



MONTHLY PERFORMANCE REPORT

August 2020

Service Achievements – Disclosures August 2020

AccessNI processed 9,285 disclosure certificates¹. Information was disclosed on 489 certificates².

Type	Number processed	Information disclosed
Basic	1801	39
Standard	381	39
Enhanced	7103	411

This month AccessNI achieved against our performance targets:

Target	Achieved	Average days to issue
99% Basics countersigned by RB issued within 7 days	100%	1 day
95% of Basics applied for by citizen issued within 14 days	99.2%	2 days
99% Standards issued within 7 days	100%	1 day
70% Enhanced issued within 10 days	97.2%	
95% Enhanced issued within 21 days	98.9%	2 days
98% of enhanced issued within 28 days	99.4%	

¹ Volumes were considerably down on normal August figures due to Covid-19 pandemic.

² The information disclosed number can include cases processed before August 2020 but which have been printed and issued in that month.

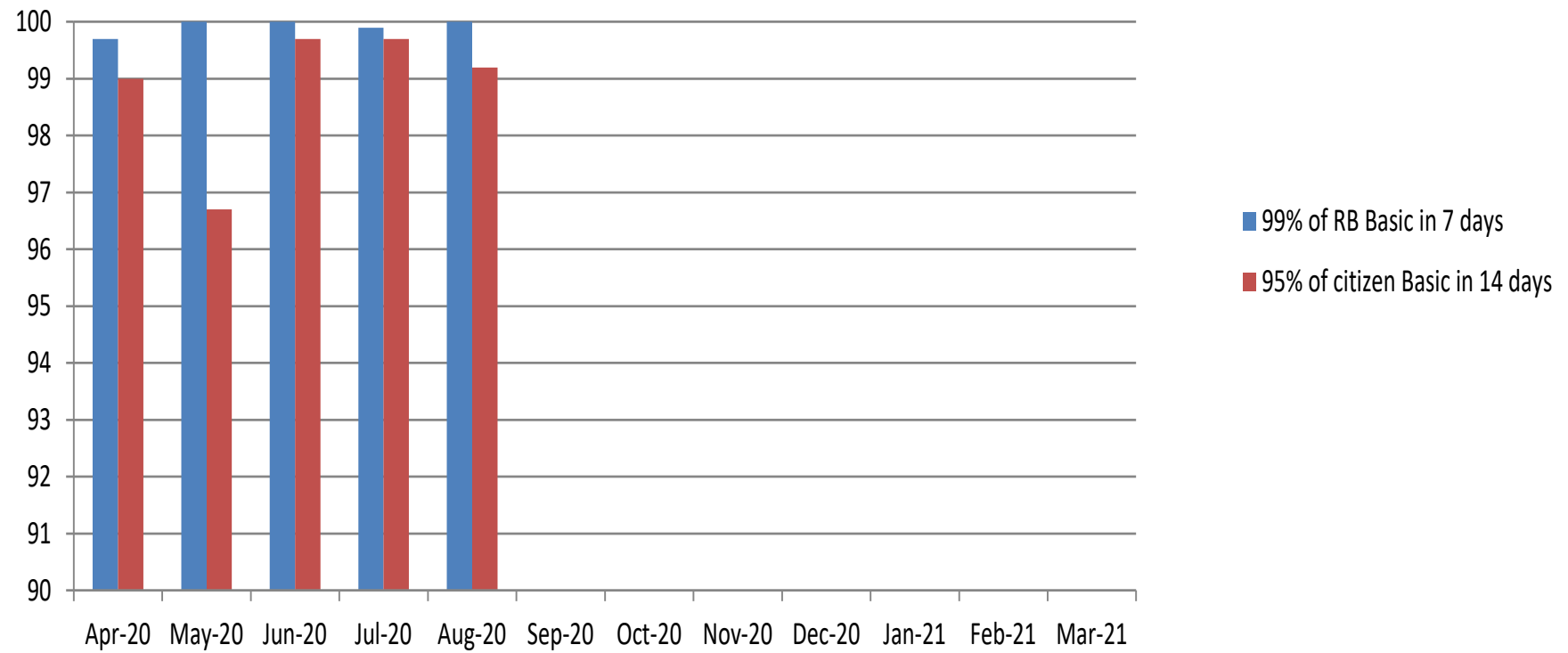
This month AccessNI also;

- Issued 60% of certificates by digital means and 40% by paper;
- Filtered old and minor offences from 34 standard and 219 enhanced certificates;
- Made 23 auto-referrals of certificates with criminal record information to the Independent Reviewer;
- Referred 6 requests from applicants to have the criminal record information on their certificate reviewed to the Independent Reviewer;
- Made 95 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 1,883 applications for enhanced certificates to PSNI and 284 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. PSNI made 13 disclosures of information for inclusion in AccessNI certificates;
- Dealt with 40 phone calls transferred from Nidirect; and
- Made 8 compliance “visits” (via on-line technology) to Registered and Responsible Bodies. The low number is due to the Covid-19 pandemic.

