

Public Data

April 2026

Data refreshed 10th April 2026

Safe • Efficient • Sustainable



Notes

This set of data is derived predominantly from information held within the National Firearms Licensing Management System (NFLMS).

If there are questions, please see our [Contact](#) page on the dedicated Firearms Licensing site:

[Devon & Cornwall Police Firearms Licensing \(firearms.devon-cornwall.police.uk\)](https://firearms.devon-cornwall.police.uk)



112 Day Service Level

Following the Fee increase in February 2025 nationally an ideal service level has emerged for Firearms License applications that are non-complex to be completed within 4 months.

Within Devon & Cornwall we have refined this service level to consider work that, due to safety or other considerations, can and should be completed sooner or to account for factors outside of our control such as later submission.

The non-complex element is intended to promote safety and ensure there are no time limits applied to work which requires detailed and thorough investigation or research.

This means, in practice, any work which suggests a license issue cannot take place at first pass will be deemed complex and not subject to the 112-day / 4 months.

The target suggested is 4 months, we have adopted a 112-day target (16 weeks) to remove the variable number of days in months and align more closely to how legislation is written.

The next 2 slides details the service level and our current performance against it.



Customer Experience – Telephone

The following is emerging / new data and will evolve, for now this is useful indicative data in relation to the customer experience within FELU.

[This data is unavailable April 2026]



112 Day Service Level

All work to be complete within **112 days** or the expiry whichever is sooner.

Except:

- **Complex cases** (Safe)
- **Renewals submitted within 8 weeks of expiry** (no statutory extension) (Sustainable)
- **Initial application administration** within 7 days (Efficient)
- **Change of address** within 7 days (Safe)
- **Transfers** within 7 days (Safe)
- **Transfer in** initial processing and gross check within 7 days (Safe)
- **CAT POLE alerts** information and intelligence within 24h* (Safe)
- **Club Checks** with 3 months

* 72 hours Friday to Monday.



Current 112 Day Performance

Last 12 months (BAU*) April 25 to March 26:

53% of all work completed in **56 days**.

84% of all work completed in **112 days**.

16% of all work completed over **112 days**.

Renewals **51%** in **56 days**, **90%** in **112 days**, **10%** over **112 days**.

Grants **36%** in **56 days**, **53%** in **112 days**, **47%** over **112 days**.

* Business as Usual (BAU), an internal definition of all work that was not counted as part of the (now cleared) backlog of grants and renewals. Consequently, until we see a 'clean' 12 months of data, figures here are likely to differ from nationally obtained data.



Firearms & Explosive Licensing Unit

Outstanding tasks and work in action as of 10th April 2026

Note, there are over 35 discreet processes within the Firearms Licensing Department.

This data is derived from NFLMS, as this products evolves the intent will be to publish more refined process data plus comparison.

