

## Public Data

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March 2025

Data refreshed 3<sup>rd</sup> March 2025

Safe • Efficient • Sustainable



## Notes

This is the first incarnation of a data set the Firearms & Explosive Licensing Unit (FELU) wish to publish on a regular (at least quarterly) basis.

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

This set will evolve as FELU in Devon & Cornwall Police transitions from an old IT system in use prior to February 2025 to its new system, Niche. As a result, this data is presented from several different systems used to monitor performance (Excel, QlikSense) – it is anticipated that as these systems embed a more consistent, single source data set will emerge. It should be acknowledged that, as the data itself refines and develops in fidelity, some of the presentation and/or content shown may update or change.

This data is published to demonstrate transparency and engage our customers and certificate holders.

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 Proposition

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. At the time of writing, we are working through the process of adopting this service level, it **therefore remains a proposition at this time** however we anticipate will be embedded within the next month.

**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 proposed service level and our current performance against it.



## 112 Day Service Level Proposition

All non-complex work to be completed within **112 days** or the expiry, whichever is sooner.

Except:

- **Renewals submitted < 8 weeks** (no statutory extension)
- **Application bot exceptions** within **10 days** to prevent data loss
- **Change of address** within **7 days**
- **Transfers** within **7 days**
- **Transfer in** [Still in development]
- **CAT POLE alerts\***, information and intelligence within **24h**
- **Suitability Reviews** [Still in development]
- **Club Checks** [Still in development]



## Current 112 Day Performance

Last 6 months (BAU\*) September 24 to February 25:

**50%** of all work completed in **56 days**.

**81%** of all work completed in **112 days**.

**19%** of all work completed over **112 days**.

Renewals **42%** in **56 days**, **87%** in **112 days**, **13%** over **112 days**.

Grants **48%** in **56 days**, **60%** in **112 days**, **40%** over **112 days**.



# Firearms & Explosive Licensing Unit

## Outstanding tasks and work in action as of 3<sup>rd</sup> March 2025

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.

[-] <b>Renewal</b>	
[+] Dealer	5
[+] Firearm	443
[+] Shot Gun	617
[-] <b>Grant</b>	
[+] Club	2
[+] Dealer	1
[+] Firearm	252
[+] Shot Gun	355
[+] Visitors Shot Gun	2
[-] <b>Coterminous Shot Gun Renewal</b>	
[+] Shot Gun	410
[-] <b>Coterminous Shot Gun Grant</b>	
[+] Shot Gun	172
[-] <b>Certificate Variation</b>	
[+] Firearm	37
[-] <b>Renew Explosives ER4A</b>	
[+] Explosives Acquire and Keep	10
[-] <b>Renew Explosives ER4</b>	
[+] Explosives Acquire and Keep	3
[+] Explosives Acquire Only	1
[-] <b>Grant Explosives ER4A</b>	
[+] Explosives Acquire and Keep	3
[+] Explosives Acquire Only	1
[-] <b>Certificate 1-1 Variation</b>	
[+] Firearm	3
[-] <b>Visitor</b>	
[+] Visitors Shot Gun	1



## 6 Month Renewals

	Applications Received (Renewals)	Applications Completed (Renewals)	Applications Outstanding (Renewals)	Median Days to Complete (Renewals)	Average Days to Complete (Renewals)	% Completed Within 56 Days (Renewals)	% Completed Within 112 Days (Renewals)	% Completed Outside 112 Days (Renewals)
<b>Feb-2025</b>	665	597	1,485	59	63	46%	89%	11%
<b>Jan-2025</b>	712	470	1,417	69	75	32%	85%	15%
<b>Dec-2024</b>	412	328	1,175	65	71	38%	85%	15%
<b>Nov-2024</b>	498	322	1,091	60	65	46%	89%	11%
<b>Oct-2024</b>	430	398	915	60	69	45%	85%	15%
<b>Sep-2024</b>	413	230	883	58	65	49%	86%	14%
<b>Total</b>	<b>3,130</b>	<b>2,345</b>				<b>42%</b>	<b>87%</b>	<b>13%</b>

