹.

Type	Number processed	Information disclosed
Basic	1780	35
Standard	321	65
Enhanced	6535	433

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 day
95% of Basics applied for by citizen issued within 14 days	100%	
99% Standards issued within 7 days	100%	1 days
70% Enhanced issued within 10 days	85%	6 days
95% Enhanced issued within 21 days	95.8%	
98% of enhanced issued within 28 days	96.8%	

¹ The information disclosed number can include cases processed before December 2019 but which have been printed and issued in that month.

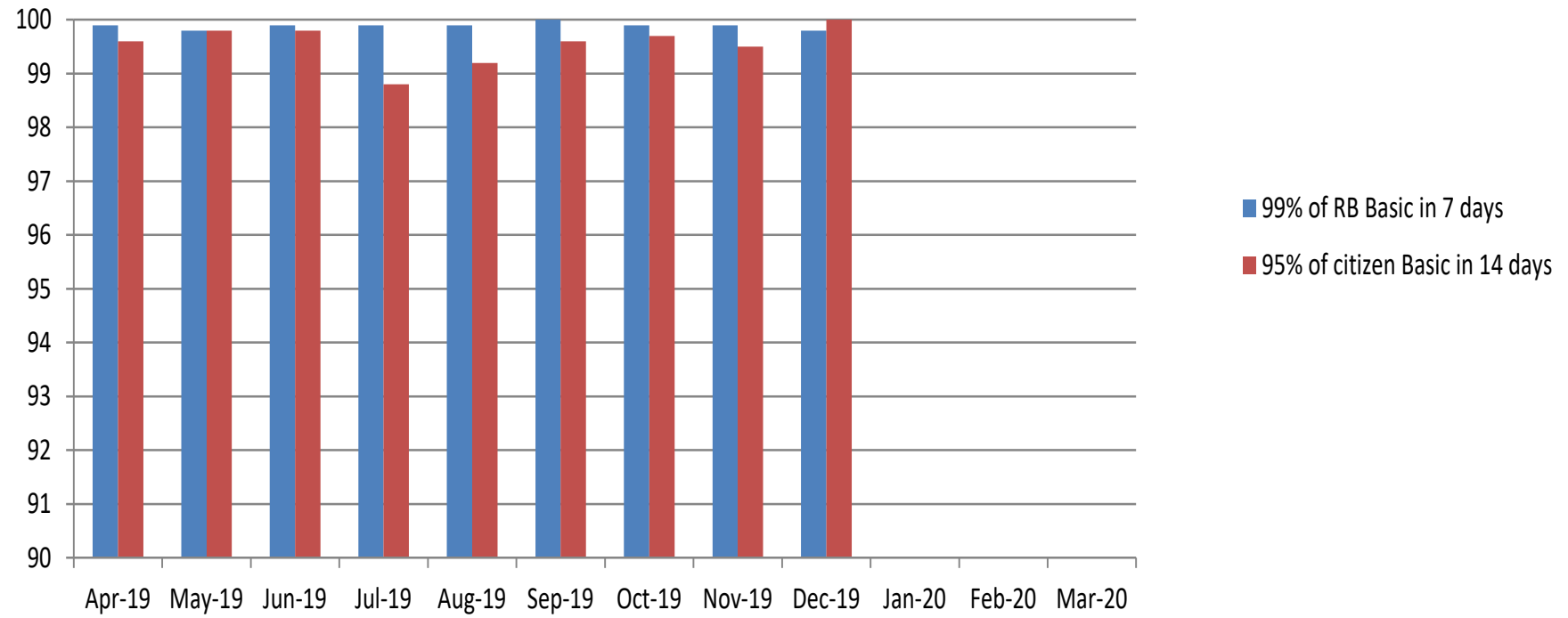
This month AccessNI also;

- Received 100% of all applications on-line;
- Issued 55% of certificates by digital means and 45% by paper;
- Filtered old and minor offences from 20 standard and 142 enhanced certificates;
- Made 36 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 119 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 1,753 applications for enhanced certificates to PSNI and 326 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 431 phone calls transferred from Nidirect; and
- Made 16 compliance visits to Registered and Responsible Bodies.

