



MONTHLY PERFORMANCE REPORT

January 2020

Service Achievements – Disclosures January 2020

AccessNI processed 10,372 disclosure certificates. Information was disclosed on 646 certificates¹.

Type	Number processed	Information disclosed
Basic	2520	71
Standard	377	58
Enhanced	7475	517

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	99.4%	2 day
95% of Basics applied for by citizen issued within 14 days	100%	
99% Standards issued within 7 days	99.2%	1 days
70% Enhanced issued within 10 days	92.9%	5 days
95% Enhanced issued within 21 days	98.3%	
98% of enhanced issued within 28 days	99.3%	

¹ The information disclosed number can include cases processed before January 2020 but which have been printed and issued in that month.

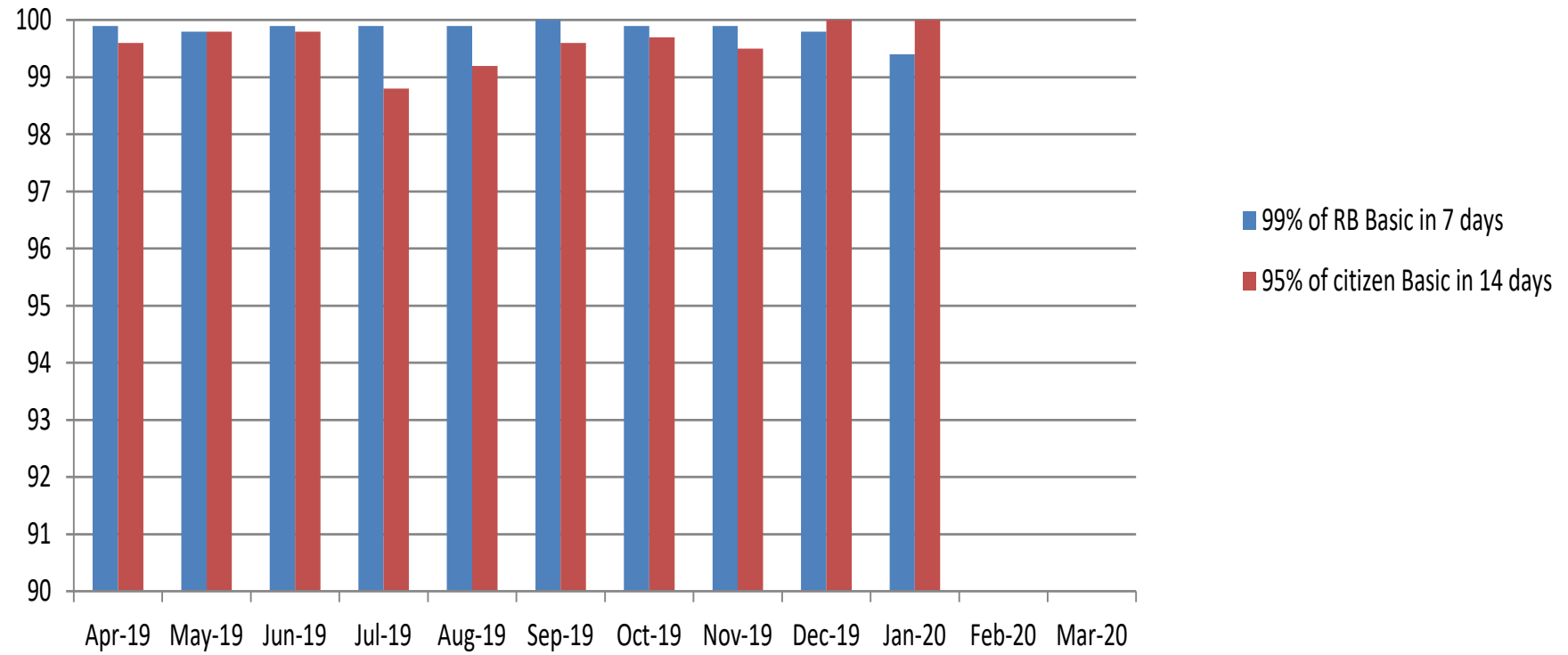
This month AccessNI also;

