

Working **together** for  
**fairness, justice** and **safety**



AccessNI

# Annual Report



Department of  
**Justice**

An Roinn Dí agus Cirt

Máinnystrie O tha Laa



Department of  
**Justice**

An Roinn Dí agus Cirt  
Máinnystrie O tha Laa

# ACCESSNI PERFORMANCE AND ACTIVITY REPORT

**1 APRIL 2025 - 31 MARCH 2026**

<b>Glossary:</b>	
<b>Basic check:</b>	Provides unspent criminal record information. Cost was £16 for reporting period.
<b>Standard check:</b>	Provides both spent and unspent criminal record information. The 'position applied for' must be exempt from Rehabilitation of Offenders legislation. Cost was £16 for reporting period - free to volunteers.
<b>Enhanced check:</b>	As per Standard checks, plus relevant police 'non-conviction' information and, where eligible, check of lists of those barred from working with vulnerable groups. The 'position applied for' must be prescribed in AccessNI Regulations. Cost was £32 for reporting period - free to volunteers.

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## Section 1 - Introduction

1. This document sets out details of AccessNI's activity over the 12 month period from 1 April 2025 to 31 March 2026, noting performance against targets and where appropriate, providing a comparison to previous years.
2. 2025/26 saw continued high demand for disclosure checks, making it the busiest operational period in the branch's history. Almost 190,000 disclosure applications were received (189,842) an increase of approximately 4% on 2024/25, which had itself been the previous peak year for AccessNI.
3. For the period 1 April to 31 August 2025 AccessNI sought to issue 60% of certificates digitally and was able to achieve this target. AccessNI moved to a fully digital service on 1 September 2025 [\[Section 2\]](#)
4. AccessNI met four of six time-bounded targets set by the Minister of Justice for the issue of disclosure certificates. One less than the previous year. [\[Section 3\]](#)
5. AccessNI certificates provide a significant level of criminal record and other information on applicants thereby contributing to the safeguarding of children and vulnerable adults in Northern Ireland (NI).
6. Five applications from individuals not permitted to work with children and/or vulnerable adults (barred) were detected, and appropriate action taken.
7. The Independent Reviewer scheme operated throughout 2025/26. This scheme enables applicants to ask for an independent review of spent criminal record information disclosed on a certificate or, where all the criminal record information to be disclosed relates to a time when the applicant was under 18 years of age, an automatic review to be undertaken. The scheme has worked smoothly with few delays and positive outcomes for the overwhelming majority of applicants. [\[Section 4\]](#)

8. AccessNI continued to work with the UK Central Authority for the exchange of criminal record information (ACRO) to obtain information on nationals from 15 EU Member States seeking to work with children in NI [\[Section 5\]](#).

9. AccessNI resolved five disputes raised by applicants where AccessNI had made an error [\[Section 6\]](#). A new disputes system went live 12 February 2026 making it easier for an applicant to raise a dispute without having to duplicate their personal information. Positive feedback has been received from users.

10. Operational costs increased by 7% in 2024/25, compared to the previous year. This was largely due to the impact of the NICS pay award alongside increases in a range of variable costs that are directly related to the operational functions of AccessNI, including database search costs and police force enquiry costs.

11. Fees remained unchanged from the previous year, following the successful implementation of reductions across all three levels of disclosure in 2024/2025. The sustained increase in demand for checks resulted in an overall surplus in the year-end cost recovery position. [\[Section 7\]](#)

12. Our Compliance Team undertook 261 audits to ensure organisations were complying with the statutory Code of Practice – these audits were all undertaken by way of video conference. As a result of these audits, a number of organisations were asked to provide additional information to assure AccessNI of their compliance with the Code. [\[Section 8\]](#)

13. During the year AccessNI successfully delivered a number of enhancements to our IT solution, some of which were significant functional changes that impacted on both the citizen and customer portals. [\[Section 9\]](#)

14. Looking to 2026/27, the key challenges for AccessNI will be to:

- meet ministerial targets for the issue of checks
- implement proposals within the review of the List of Specified Offences – subject to NI Assembly approval for legislative change included in the current Justice Bill

