

**AccessNI
Customer Survey 2010**

Government

STATISTICAL REPORT



Contents

Page

Executive Summary		i
Introduction		1
Section 1	Applications to AccessNI	4
Section 2	Contact with AccessNI	13
Section 3	Communication with AccessNI	22
Section 4	Customer Services Helpline	28
Section 5	AccessNI Staff	35
Section 6	Complaints to AccessNI	45
Section 7	AccessNI Website	50
Section 8	Overall	56
Appendix I	Respondent Profile	
Appendix II	Breakdown by Organisation Type	
Appendix III	Comparison with 2008	
Appendix IV	Questionnaire	

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Executive Summary

Executive Summary

Introduction

The surveys were received in electronic or paper form by 1,387 customers identified by the AccessNI. By the closing date 724 customers had responded giving an overall response rate of 52%.

Section 1: Applications to AccessNI

Customers were asked to determine the type and amount of applications they had made, either Basic, Standard or Enhanced. Most customers had made only one type of application (84%) with 10% having made two and the remaining 6% having made all three types. The most common type of application was an Enhanced application, with 86% of AccessNI customers having made one or more Enhanced applications. Fewer customers had made a Standard application (17%) and fewer still had made a Basic application (13%). This was mirrored throughout the different types of organisation.

The number of Basic applications submitted has risen from 9% in 2008 to 13% in 2010 and the percentage of customers who used the disclosure information to refuse someone employment is similar to 2008 (11% in 2008, 13% in 2010).

Customers who had made Basic and Standard applications were most likely to have made fewer than 10 of this sort of application (59% and 71% respectively) with 10-50 applications being the next most frequent category (24% and 26% respectively). Customers who had made an Enhanced application were most likely to have made between 10 and 49 applications (43%), with fewer than 10 applications being the next most frequent category (37%).

Some 13% of AccessNI customers had used disclosure information provided by AccessNI to refuse someone employment and a similar proportion had used it to place conditions or restrictions on the someone's employment (12%). Of those customers that had used the disclosure information to refuse someone employment, the majority (83%) refused one or more applications due to the specific nature of the conviction information and 45% due to the application having misled the employer regarding the presence of conviction information.

Most customers (85%) found the Disclosure Certificate helpful in making a decision about an individual's application.

Section 2: Contact with AccessNI

The most frequent form of contact with AccessNI was the Telephone Helpline (50%). One quarter (25%) used the telephone (other than the Helpline number), just over one in ten (11%) used email and slightly more used letter (14%). Across all methods of contact there was a significant increase in the level of satisfaction reported in 2010, in comparison to 2008, except for any 'Other' method of communication which was significantly down on 2008 (40% in 2010, 51% in 2008).

Nine out of ten respondents were satisfied with the Telephone Helpline (90% in 2010, 57% in 2008) and slightly more were satisfied with email ($\geq 91\%$ in 2010, 71% in 2008). Fewer were satisfied with the telephone (other than the Helpline number) (89% in 2010, 66% in 2008) and letter (89% in 2010, 72% in 2008). Only 40% were satisfied with 'Other' methods of contact, however it should be noted that the remaining 60% were neither satisfied nor dissatisfied. Just under three in ten customers (29%) would prefer to use the Telephone Helpline to make contact if the speed of response and availability of each method was identical, with the highest percentage preferring email (37%).

Section 3: Communication with AccessNI

The level of satisfaction across all areas of Communication is up significantly from 2008.

Respondents were least satisfied that they knew who to contact in AccessNI (69%), up from 48% in 2008. They were more satisfied that staff respond in a timely manner (84% in 2010, 60% in 2008) and about the information they were given by AccessNI, with more than four out of five customers satisfied that the information they were given was accurate (85% in 2010, 73% in 2008) and clear and to the point (81% in 2010, 70% in 2008).

Section 4: Customer Services Helpline

Half (50%) of AccessNI customers had used the Telephone Helpline to contact AccessNI.

The level of satisfaction across all aspects of the Customer Service Helpline is up significantly from 2008.

More than eight out of ten Telephone Helpline customers (85% in 2010, 49% in 2008) were satisfied with the speed at which their call was answered. Almost nine out of ten (89% in 2010, 71% in 2008) were satisfied with the helpfulness of staff, and slightly fewer were satisfied with AccessNI's commitment to dealing with their query (87% in 2010, 67% in 2008). 86% were confident that staff could deal with their query (62% in 2008) and the same proportion were satisfied with the professional knowledge of staff (61% in 2008).

Section 5: AccessNI Staff

Just under two fifths (38%) of AccessNI customer's had spoken to a non Helpline staff member, similar to the proportion in 2008 (42%).