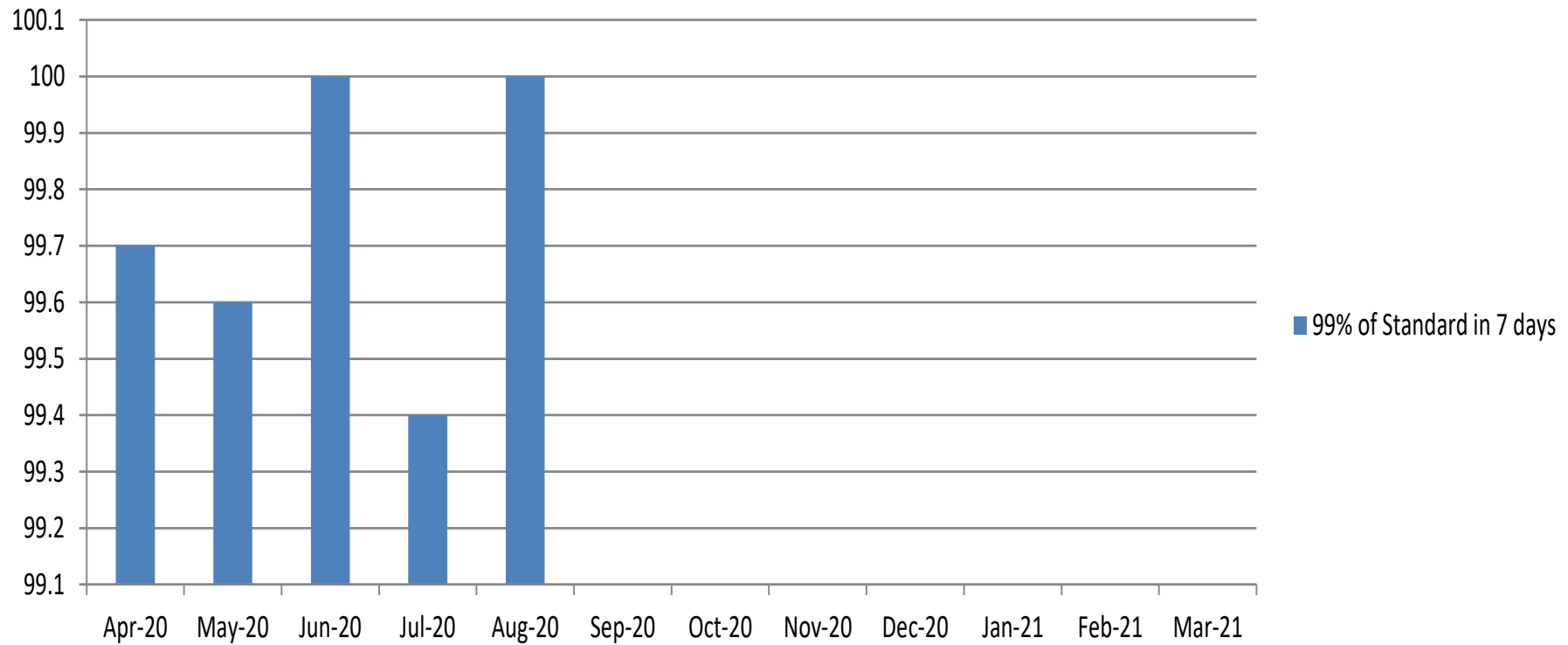
Monthly summary table

	Aug-20	%Aug -19	Total 19/20	%19/20
Applications Received				
Basic	1,992	-33.00%	8381	-41.00%
Standard	382	-11.00%	1751	-19.00%
Enhanced	7,532	-14.00%	29586	-38.00%
Total	9,906	-19.00%	39,718	-38.00%
Applications Processed				
Basic	1,801		7800	
Standard	381		1683	
Enhanced	7,103		30101	
Total	9,285		39584	