- consider and implement further enhancements to the AccessNI IT solution for staff and citizens
- introduce wider improvements to the AccessNI service, including:
  - training delivery
  - conducting Registered Body audits
  - follow up actions to address matters of concern
- enhance visibility and understanding by strengthening stakeholder engagement, expanding outreach, and improving external communications
- work with the Home Office to transition from Police National Computer (PNC) to Law Enforcement Data Service (LEDS)
- explore access to the upgraded Police National Database (PND)
- continue to explore provision of portable disclosures and continuous monitoring
- consider impact of wider policy decisions on the disclosure process, including potential amendments to rehabilitation periods in NI
- broaden scope of international referrals to all EU countries
- improve AccessNI's ability to use management information
- monitor income and expenditure against AccessNI's cost recovery model
- review processes with regards to managing aged debts;
- consider findings of the 2025/26 Customer Survey, implementing recommendations as appropriate
- review the Registered / Responsible Body network and
- monitor compliance among registered organisations with the AccessNI Code of Practice

## Section 2 – Applications received and processed

15. Tables 1 and 2 show the number of applications received and processed by AccessNI in 2025/26 compared to the previous two years.

**Table 1 – Applications received**

Disclosure type	Apr 2023- Mar 2024	Apr 2024- Mar 2025	Apr 2025- Mar 2026	% change 24/25 - 25/26
<b>Basic (B)</b>	41,767	45,494	48,675	+7%
<b>Standard (S)</b>	4,071	5,618	4,246	-24.4%
<b>Enhanced (E)</b>	130,981	129,190	136,921	+6%
<b>Total</b>	<b>176,819</b>	<b>180,302</b>	<b>189,842</b>	<b>+5.3%</b>

**Table 2 – Applications processed**

Disclosure type	Apr 2023- Mar 2024	Apr 2024- Mar 2025	Apr 2025- Mar 2026	% change 24/25 – 25/26
<b>Basic (B)</b>	41,129	45,321	48,616	+7.3%
<b>Standard (S)</b>	4,065	5,608	4,241	-24.4%
<b>Enhanced (E)</b>	131,571	128,370	136,872	+6.6%
<b>Total</b>	<b>176,765</b>	<b>179,299</b>	<b>189,729</b>	<b>+5.8%</b>

16. Staff in AccessNI continued to work a hybrid approach, with rotas in place for office attendance to meet specific business needs.

## Volunteer certificates

17. Where an applicant meets the statutory definition of a volunteer, no fee is charged for a disclosure certificate (Standard and Enhanced checks only). AccessNI reports that demand for volunteer checks in 2025/26 accounted for 26.4% of all applications, representing a notable increase of around 2.5% compared with the previous year. There are several possible explanations for this rise, including increased application volumes from the faith sector; however, the current rate is also broadly consistent with pre-COVID levels.

18. AccessNI will continue to monitor trends throughout the year to determine whether 2025/26 reflects a return to a higher baseline or a temporary spike in demand. Given volunteer checks are provided free of charge, any sustained increase in demand will have implications for AccessNI’s operating model.

## Digital certificates

19. In July 2018, AccessNI introduced digital certificates for all types of disclosures where no criminal record or other information was included in that certificate, or where the applicant lives outside the UK.

20. Digital certificates are delivered to the nidirect account used by the applicant when making their online application. The applicant can share the certificate by email with an employer, but these certificates are invalid if printed.

21. Until mid-2025/26 paper certificates were used for certificates that disclosed information. AccessNI moved to a fully digital model in September 2025.

**Table 3 – Digital certificates**

Target	Achievement	Met
60% of certificates issued digitally by 31 August 2025.	65% of certificates issued digitally over the year.	✓

22. In 2025/26, the target of 60% of certificates being issued digitally was achieved.

23. In September 2025, AccessNI transitioned to a fully digital operating model, with all certificates issued electronically, including those where criminal history information is disclosed. This provides greater security around the disclosure of the information, ensuring certificates are issued more quickly and delivered directly to the applicant’s nidirect account and, in doing so, generate cost savings on postage and related stationery items.

24. This change has proven extremely successful, being well received by organisations and citizens alike.

25. For the period before uniform implementation of digital certificates, April – August 25, the average was 65% of certificates issued digitally.