Customers were more positive about every aspect of the service from non-Helpline staff in 2010, compared to 2008. The highest level of satisfaction was for the politeness and courtesy of staff (98% in 2010, 93% in 2008), slightly fewer were satisfied with staff's knowledge and professionalism (93% in 2010, 81% in 2008), that information is treated confidentially (92% in 2010, 80% in 2008) and that staff respect a customer's privacy (92% in 2010, 78% in 2008). Just under nine in ten customers who had spoken with a non Helpline staff member were satisfied with staff's commitment to resolving issues (87% in 2010, 75% in 2008) and staff treating a customer fairly (89% in 2010, 76% in 2008).

The lowest level of satisfaction was with staff organisation (i.e. being sufficiently prepared for meetings/discussions) where under three quarters (73%) of respondents were satisfied, although this is an improvement on 2008 (58%).

Section 6: Complaints with AccessNI

Less than one in ten (8%) respondents reported that they had made a complaint about the service provided by AccessNI, lower than the figure reported in 2008 (22%). Of the customers who had made a complaint, over half (54%) were satisfied with how AccessNI dealt with their complaint, higher than 2008 (39%) and four out of five (80%) agreed that their complaint had been resolved satisfactorily, similar to 2008 (70%).

Section 7: AccessNI Website

Most (83%) AccessNI customers had used the AccessNI website, similar to 2008 (81%). Of these customers, over eight in ten were satisfied with the layout (83%) and the information the website contains (86%). Three quarters were satisfied with the website's ability to address their queries (75%), significantly higher than in 2008 (66%).

Section 8: Overall

Almost nine out of ten AccessNI customers (87%) were satisfied with the service provided, significantly more than in 2008 (60%). Less than 3% were dissatisfied.

Introduction

Background

AccessNI was established by a joint programme between the Northern Ireland Office, the Department of Health, Social Services and Public Safety, the Department of Education and the Police Service of Northern Ireland.

AccessNI enables organisations in Northern Ireland to make more informed recruitment decisions by providing criminal history information about anyone seeking paid or unpaid work in certain defined areas, such as working with children or vulnerable adults.

AccessNI is part of central government and operates under the provisions of Part V of the Police Act 1997. From the 12 April 2010, AccessNI became part of the new Department of Justice in Northern Ireland.

2010 is the second year in which AccessNI has held a customer survey; the first such survey was held in 2008.

The survey was carried out and analysed by the Human Resource Consultancy Services (HRCS) Branch of the Northern Ireland Statistics and Research Agency (NISRA).

Coverage

The survey covered customers of AccessNI. The findings are presented in respect of the type of organisation the customer belongs to and where available by type of application.

Method

AccessNI provided a list of customers to be surveyed.

The survey was conducted in January/February 2010. The questionnaire was issued on-line and by hardcopy. The questionnaire can be found in Appendix IV.

A letter was e-mailed in advance to those who were to receive the on-line questionnaire, to let them know about the survey and encourage them to participate. Before the survey closed, two reminder e-mails were issued.

Response rate

Of the eligible sample, 52% completed the questionnaire.

Number of customers surveyed	1,609
Ineligible (invalid e-mail address)	222
Eligible	1387
Completed the questionnaire	724

Margin of error ¹

Because respondents to the survey constituted a sample of the eligible population, there is a margin of error associated with the survey estimates.

The 'standard error' of the estimate of the proportion of customers who were satisfied with the service provided is 0.009 or 0.9%. So the 95% confidence interval for the proportion is 87% \pm 1.7%.

Presentation of Results

The results for AccessNI Overall, for each application type and for each type of Organisation are given for each question.

In some questions respondents were able to select a 'Not Applicable' option. The values shown in the report, both for application type, organisation type and overall level, have been adjusted to exclude those respondents who selected this option.

Throughout the report, where the number of respondents to a particular question is less than 5, data is not disclosed to ensure respondent anonymity.

¹ The figures given in this paragraph disregard any possible errors arising from response bias (the possibility that non respondents had different views from respondents).

Abbreviations

The following abbreviations are used in tables and charts:

Resp Body : Responsible Body ¹

Vol & Comm groups : Voluntary and Community groups

Stat & vol : Statutory and Voluntary

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¹A Responsible Body is the status conferred on an organisation by AccessNI for the sole purpose of processing high volumes of Basic Disclosure Applications. Responsible Bodies have delegated authority to check the Identification details of the Applicant.

Section 1: Applications to AccessNI

Section 1: Applications to AccessNI

Key Findings

How many applications have you sent to AccessNI in the past 12 months? (% of respondents who had sent at least one)

Type of Application	AccessNI Overall
Basic	13%
Standard	17%
Enhanced	86%

Please indicate the number of job applications in which you used the disclosure information provided by AccessNI to...

% of respondents who indicated at least one application in the last 12 months	
refuse someone employment?	13%
place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment?	12%

Of the Job applications you have refused due to disclosure information please indicate, roughly, the number that were...