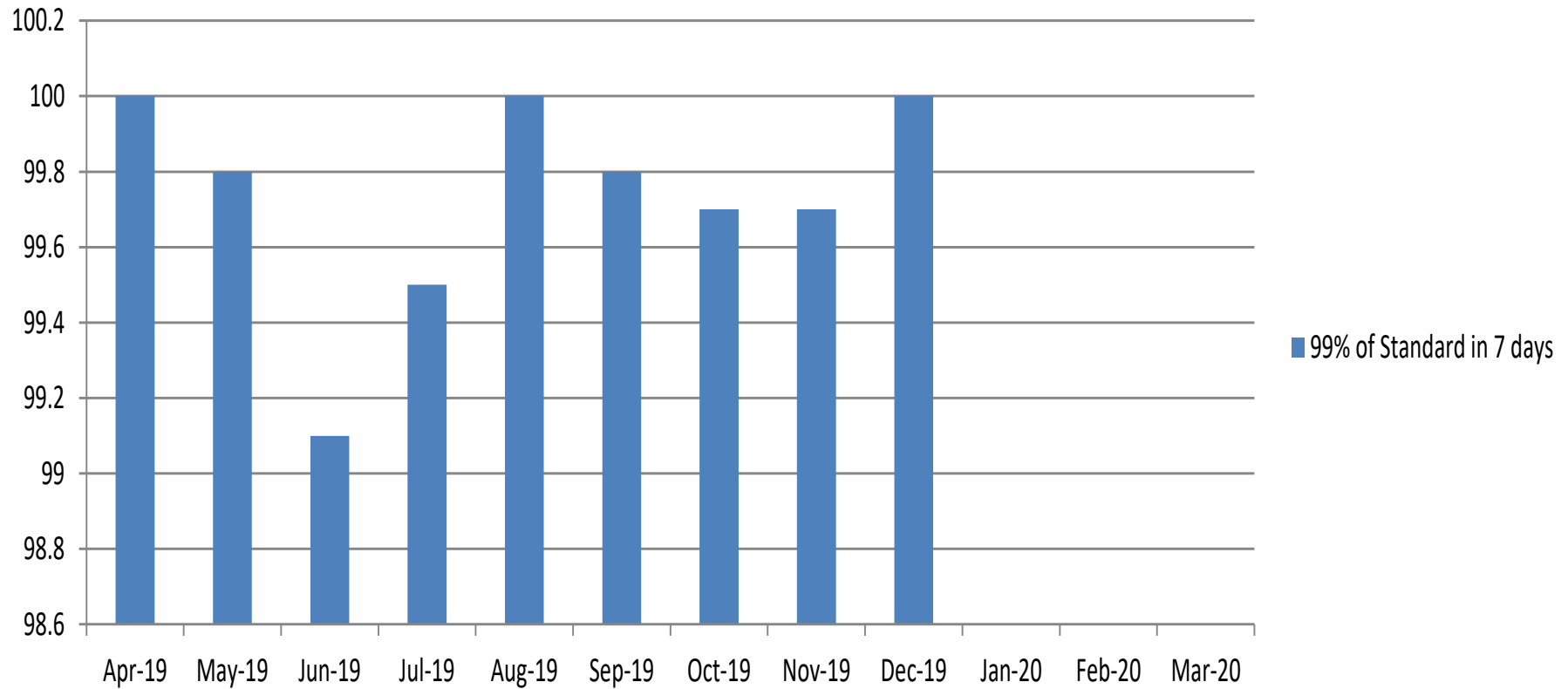
Monthly summary table

	Dec-19	%Dec -18	Total 19/20	%18/19
Applications Received				
Basic	1,882		24600	
Standard	332		3787	
Enhanced	6,049		88295	
Total	8,263		116,682	
Applications Processed				
Basic	1,780		22797	
Standard	321		3528	
Enhanced	6,535		90306	
Total	8,636		116631	