**Police referrals**

26. Almost 25% of Enhanced applications were referred to PSNI during 2025/26. Referrals are made to PSNI where the applicant:

- has been matched to a criminal record;
- has been matched to information on a police database;
- is undertaking certain types of work at their home; or
- lives, or has lived, in the Republic of Ireland within the last five years.

27. On referral of an application, PSNI determines if additional / non-conviction information should be disclosed on the applicant’s AccessNI certificate using a statutory test defined within legislation. Referrals are made to police forces in Great Britain also.

**Table 4 – Police Referrals for 2025/26**

	<b>PSNI</b>	<b>GB forces</b>
Number of Enhanced applications referred	33,508	7,072
Number of disclosures made	218	16

## Commentary

28. 2025/26 saw the high level of demand for disclosure checks being maintained. Demand for Enhanced checks increased by over 5% compared with 2024/2025, and Basics by over 3.5%. Standard checks reduced significantly, by approx. 25%, but Standard checks account for approx. only 2% of our caseload and applications are cyclical (i.e. 3 year re-check).

29. In 2024/25, to assist the response to the humanitarian crisis in Ukraine, AccessNI prioritised applications from hosts / sponsors under the Homes for Ukraine scheme. By 31 March 2026, 2,473 applications were processed under this scheme, with an average turnaround of two days. All other applications were processed in chronological order (excepting specific requests).

30. AccessNI will continue to monitor the demand for disclosure checks and adjust the resources required to sustain high standards throughout 2026/27.

31. AccessNI's top 30 customers in 2025/26 requested 81,187 applications (42.8% of all applications made). The top five customers are set out below (along with their comparative demand for 2024/25):-

**Table 5 – Top 5 Customer Organisations**

<b>Organisation</b>	<b>Applications (2025/26)</b>	<b>Applications (2024/25)</b>
Education Authority	16,680	14,913
BSO Recruitment	7,136	6,498
Ulster GAA	6,088	5,458
Presbyterian Church in Ireland	3,622	1,820
Irish FA Foundation	3,509	3,294

## Section 3 – Customer service standards

AccessNI service standards, set by the Minister of Justice, are to issue:

- 99% of Basic checks made via Responsible Bodies within 7 days
- 95% of Basic checks submitted directly by a member of the public within 14 days
- 99% of Standard checks within 7 days
- 70% of Enhanced checks within 10 days
- 95% of Enhanced checks within 21 days
- 98% of Enhanced within 28 days

32. Table 6 shows performance against ministerial targets in 2025/26.

**Table 6 – Service Standard Results (April 2025 - March 2026)**

Type	Target	Achievement	Met
Basic check submitted via body	99% within 7 days	<b>100%</b>	✓
Basic check submitted directly by public	95% within 14 days	<b>99.9%</b>	✓
Standard check	99% within 7 days	<b>99.9%</b>	✓
Enhanced check	70% within 10 days	<b>79.5%</b>	✓
	95% within 21 days	<b>94.8%</b>	✗
	98% within 28 days	<b>97.4%</b>	✗

33. Table 7 shows the average number of days to issue each type of disclosure check, along with a comparison with the two most recent previous years.

**Table 7 - Average Issue Time (calendar days)**

Type	Apr 2023 - Mar 2024	Apr 2024- Mar 2025	Apr 2025- Mar 2026
Basic check via RB	0.5	0.4	0.4
Basic check by citizen	2.0	1.3	1.0
Standard check	0.5	0.4	0.4
Enhanced check	3.7	3.6	4.9

**Commentary**

34. Tables 6 and 7 demonstrate that AccessNI delivered a strong performance in processing disclosure applications during 2025/26. However, performance fell just short of the targets to issue 95% of Enhanced checks within 21 days and 98% within 28 days.

35. Customers’ experience of the Enhanced check service is significantly influenced by whether third-party engagement is required, particularly police forces. Under the current operating model, approx. 25% of Enhanced checks are referred to third parties, primarily the PSNI, for consideration.