## 6 Months Grants

	Applications Received (Grants)	Applications Completed (Grants)	Applications Outstanding (Grants)	Median Days to Complete (Grants)	Average Days to Complete (Grants)	% Completed Within 56 Days (Grants)	% Completed Within 112 Days (Grants)	% Completed Outside 112 Days (Grants)
<b>Feb-2025</b>	300	155	796	126	127	42%	48%	52%
<b>Jan-2025</b>	216	144	651	79	95	46%	61%	39%
<b>Dec-2024</b>	144	119	579	64	94	46%	63%	37%
<b>Nov-2024</b>	178	168	554	71	97	48%	60%	40%
<b>Oct-2024</b>	213	187	544	39	85	55%	67%	33%
<b>Sep-2024</b>	165	151	518	59	94	50%	64%	36%
<b>Total</b>	<b>1,216</b>	<b>924</b>				<b>48%</b>	<b>60%</b>	<b>40%</b>



## 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:

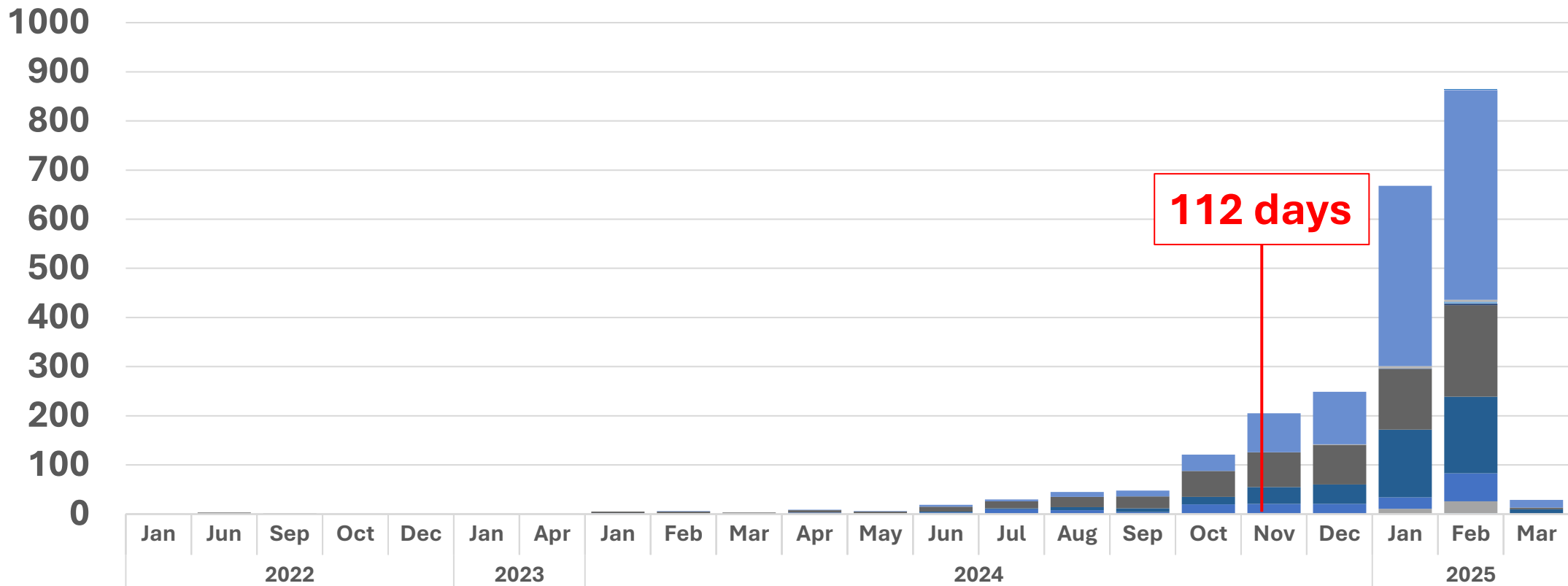
NFLMS Application ( <b>Certificates</b> ) Data			
# Total Live Work:	<b>2320</b>		
# / % Created Under 112 Days:	<b>1950</b>	<b>84%</b>	
# / % Created Over 112 Days:	<b>370</b>	<b>16%</b>	

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)



	Jan	Jun	Sep	Oct	Dec	Jan	Apr	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
■ Visitor																					1	
■ Renewal				1	1				1		1	1	4	4	10	12	33	79	107	367	427	16
■ Renew Explosives ER4A																			1	5	4	
■ Renew Explosives ER4																					4	
■ Grant Explosives ER4A																				1	3	
■ Grant	1	2	1			1	1	3	4	3	5	5	10	14	21	24	53	71	81	123	186	3
■ Coterminous Shot Gun Renewal													2	2	6	8	15	34	39	138	156	10
■ Coterminous Shot Gun Grant		1	1					2	1		3		3	10	7	4	19	20	21	23	57	
■ Certificate Variation															1		1			11	24	
■ Certificate 1-1 Variation																		1			2	