

## Public Data

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May 2025

Data refreshed 6<sup>th</sup> May 2025

Safe • Efficient • Sustainable



## Notes

This is the second 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 continue to transition 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.

**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

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

Except:

- **Complex cases** (Safe)
- **Renewals submitted < 7 weeks** (late from customer, no statutory extension) (Sustainable)
- **Application bot exceptions** within **7 days** to prevent data loss (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



## Current 112 Day Performance

Last 6 months (BAU\*) November 24 to April 25:

**50%** of all work completed in **56 days**. (Previous 50%)

**82%** of all work completed in **112 days**. (Previous 81%)

**18%** of all work completed over **112 days**. (Previous 19%)

Renewals **46%** (+4%) in **56 days**, **88%** (+1%) in **112 days**,  
**13%** (-1%) over **112 days**.

Grants **44%** (-4%) in **56 days**, **55%** (-5%) in **112 days**, **45%**  
(+5%) 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.



# Firearms & Explosive Licensing Unit

## Outstanding tasks and work in action as of 6<sup>th</sup> May 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>	
⊕ Club	1
⊕ Dealer	3
⊕ Firearm	369
⊕ Shot Gun	395
[-] <b>Grant</b>	
⊕ Dealer	1
⊕ Firearm	245
⊕ Shot Gun	329
⊕ Visitors Firearm	1
⊕ Visitors Shot Gun	1
[-] <b>Coterminous Shot Gun Renewal</b>	
⊕ Shot Gun	332
[-] <b>Coterminous Shot Gun Grant</b>	
⊕ Shot Gun	157
[-] <b>Renew Explosives ER4A</b>	
⊕ Explosives Acquire and Keep	11
⊕ Explosives Acquire Only	3
[-] <b>Certificate Variation</b>	
⊕ Firearm	7
[-] <b>Grant Explosives ER4A</b>	
⊕ Explosives Acquire and Keep	6
[-] <b>Renew Explosives ER4</b>	
⊕ Explosives Acquire and Keep	2
⊕ Explosives Acquire Only	1
[-] <b>Visitor</b>	
⊕ Visitors Firearm	1



## 6 Month Renewals

RENEWAL	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
Apr-2025	498	725	1,186	56	62	50%	92%	8%
Mar-2025	664	736	1,413	52	62	56%	86%	14%
Feb-2025	665	597	1,485	59	63	46%	89%	11%
Jan-2025	712	470	1,417	69	75	32%	85%	15%
Dec-2024	412	328	1,175	64.5	71	38%	85%	15%
Nov-2024	498	322	1,091	60	65	46%	89%	11%
<b>Total</b>	<b>3,449</b>	<b>3,178</b>	<b>-</b>	<b>59</b>	<b>65</b>	<b>46%</b>	<b>88%</b>	<b>12%</b>

## 6 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
Apr-2025	187	179	744	98	105	45%	55%	45%
Mar-2025	163	221	736	120	113	38%	45%	55%
Feb-2025	300	157	794	121	125	43%	48%	52%
Jan-2025	216	144	651	78.5	95	46%	61%	39%
Dec-2024	144	119	579	64	94	46%	63%	37%
Nov-2024	180	170	554	65	96	48%	61%	39%
<b>Total</b>	<b>1,190</b>	<b>990</b>	<b>-</b>	<b>94</b>	<b>106</b>	<b>44%</b>	<b>55%</b>	<b>45%</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 (Certificates) Data

# Total Live Work:	<b>1868</b>	
# / % Created Under 112 Days:	<b>1553</b>	<b>83%</b>
# / % Created Over 112 Days:	<b>315</b>	<b>17%</b>

Previous:

### NFLMS Application (Certificates) Data

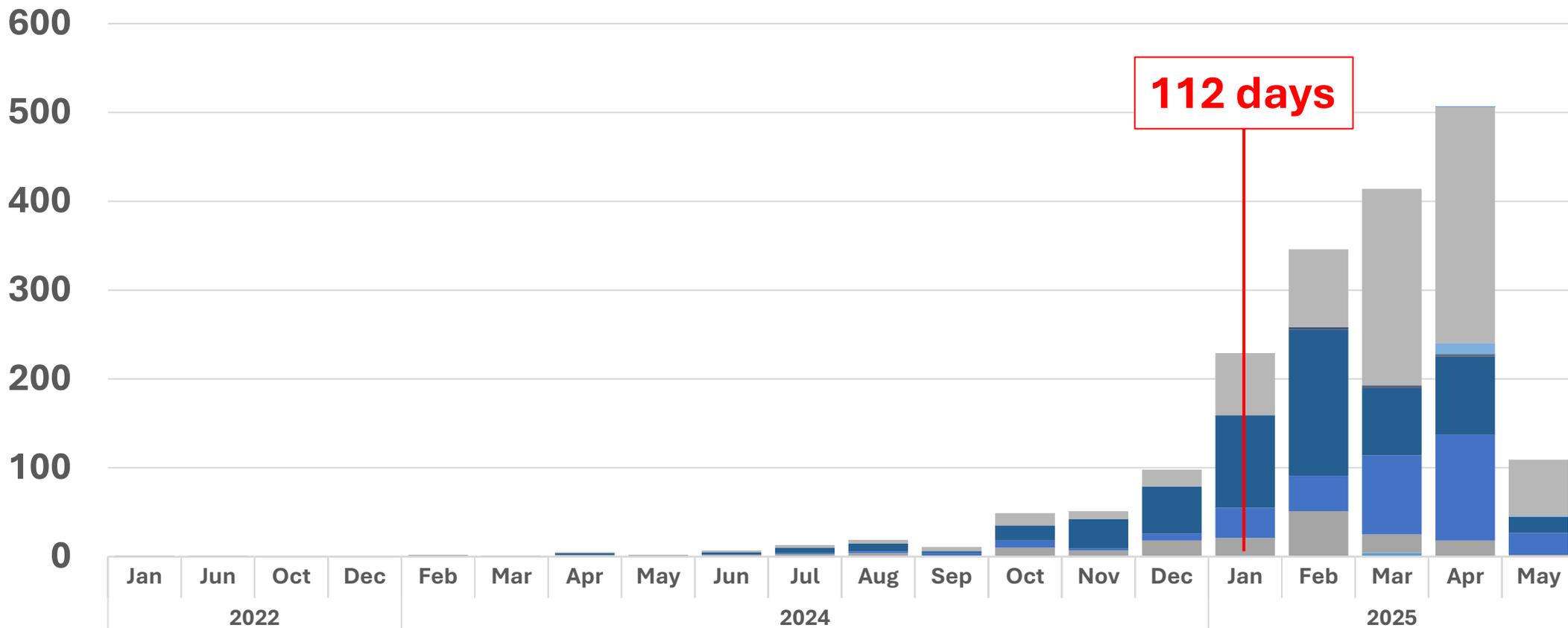
# Total Live Work:	<b>2320</b>	
# / % Created Under 112 Days:	<b>1950</b>	<b>84%</b>
# / % Created Over 112 Days:	<b>370</b>	<b>16%</b>

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	Oct	Dec	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Visitor																			1	
Renewal			1	1	1		1	1	2	3	4	5	14	9	19	70	88	220	266	63
Renew Explosives ER4A																		1	12	1
Renew Explosives ER4																	2		1	
Grant Explosives ER4A																	1	3	2	
Grant	1	1			1	1	2	1	2	6	9	2	17	33	53	104	164	76	88	18
Coterminous Shot Gun Renewal									1	1	2	3	8	2	8	34	40	89	119	25
Coterminous Shot Gun Grant							2		2	3	3	1	9	7	18	21	51	21	17	2
Certificate Variation											1		1					4	1	