36. Delays associated with Aged Cases (those with the PSNI in excess of 25 days), which often require extensive further investigation, have adversely impacted overall Enhanced check performance in 2025/26. We remain committed to improving the effectiveness of the police disclosure unit model to address these challenges and hold regular meetings with PSNI representatives to identify and implement mitigating actions.

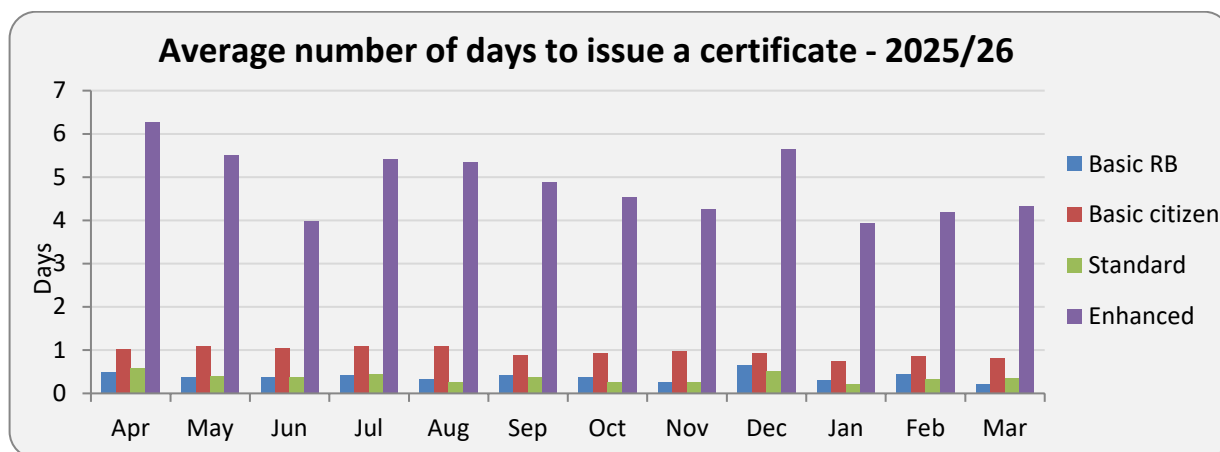
39. The average time to issue Basic and Standard certificates reflects modest improvements, with the most notable change being for Basic checks submitted directly to AccessNI by citizens. This builds on the improvements seen last year, which resulted from a new functionality that required citizens to upload identity documentation along with their application – having this documentation set earlier in

the process allowed AccessNI to more quickly process the application and issue the disclosure certificate. As people become more familiar with the process, improvements should continue or at least plateau, rather than regress.

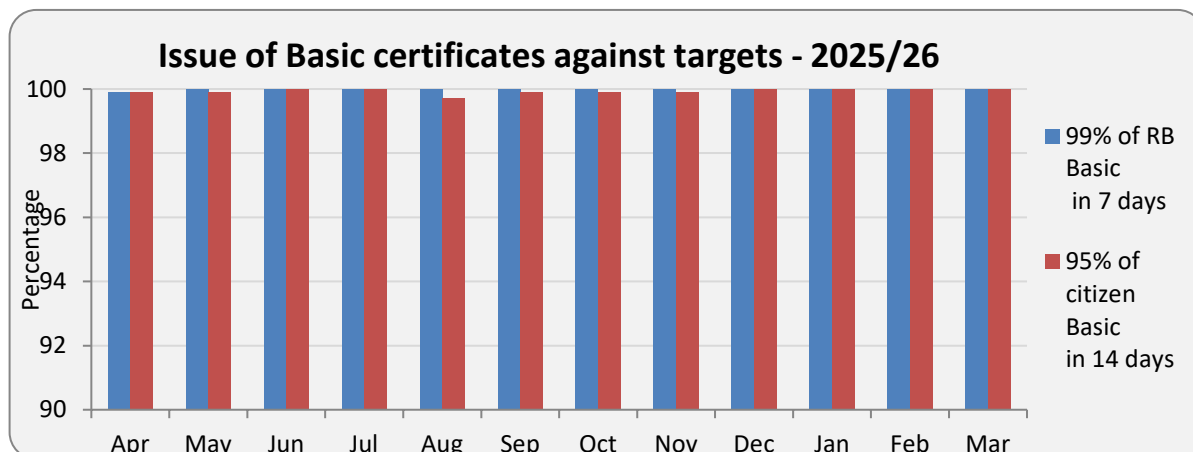
40. 2025/26 saw a notable increase in the average time taken to process an Enhanced check, rising from 3.6 days in 2024/25 to 4.9 days. This suggests that the aforementioned challenges associated with third-party delays and aged cases are not only affecting the achievement of ministerial targets but are also having a negative impact on overall turnaround times.