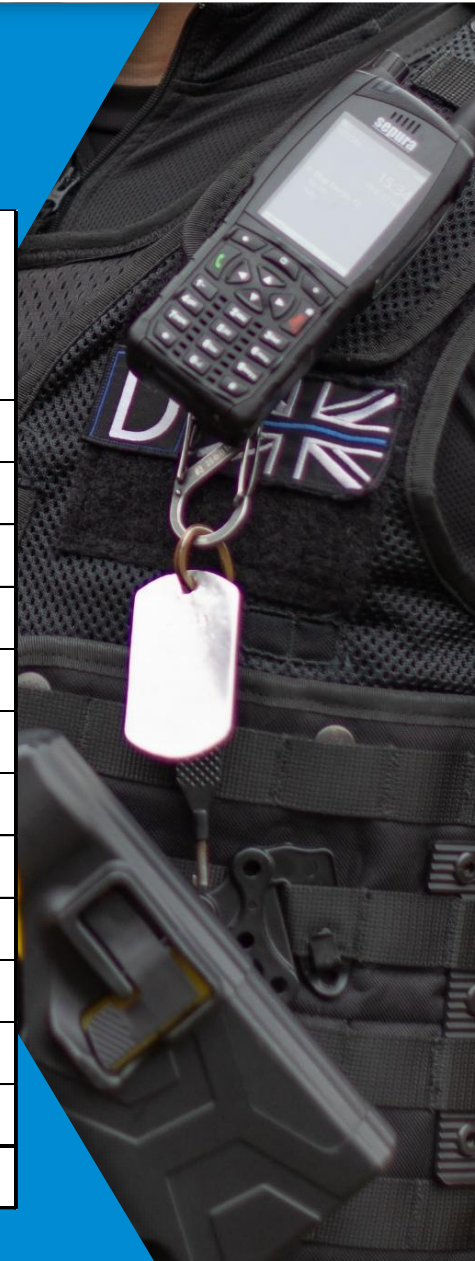
[-] Certificate 1-1 Variation	
[+] Firearm	2
[-] Certificate Variation	
[+] Firearm	18
[-] Coterminous Shot Gun Grant	
[+] Shot Gun	147
[-] Coterminous Shot Gun Renewal	
[+] Shot Gun	411
[-] Grant	
[+] Club	2
[+] Dealer	1
[+] Firearm	204
[+] Shot Gun	280
[-] Grant Explosives ER4A	
[+] Explosives Acquire and Keep	2
[-] Renew Explosives ER4A	
[+] Explosives Acquire and Keep	9
[+] Explosives Acquire Only	3
[-] Renewal	
[+] Club	1
[+] Dealer	2
[+] Firearm	441
[+] Shot Gun	534
Grand Total	2057

Previous:

[-] Renewal	
[+] Club	5
[+] Firearm	377
[+] Shot Gun	473
[-] Grant	
[+] Club	3
[+] Firearm	154
[+] Shot Gun	213
[-] Coterminous Shot Gun Renewal	
[+] Shot Gun	341
[-] Coterminous Shot Gun Grant	
[+] Shot Gun	107
[-] Certificate Variation	
[+] Firearm	20
[-] Renew Explosives ER4A	
[+] Explosives Acquire and Keep	12
[-] Certificate 1-1 Variation	
[+] Firearm	7
[-] Grant Explosives ER4A	
[+] Explosives Acquire and Keep	6
[-] Renew Explosives ER4	
[+] Explosives Acquire Only	1
[-] Grant Explosives ER4	
[+] Explosives Acquire Only	1