- Received 100% of all applications on-line;
- Issued 55% of certificates by digital means and 45% by paper;
- Filtered old and minor offences from 16 standard and 170 enhanced certificates;
- Made 42 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 10 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 136 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 2,122 applications for enhanced certificates to PSNI and 351 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 639 phone calls transferred from Nidirect; and
- Made 16 compliance visits to Registered and Responsible Bodies.

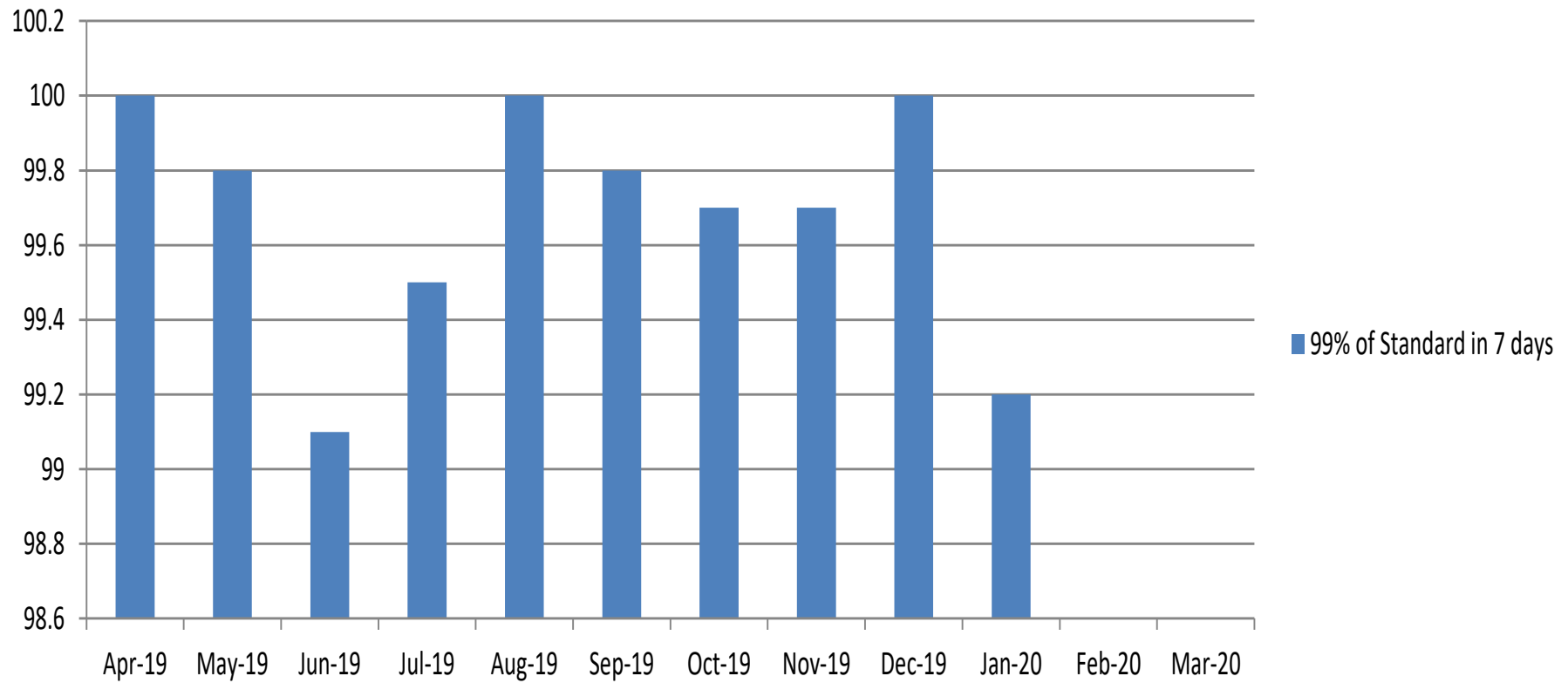
Monthly summary table

	Jan-20	%Jan -19	Total 19/20	%18/19
Applications Received				
Basic	2,746	-2.90%	27346	-3.48%
Standard	408	-20.30%	4195	-18.40%
Enhanced	8,456	0.10%	96744	2.10%
Total	11,610	-1.50%	128,285	0.05%
Applications Processed				
Basic	2,520		25317	
Standard	377		3905	
Enhanced	7,475		97781	
Total	10,372		127003	

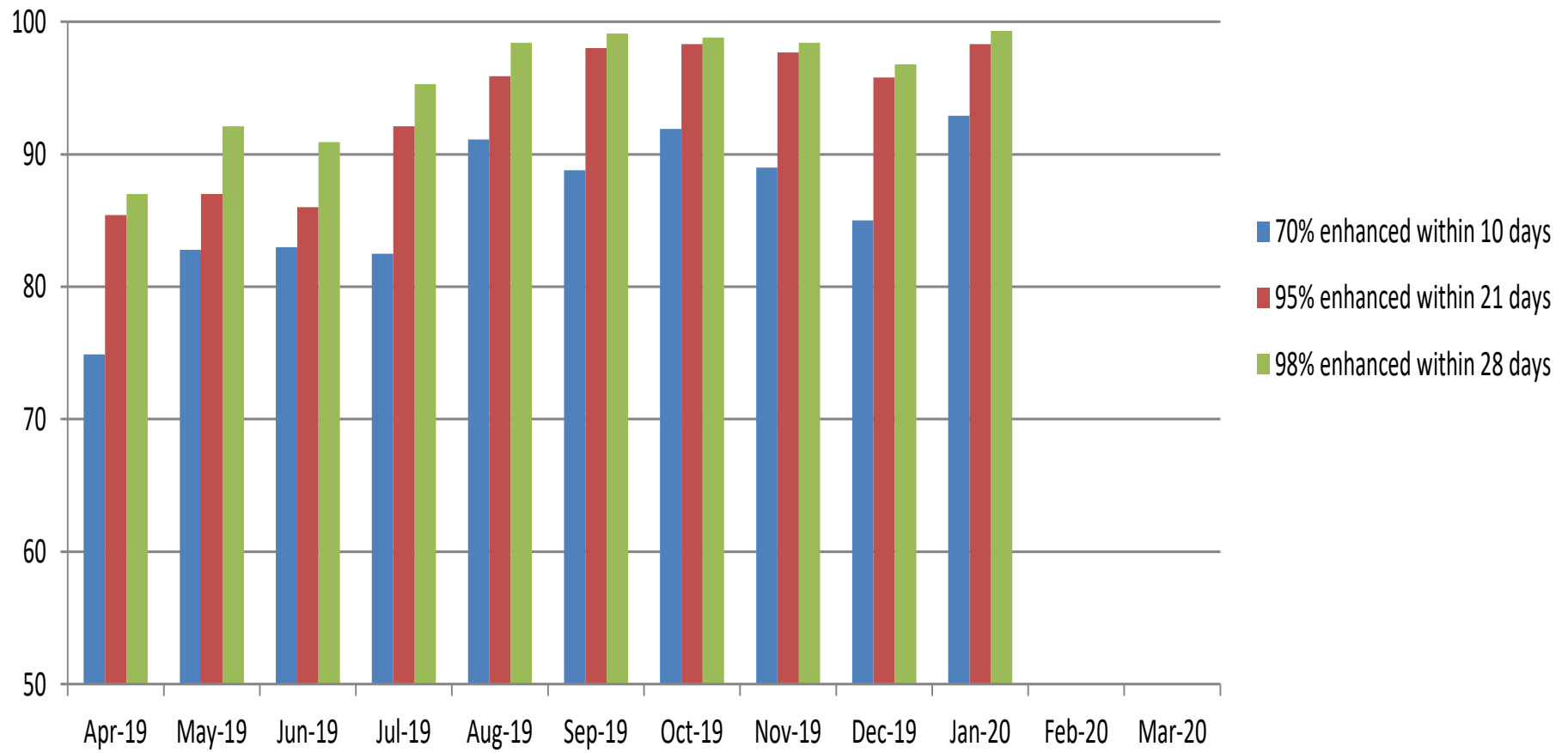
Issue of basic certificates against targets