41. The following graphs provide further information about the processing of applications throughout the year.

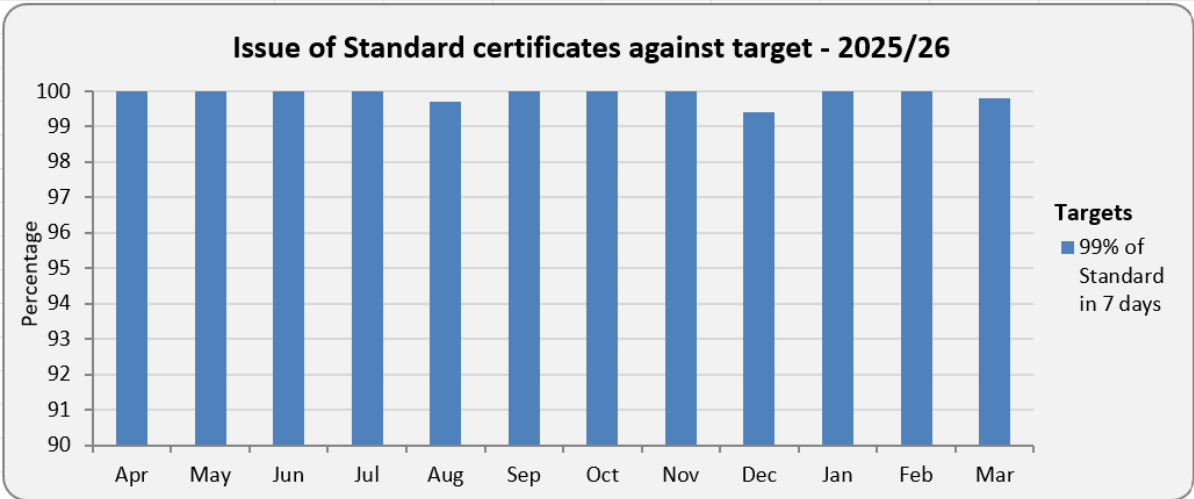
**Figure 1 – Average certificate issue time (days) 2025/26**



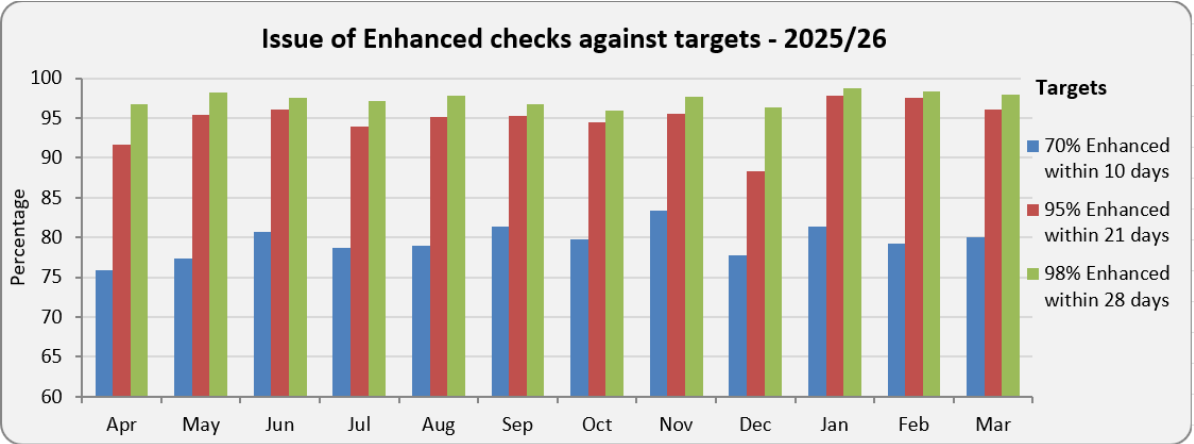
**Figure 2 – Issue of Basic certificates against targets 2025/26**



**Figure 3 – Issue of Standard certificates 2025/26**



**Figure 4 – Issue of Enhanced certificates 2025/26**



## Section 4 – Information disclosed on certificates

37. The table below sets out the total number of certificates processed in 2025/26, along with the number on which information was disclosed from various sources searched.