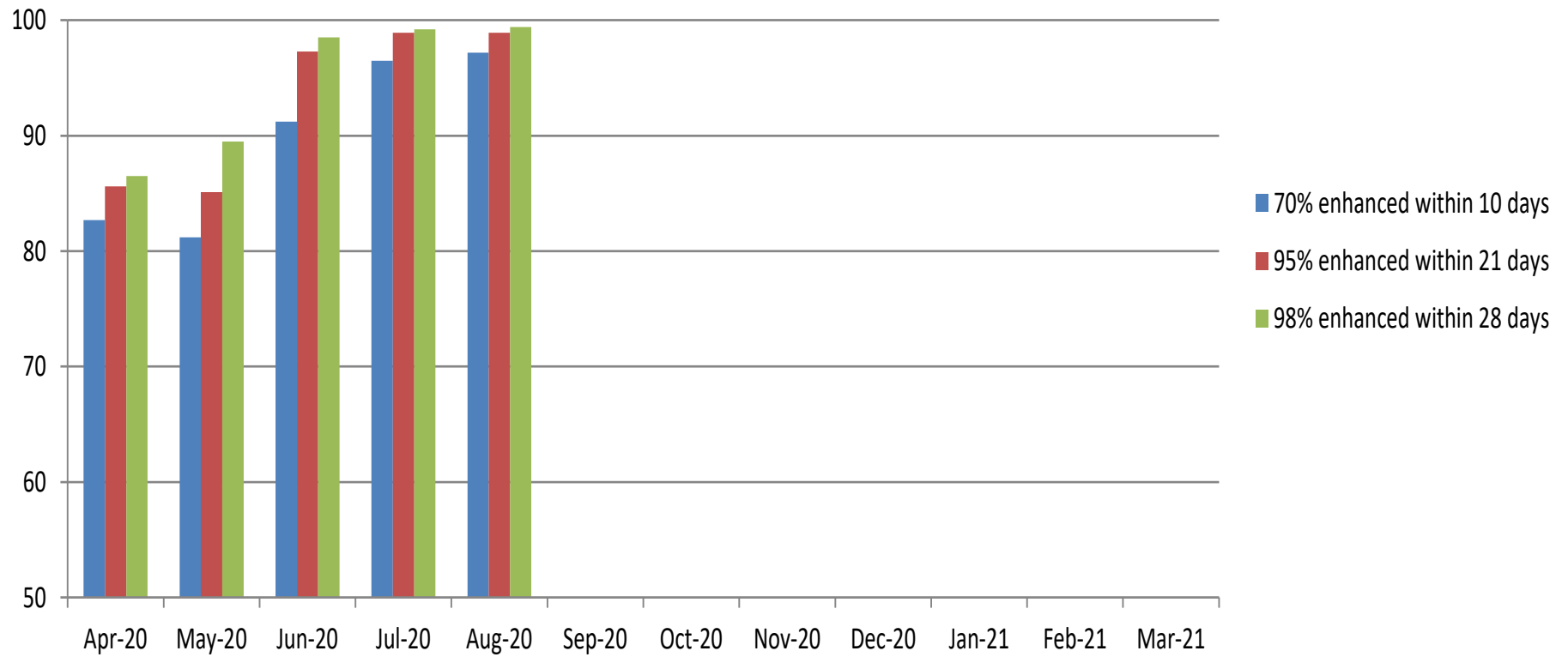
Issue of basic certificates against targets



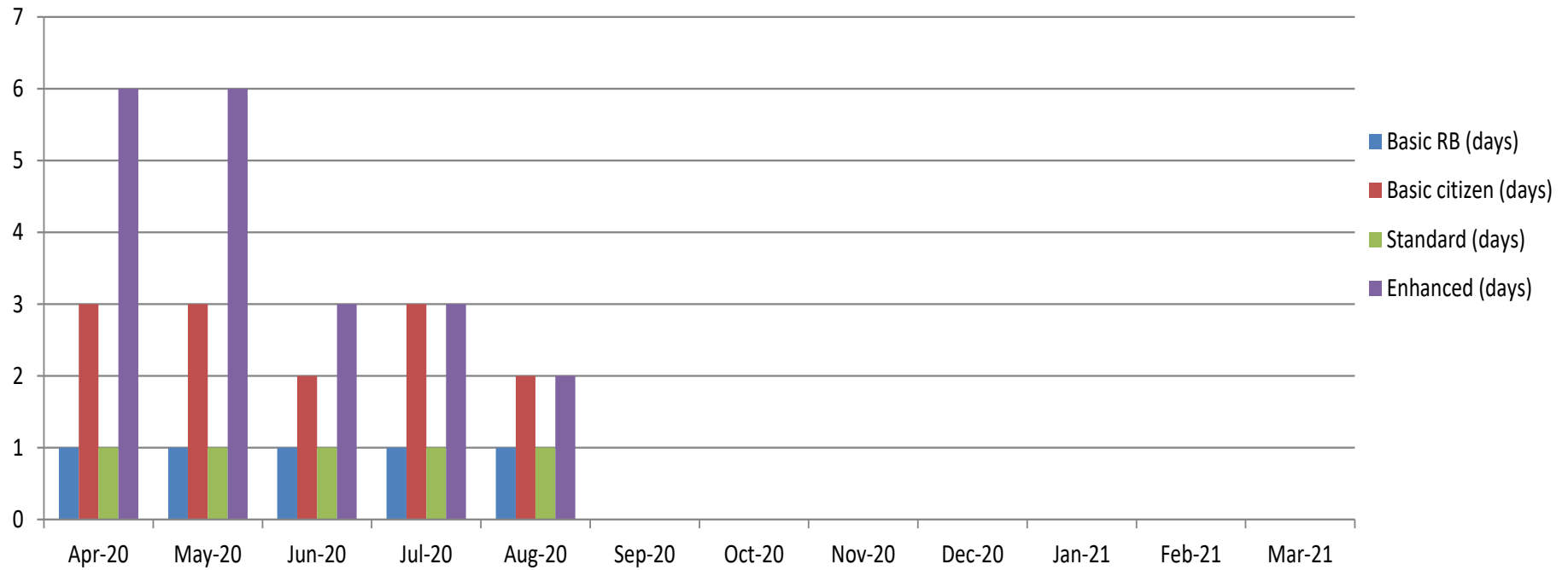
Issue of standard certificates against target