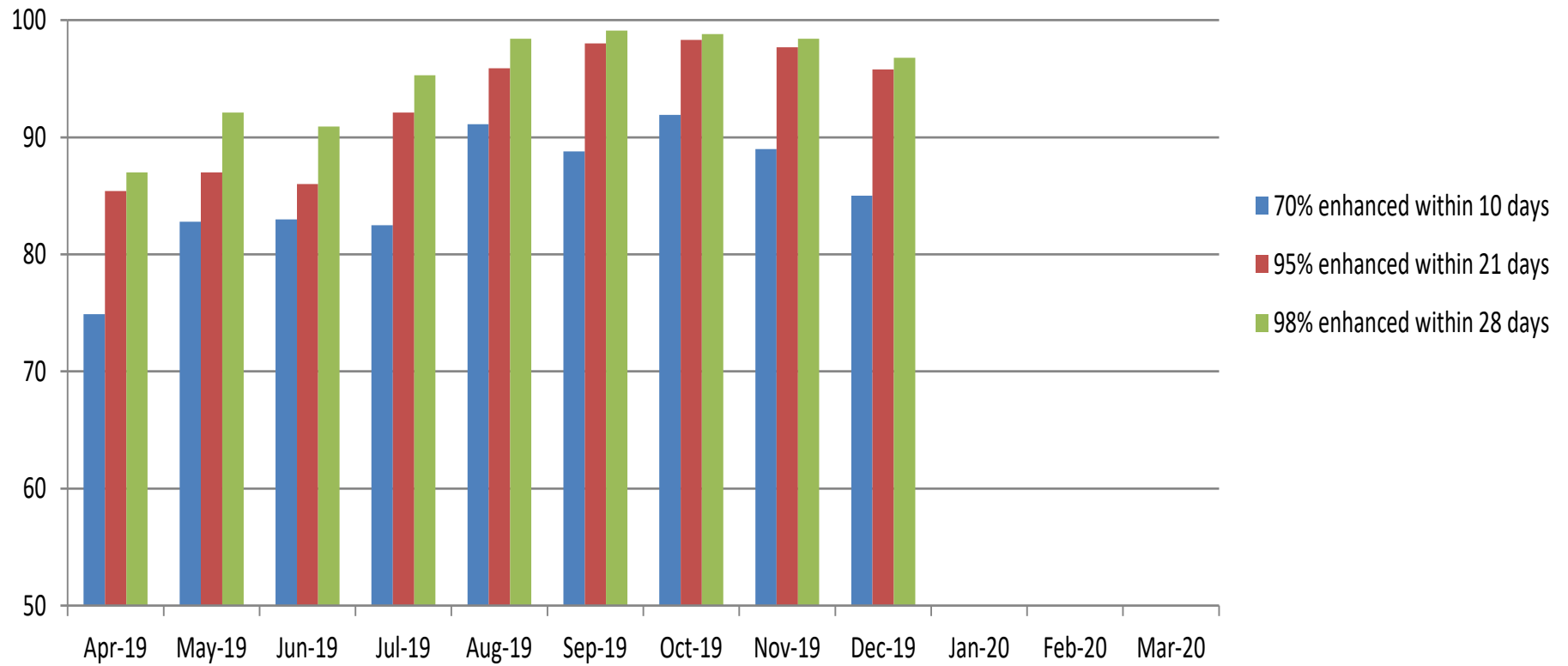
Issue of basic certificates against targets



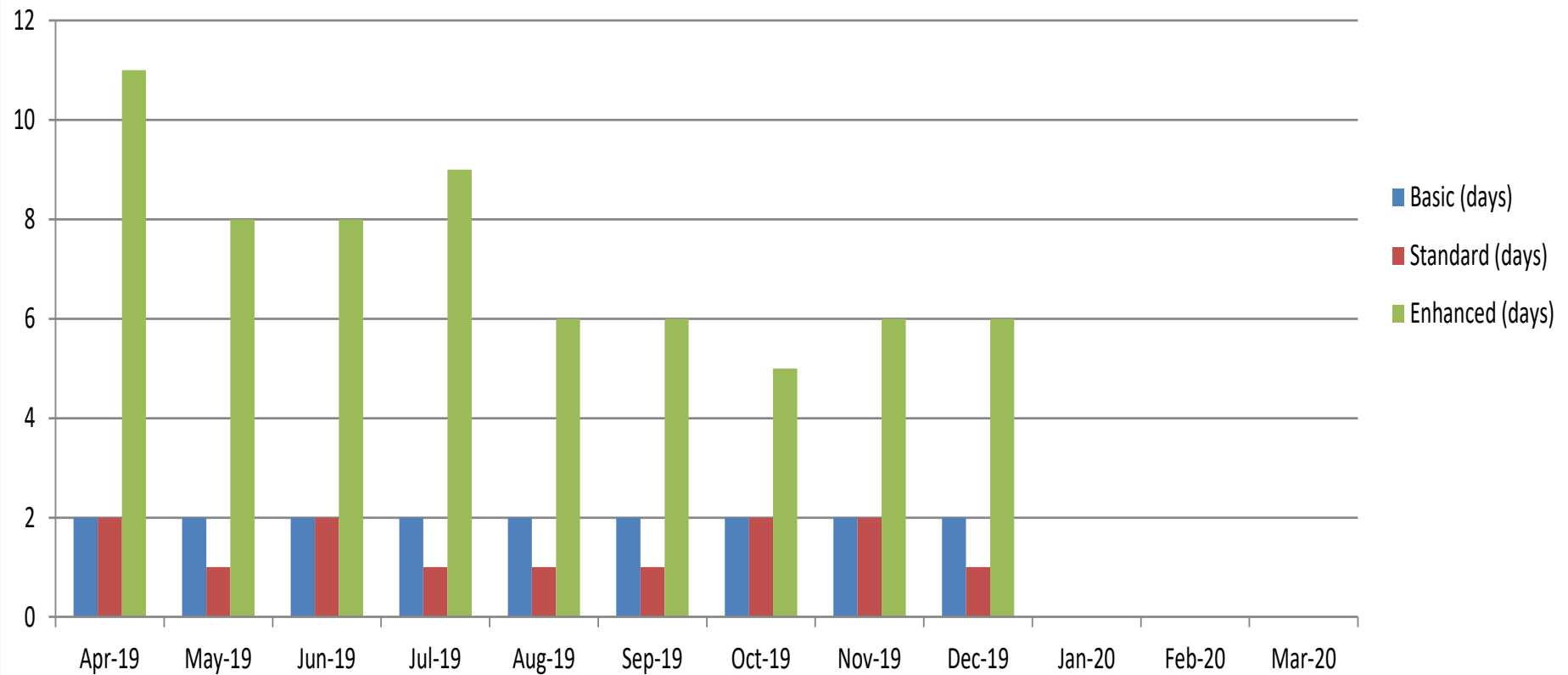
Issue of standard certificates against target