**Table 8 – Disclosures of information on certificates**

Type	Certificates processed	PNC	PSNI	GB forces	UK lists
Basic	48,616	1,338 2.7%	N/a	N/a	N/a
Standard	4,241	560 13.2%	N/a	N/a	N/a
Enhanced	136,872	6,336 4.6%	218 <sup>1</sup>	16 <sup>1</sup>	5

### Glossary of Terms

<b>PNC</b>	Police National Computer – UK criminal records information disclosed
<b>PSNI</b>	Non-conviction information released by PSNI and provided on enhanced checks
<b>GB forces</b>	Non-conviction information released by GB police forces and provided on enhanced checks.

<sup>1</sup> Police information may have been included in certificates that also have criminal record information disclosed, that is included in the PNC column.

**UK lists** Matches against lists held by Disclosure and Barring Service (DBS) & Scottish Government lists of those barred from working with vulnerable groups.

## Filtering

38. AccessNI filters old and minor convictions from Standard and Enhanced certificates, before they are issued, in line with legislative provisions. The following table sets out the impact the Filtering Scheme had on disclosure certificates issued in 2025/26.

**Table 9 – Impact of filtering**

Type	Certs with information filtered	Certs with convictions filtered	Certs with cautions filtered	Certs with both filtered
<b>Standard</b>	523	351	131	41
<b>Enhanced</b>	5,830	3,691	1,727	412
<b>Total</b>	<b>6,353</b>	<b>4,042</b>	<b>1,858</b>	<b>453</b>

39. In June 2021, legislation was passed in the NI Assembly to amend the Filtering Scheme, effectively dropping the automatic ‘multiple convictions’ rule, which was a UK policy that required all spent convictions to be disclosed on criminal record certificate if an individual had more than one conviction, regardless of the nature of the offences or how long ago they occurred. This change means that all convictions will be considered for filtering after a period of 11 years has elapsed since the date of conviction, unless:

- the offence was a serious or ‘specified’ offence or
- the offence resulted in a period of imprisonment

40. Pending relevant legislative changes, AccessNI continues to refer to the Independent Reviewer of Criminal Record Certificates all Standard and Enhanced

cases containing non-court disposals (NCDs) awarded when the applicant was under 18 years of age. The Independent Reviewer will consider each NCD and decide whether to retain the information, or remove it, before the certificate is issued.

41. During 2025/26 information was filtered from approximately 4.5% of Standard and Enhanced applications. However, AccessNI considers this has not adversely impacted the safeguarding of vulnerable groups as serious offences, including those with a sentence of imprisonment, are always disclosed.

### Independent Reviewer of Criminal Record Certificates

42. The Criminal Record Review Scheme enables an Independent Reviewer to examine cases where:-

- prior to issue, all the information on a certificate relates to a time when the individual was under 18 (Auto-referral); and
- after the issue of a certificate, where an individual requests a review on the basis that it was disproportionate for that information to have been released (Review request).

43. The table below sets out the extent and outcome of the Independent Reviewer’s work in 2025/26.

**Table 10 – Work of Independent Reviewer – 2025/26**

Type	Referred/Received	Information removed	Information retained
Auto-referral	599	592	7
Review request	142	140	2
<b>Total</b>	<b>741</b>	<b>732</b>	<b>9</b>

### Commentary

44. The percentage of Basic certificates containing information was low (2.5%) as only unspent convictions (and no non-court disposals) are disclosed on such certificates. There was a significant percentage of certificates where information was present (in excess of 17%) but not disclosed due to the application of spending provisions within the Rehabilitation of Offenders (NI) Order 1978.