% of respondents who had refused at least one person employment	
due to the specific nature of conviction information	83%
due to the application having misled the employer regarding the presence of conviction information	45%

% of respondents who had made one or more applications to AccessNI	AccessNI Overall Very/Moderately Useful
How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/employment?	85%

Section 1: Applications to AccessNI

Summary of Findings

Customers were asked to determine the type and amount of applications they had made: either Basic, Standard or Enhanced. Most customers had made only one type of application (84%) with 10% having made two and the remaining 6% having made all three types.

The most common type of application was an Enhanced application, with 86% of AccessNI customers having made one or more Enhanced applications. Fewer customers had made a Standard application (17%) and fewer still had made a Basic application (13%). This was mirrored throughout the different types of organisation.

The number of Basic applications submitted has risen from 9% in 2008 to 13% in 2010 and the percentage of customers who used the disclosure information to refuse someone employment is similar to 2008 (11% in 2008, 13% in 2010).

Customers who had made Basic and Standard applications were most likely to have made fewer than 10 of this sort of application (59% and 71% respectively) with 10-50 applications being the next highest choice (24% and 26% respectively). Customers who had made an Enhanced application were most likely to have made between 10 and 49 applications (43%).

Some 13% of AccessNI customers had used disclosure information provided by AccessNI to refuse someone employment and a similar proportion had used it to place conditions or restrictions on the someone's employment (12%). Of those customers that had used the disclosure information to refuse someone employment, the majority (83%) refused one or more applications due to the specific nature of the conviction information and 45% due to the application having misled the employer regarding the presence of conviction information.

Most customers (85%) found the Disclosure Certificate helpful in making a decision about an individual's application.

Section 1: Applications to AccessNI

Type of Application sent to AccessNI

Figure 1.1: Type of Application (AccessNI Customers)

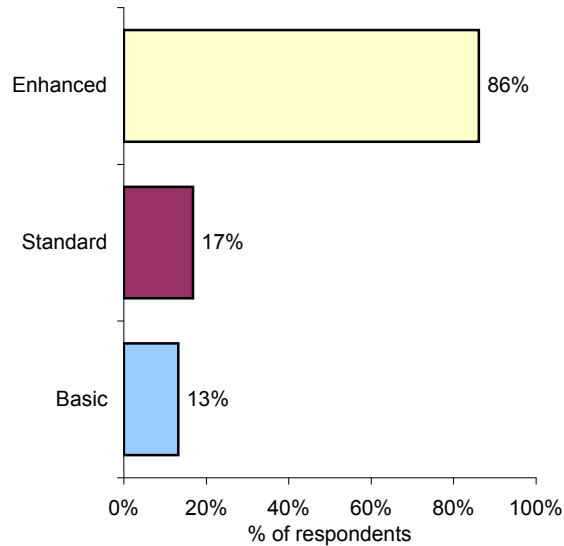


Figure 1.2a: Distribution by Organisation Type

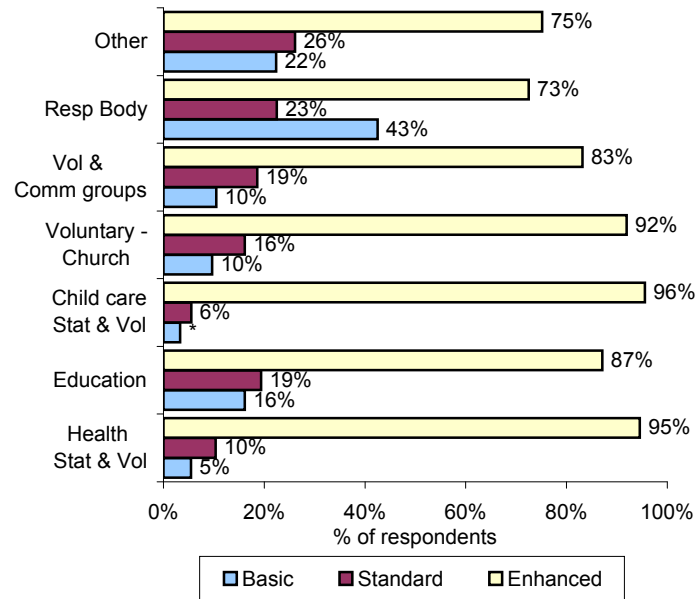
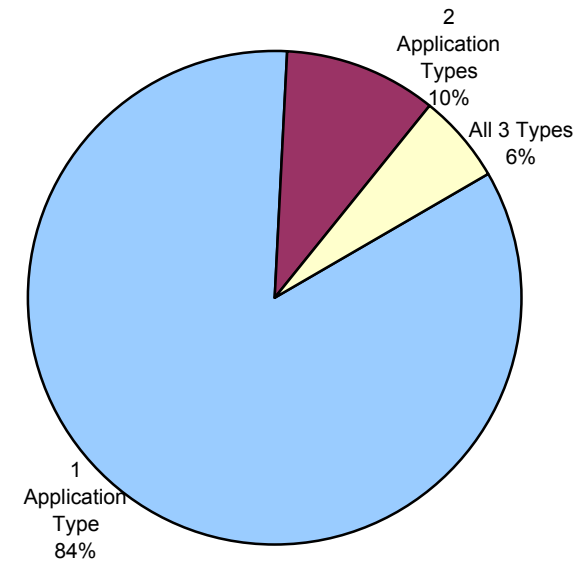