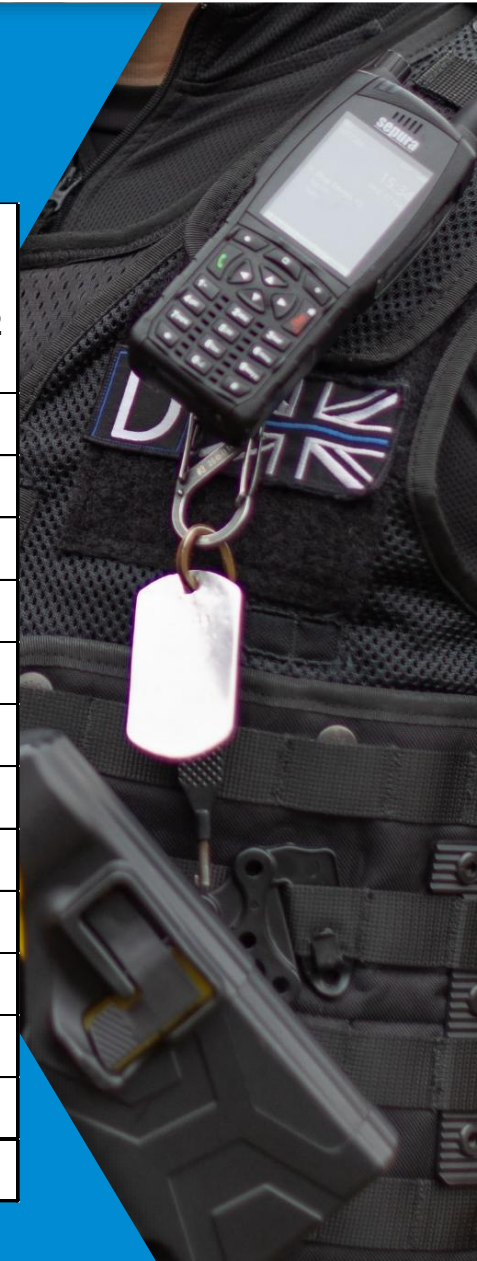
12 Months Renewals

RENEWALS	Applications Received	Applications Completed	Applications Outstanding	Median Days to Complete	Average Days to Complete	% Completed Within 56 Days	% Completed Within 112 Days	% Completed Outside 112 Days
Mar-2026	709	440	1,419	53	62	53%	90%	10%
Feb-2026	683	666	1,150	61.5	61	47%	92%	8%
Jan-2026	631	700	1,133	56.5	62	50%	93%	7%
Dec-2025	533	476	1,202	47	51	64%	95%	5%
Nov-2025	677	572	1,145	59	67	47%	91%	9%
Oct-2025	556	640	1,040	57	71	50%	84%	16%
Sep-2025	535	590	1,124	54	57	53%	93%	7%
Aug-2025	566	516	1,179	54	62	53%	88%	12%
Jul-2025	580	650	1,129	54	60	54%	91%	9%
Jun-2025	564	601	1,199	62	74	45%	83%	17%
May-2025	634	589	1,236	56	62	50%	87%	13%
Apr-2025	498	725	1,191	56	62	50%	92%	8%
Total	7,166	7,165	-	56	63	51%	90%	10%



12 Months Grants

GRANTS	Applications Received	Applications Completed	Applications Outstanding	Median Days to Complete	Average Days to Complete	% Completed Within 56 Days	% Completed Within 112 Days	% Completed Outside 112 Days
Mar-2026	185	131	632	12	79	56%	63%	37%
Feb-2026	139	70	578	78.5	101	47%	56%	44%
Jan-2026	164	138	509	100.5	97	38%	60%	40%
Dec-2025	133	115	483	90	93	42%	57%	43%
Nov-2025	127	168	465	113.5	120	29%	48%	52%
Oct-2025	155	164	506	92	104	38%	57%	43%
Sep-2025	144	183	515	127	124	26%	45%	55%
Aug-2025	152	153	554	152	122	27%	40%	60%
Jul-2025	189	286	555	95	100	34%	53%	47%
Jun-2025	159	244	652	105	100	33%	55%	45%
May-2025	179	189	737	115	123	29%	49%	51%
Apr-2025	184	177	747	99	110	44%	54%	46%
Total	1,910	2,018	-	107	107	36%	53%	47%



112 Day Workload Presentation

The **following slide** is a visual representation of the outstanding work contained on NFLMS, the volume set against the date received or created.

Current work to 112-day service level based on creation date:

NFLMS Application (Certificates) Data

# Total Live Work:	2072	
# / % Created Under 112 Days:	1746	84%
# / % Created Over 112 Days:	326	16%

Previous:

NFLMS Application (Certificates) Data

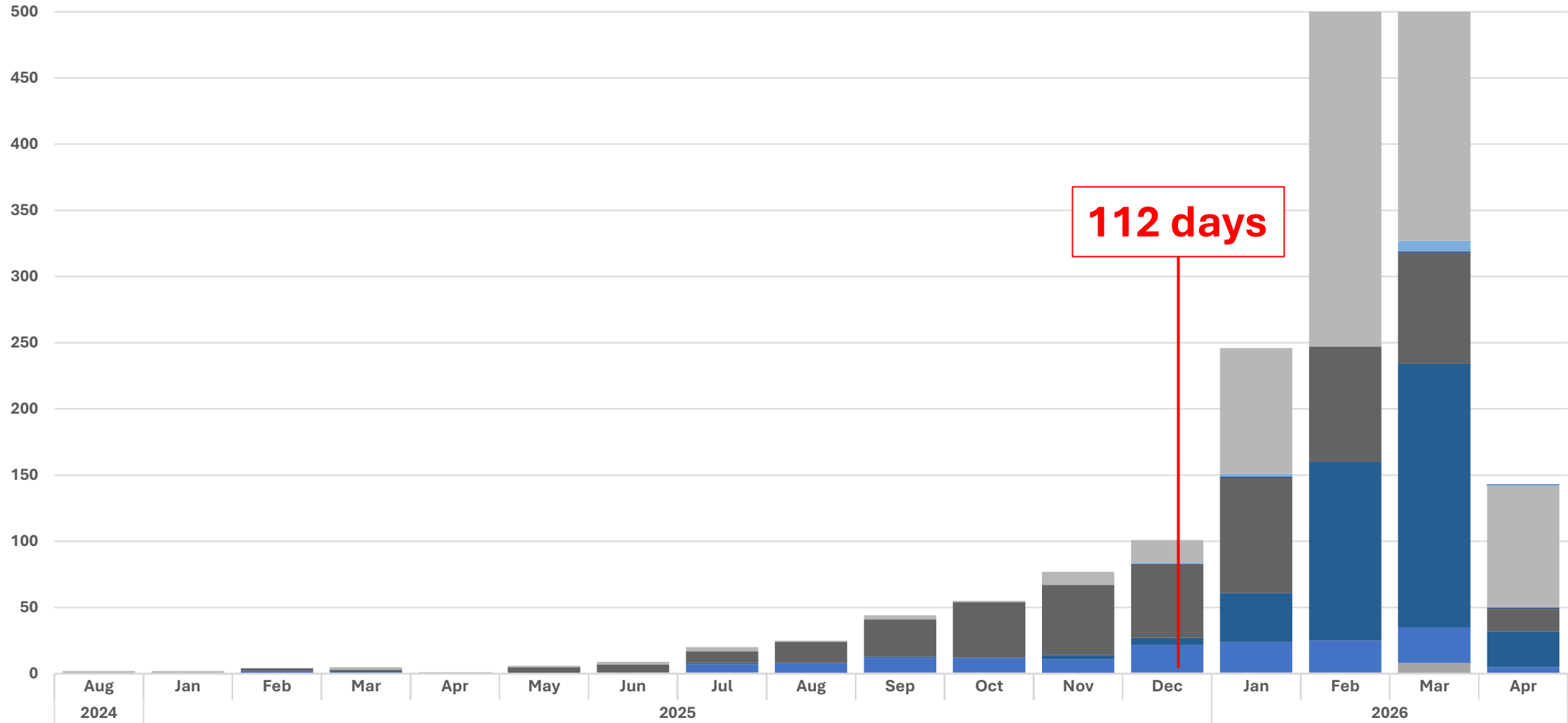
# Total Live Work:	1721	
# / % Created Under 112 Days:	1481	86%
# / % Created Over 112 Days:	240	14%

As a reminder the 112 days service level is for non-complex work. A fair proportion of work created prior to 112 days will fall into this category, for example suitability reviews. The management team in FELU are focussed on ensuring where possible all non-complex work is contained within the service level target.

If you have an outstanding application or task that is over 112-days old, please contact the unit.



NFLMS Person Timeline by Submission (CERTIFICATES)



	Aug 2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Visitor			1	1				1	1	1	1	1	1	1	1	1	1
Renewal	1	1		2		1	2	3	1	3	1	10	17	95	284	472	92
Renew Explosives ER4A													1	2		8	
Grant Explosives ER4A														1		1	1
Grant		1	2	1	1	5	6	9	16	28	42	53	56	87	87	84	17
Coterminous Shot Gun Renewal	1			1				1		1		3	5	37	135	199	27
Coterminous Shot Gun Grant			2	1			1	6	8	11	11	11	21	23	24	27	5
Certificate Variation								1			1		1		1	8	
Certificate 1-1 Variation										1				1			