45. For Standard certificates, over one in four applicants were matched to information held on PNC. However, not all of the information was disclosed (for example impending prosecutions). After the application of the filtering process and where the Independent Reviewer removed information, the percentage of certificates where criminal record information was disclosed was 13.2%.

46. Of the applications made for Enhanced certificates, 15,389 (11.12%) were matched to information held on PNC or had police information disclosed. As with Standard checks, and due to filtering, not all the information was disclosed – therefore, the number of checks where information was disclosed reduced to 6,354 (4.6%). Of these checks, 218 (4.34%) contained information from police (e.g. soft intelligence) or a notification that an applicant was on the barred list.

47. Five applicants who applied for an Enhanced check were found to be on one of the UK lists of those barred from working with children or vulnerable adults. In all of these cases, applicants claimed to be unaware of their barring status at the time of their application. A number of police investigations remain ongoing, including one in relation to the use of a fraudulent disclosure certificate. Two applicants received cautions for engaging in regulated activity from which barred. One applicant received a conviction for fraud by false representation which resulted in four months imprisonment suspended for two years.

48. Table 10 shows that the majority (98.8%) of information considered by the Independent Reviewer was removed from Standard / Enhanced certificates after review, and before the certificate was issued.

## Section 5 – EU referrals

49. During 2025/26, AccessNI continued to refer cases to the UK's Central Authority for the exchange of criminal records (ACRO), to obtain information from approved European Union member states where Enhanced checks were sought for EU nationals who were seeking to work with children in NI.

50. AccessNI has arrangements in place to make referrals to 15 EU countries; details of the volume of referrals during 2025/26 are provided in the table below.

**Table 11 - EU referrals in 2025/26**

Country	Referrals	Country	Referrals	Country	Referrals
Bulgaria	49	Holland	36	Poland	526
Cz Republic	29	Hungary	43	Portugal	169
France	60	Italy	76	Romania	200
Greece	31	Latvia	81	Slovakia	68
Germany	71	Lithuania	258	Spain	91

51. A total of 1,788 referrals were made to these EU member states in 2025/26, an 8.3% decrease on the 2024/25 volume. From these referrals a total of 20 matches were made to criminal records held in the EU member states and 13 disclosures were made on Enhanced certificates. Going forward it is our intention to add several additional European countries to the EU Referrals process to ensure all EU member states are included.

52. In addition to above, 1,733 Enhanced checks were referred to An Garda Síochána as the applicant lives in the Republic of Ireland or has lived there in the last five years. Of these, disclosure of criminal record information was made on four Enhanced certificates.

## Section 6 – Disputes of criminal record information

53. AccessNI deals with substantive disputes where the applicant questions the conviction or other information provided on the certificate. The figures below refer solely to occasions where AccessNI staff make an error, for example, selecting a criminal record that does not belong to the applicant. It does not include those instances where the criminal record is inaccurate.

54. Table 12 sets out the number of disputes upheld compared to the previous year.

**Table 12 – Disputes upheld**

	<b>Total Upheld 2024/25</b>	<b>Total Upheld 2025/26</b>
Substantive	6	5

55. Table 13 sets out achievement against the target for the number of substantive disputes upheld:-

**Table 13 – Achievement for substantive disputes**

	<b>Target</b>	<b>Achieved</b>	<b>Met</b>
Substantive	No less than 1 certificate in every 11,000 certificates issued to have an error	1 certificate in every 37,946 certificates contained an error	✓

## Section 7 – Income and expenditure

56. AccessNI operates a full cost recovery (CR) model requiring the income derived from the fees collected for disclosure applications to offset AccessNI expenditure each year.

57. Table 14 sets out the income from fees charged, and the expenditure on staff and non-staff costs together with notional costs in 2025/26 and compares this with the previous two years.

**Table 14 – AccessNI cost recovery position**

	<b>Apr 2023- Mar 2024 (£000s)</b>	<b>Apr 2024- Mar 2025 (£000s)</b>	<b>Apr 2025- Mar 2026 (£000s)</b>	<b>% change for 25/26 against 24/25</b>
Expenditure <sup>2</sup>	3,226	3,540	3,789	+7.0%
Income	4,138	3,953	4,060	+2.7%
CR Out-turn	912	413	271	

### Commentary

58. In 2025/26, AccessNI's costs increased by 7% compared to the previous year. There were a number of factors that contributed to this increase in AccessNI running costs, including:

- increase in total pay costs of 4%
- increase in professional costs<sup>3</sup> of 6.5%
- increase in expenditure to enhance the AccessNI IT solution of 83.7%. This includes costs incurred by requiring applicants to use more rigorous and more secure nidirect accounts.