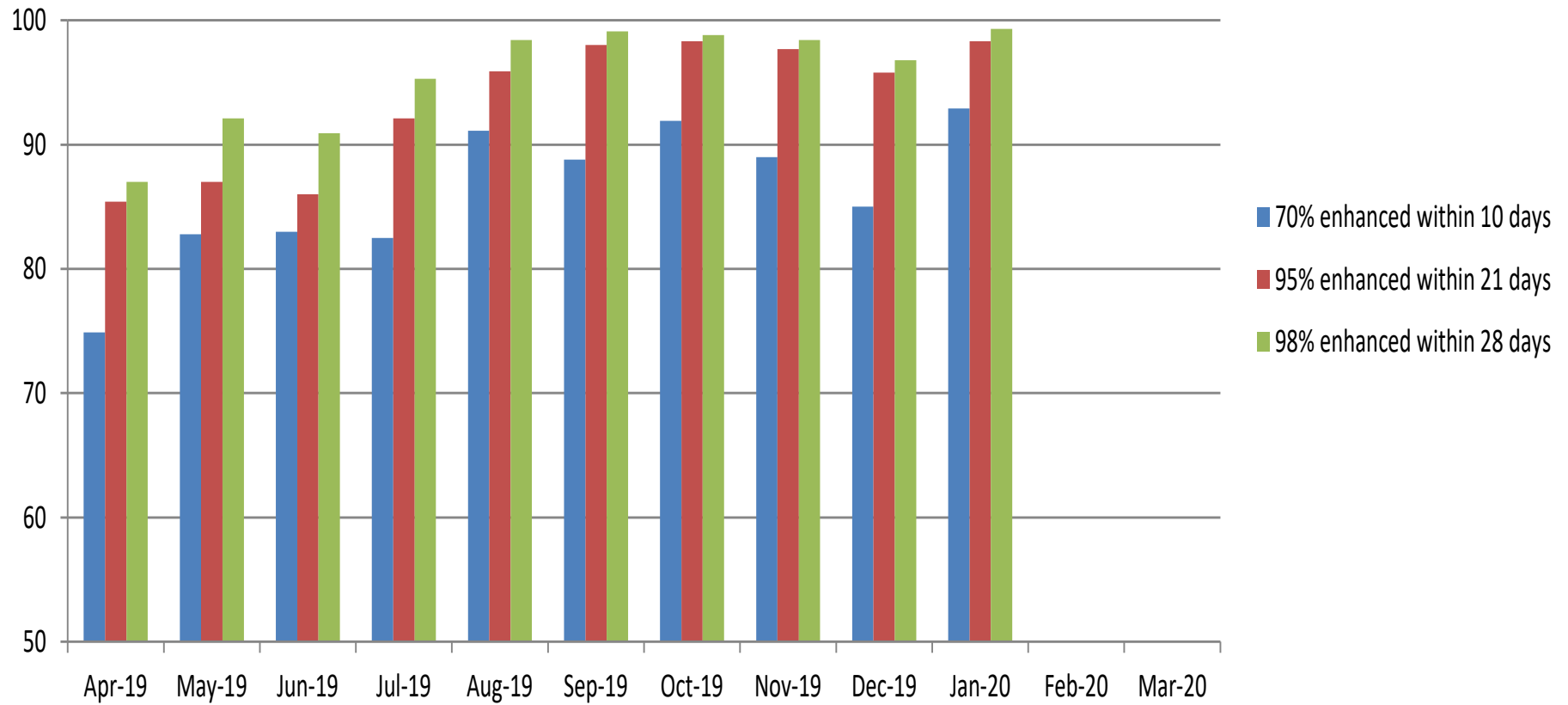
Issue of standard certificates against target