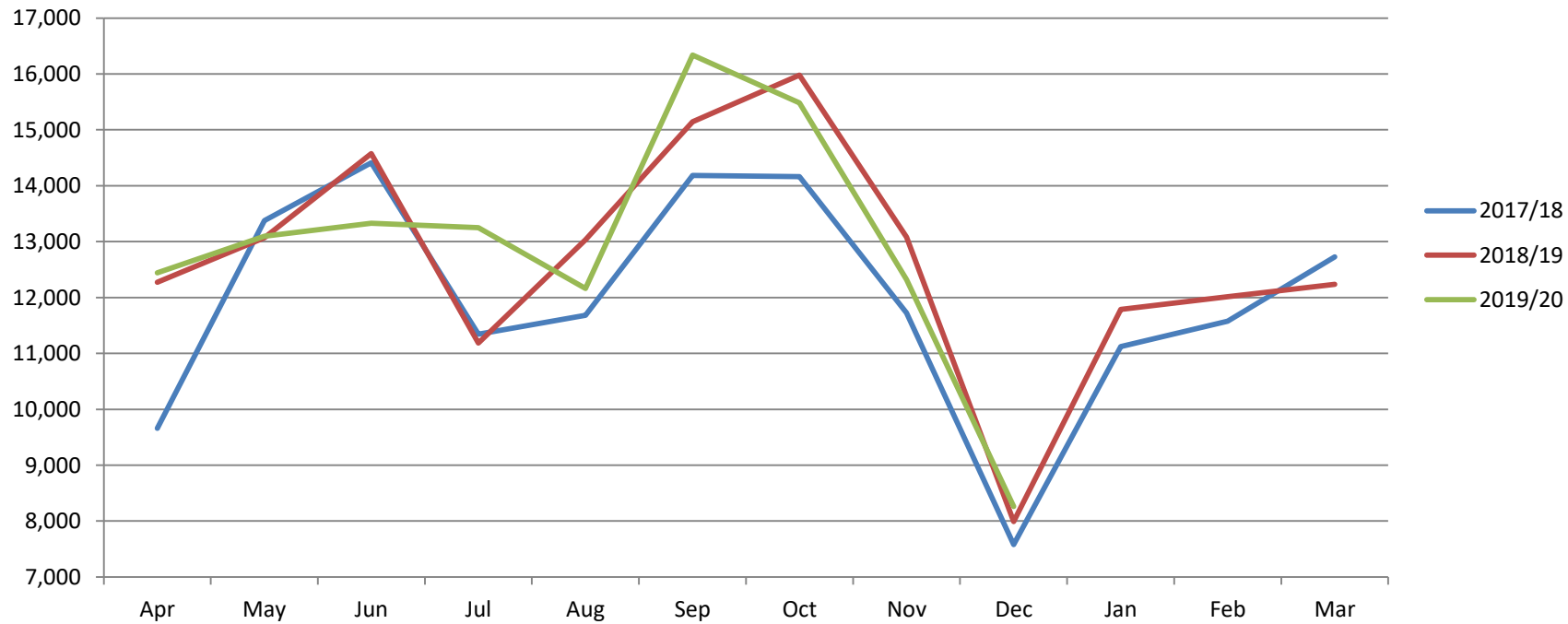
Issue of enhanced checks against targets



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