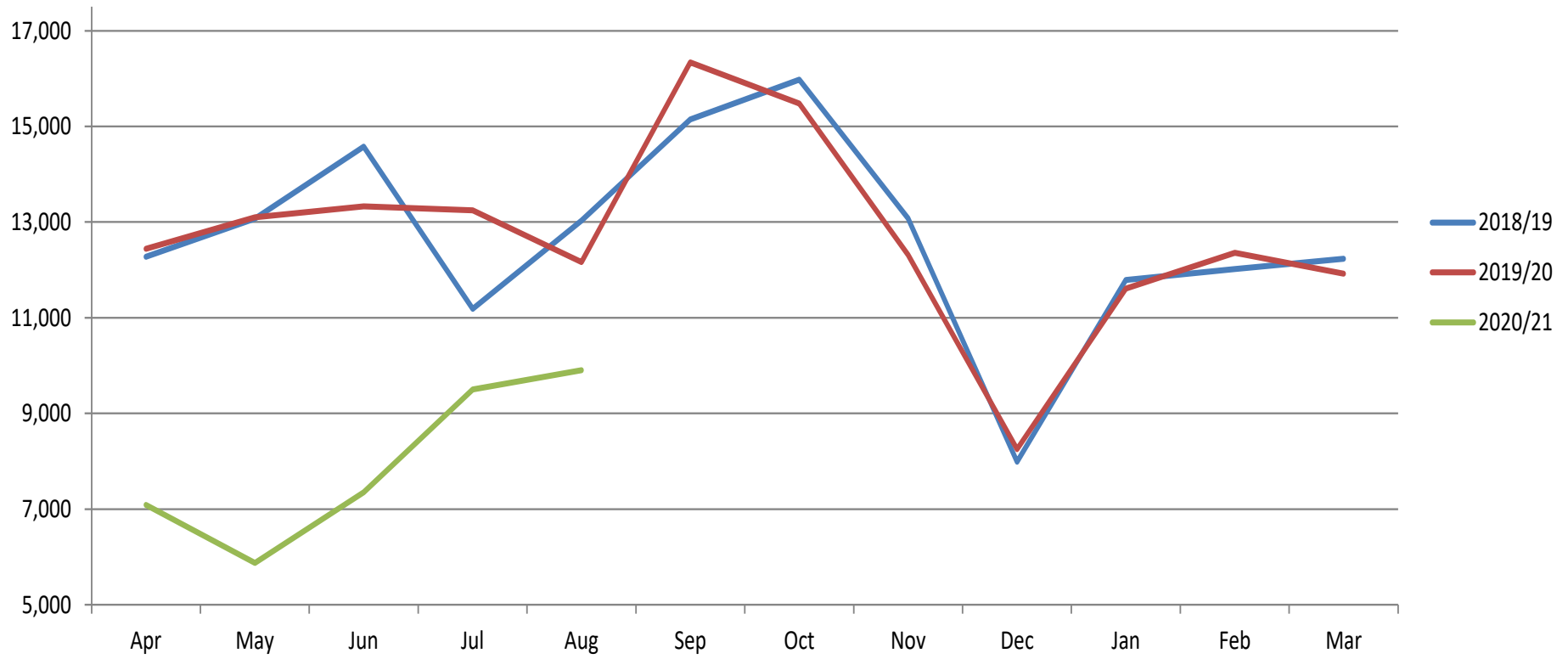
Issue of enhanced checks against targets



Average number of days to issue a certificate



Monthly flow of applications received over last 3 years



Monthly flow of applications processed for last 3 years