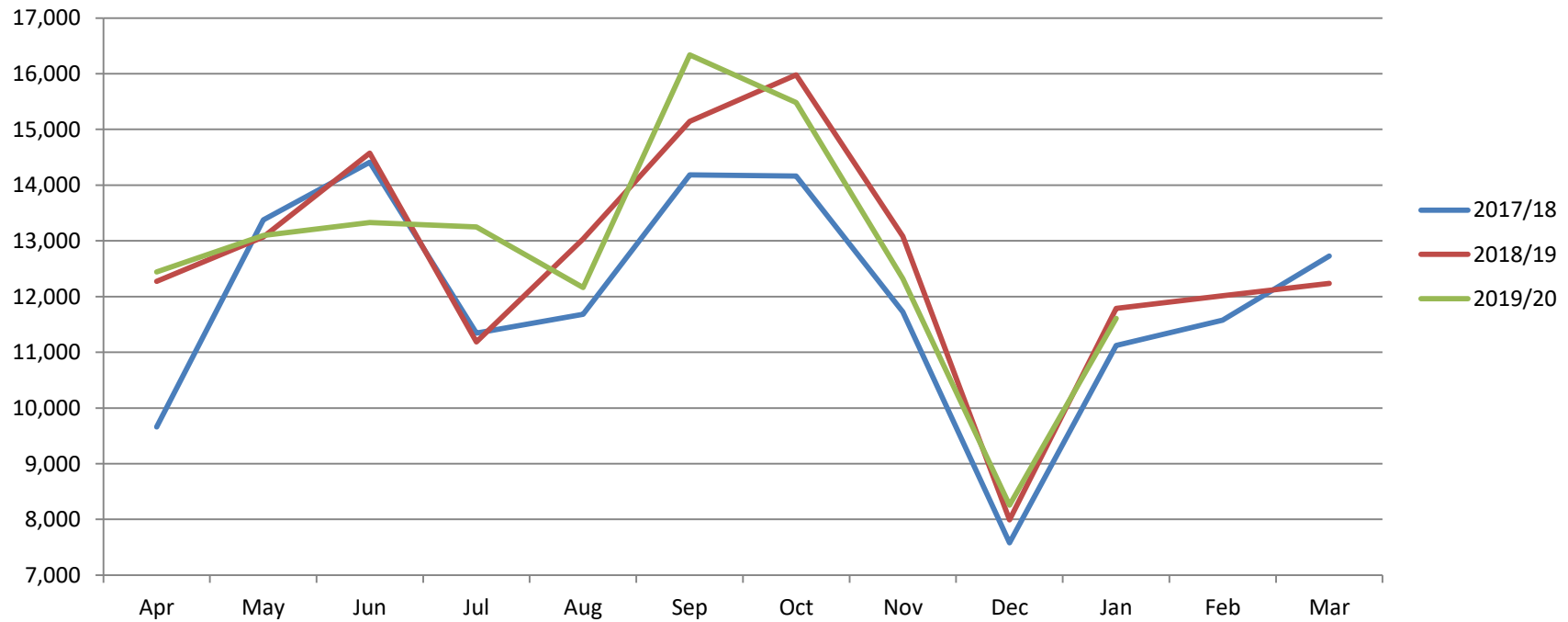
Issue of enhanced checks against targets



Issue of enhanced checks against targets



Monthly flow of applications received for last 3 years



Monthly flow of applications processed for last 3 years