<sup>2</sup> Expenditure costs include costs of depreciation and notional running costs

<sup>3</sup> Includes costs for searching criminal records and police and EU referrals

59. In the same period, AccessNI’s income increased by 2.7% compared to 2024/25. As a result, AccessNI’s cost recovery surplus in 2025/26 was £271,000.

## Section 8 – Compliance work with organisations

60. AccessNI has a network of Registered Bodies that countersign applications for Standard and Enhanced certificates in accordance with Part V of the Police Act 1997 and a number of Responsible Bodies that countersign applications for Basic certificates on the basis of a Service Level Agreement with AccessNI.

61. All organisations are bound by a statutory Code of Practice that sets out their obligations as part of registration with AccessNI. AccessNI has a number of measures in place to ensure compliance with the Code, including a rolling programme of audits with organisations to test their level of compliance. The table below sets out information about AccessNI’s compliance work during 2025/26.

**Table 15 – Compliance visits**

	<b>Audits 25/26</b>	<b>De- Registrations</b>	<b>Audits 24/25</b>	<b>De- Registrations</b>
Registered & Responsible Bodies	261	1	239	1

### Commentary

62. During 2025/26, compliance audits continued to be undertaken virtually, allowing AccessNI to deliver 261 audits, comfortably surpassing the target of 240 audits in the year.

63. During 2025/26, 56 organisations registered with AccessNI for the first time whilst over the same period 72 organisations were removed, a net reduction of 16 compared to a net reduction of 41 during 2024/25.

64. At 31 March 2026, 735 organisations in NI, and further afield, were registered with AccessNI.

65. A key aspect of work within the Compliance Team in the past year has been in supporting customer organisations to improve the standard of applicant identity checking and the accuracy of details provide on disclosure applications. AccessNI has already had some good successes in getting these key messages across to Registered / Responsible Bodies, and securing notable improvements, and will continue with this work through 2025/26.

66. AccessNI Seasonal Newsletters continue to serve as a key tool in getting messages to our organisational customer base. The newsletters not only share details of policy and legislative changes but also tips and hints to allow customers to get the most from the disclosure service.

67. AccessNI conducted its biennial customer survey in 2025/26 with early indications showing a high satisfaction rate with the service. The findings will be carefully reviewed and, where appropriate, acted upon during 2026/27 to support the continuous improvement of AccessNI's service provision.

## Section 9 – AccessNI Business Solution

68. During 2025/26, AccessNI has made a number of important changes to the disclosure IT system, including:

- deployment of Digital Certificates for all certificates. Digital certificates were previously only available for certificates with no criminal history information
- established seamless API-driven (Application Programming Interface) integration between the Law Enforcement Database Service (LEDS) and the AccessNI IT system (ANIDS) enabling real-time, automated search and data retrieval across systems
- connection and access to Law Enforcement Database Service (LEDS) User Interface (UI)
- creation of a bespoke Disputes/Appeals module within ANIDS
- enhancements to the Qlik Reporting system
- creation of pre-application web page to encourage applicants not to create unnecessary new nidirect accounts and
- adding functionality to ANIDS to recognise Self-Employed applications.

69. The AccessNI Disclosure System (ANIDS) has received security accreditation until 30 September 2027.

70. The support and maintenance contract for ANIDS has been extended for two years.

71. Further planned system enhancements to be progressed in 2026/27 include:

- full switchover from Police National Computer (PNC) to Law Enforcement Database Service (LEDS)
- creation of User-Level Management Functionality within ANIDS
- increased functionality for Signatories
- discovery exercise to research the possibility of a financially viable solution to continuous monitoring
  - to better understand technical feasibility and delivery options

- associated costs (and potential customer fees)
  - level of customer demand
  - timescales for delivery
- onboarding to PND.