Figure 1.2b: Multiple types of Application



Summary

The majority of AccessNI customers (86%) had made one or more Enhanced applications and almost one in five customers (17%) had made at least one Standard application. Just over one in ten had made a Basic application (13%). This is mirrored throughout the different types of organisation although the Responsible Bodies (43%) had made a higher proportion of Basic applications than any other organisation type.

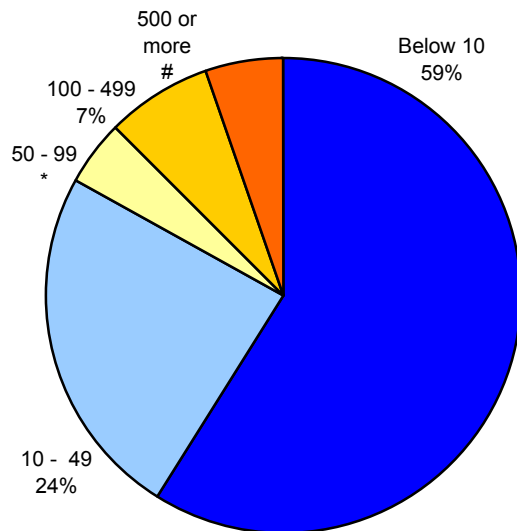
Most customers had made only one type of application (84%), 10% had made two and the remaining 6% made all three types.

Section 1: Applications to AccessNI

How many applications have you sent to AccessNI?

Basic

Figure 1.3: Number of Basic Applications (AccessNI Overall)

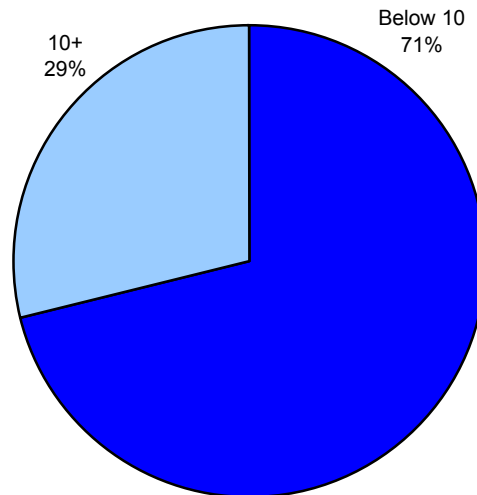


Summary

Just under three in five (59%) customers who had made a Basic application had made fewer than 10. 24% had made between 10 and 50 Basic applications.

Standard

Figure 1.4: Number of Standard Applications (AccessNI Overall)

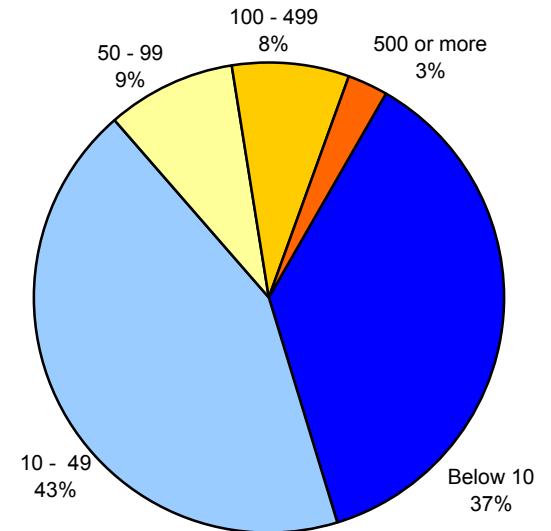


Summary

Almost three quarters of customers (71%) who had made a Standard application had made fewer than 10 applications.

Enhanced

Figure 1.5: Number of Enhanced Applications (AccessNI Overall)



Summary

Similar numbers of customers who had made an Enhanced application had made fewer than 10 (37%) and between 10 and 50 (43%). Only 3% had made more than 500 Enhanced applications.

* the number of respondents is less than 5 and therefore deemed too small to release. # this number, while 5 or larger, has been suppressed to maintain confidentiality.

Section 1: Applications to AccessNI

Have you used disclosure information provided by AccessNI to...

Refuse someone employment

Figure 1.6: Respondents who used disclosure information (AccessNI Overall)

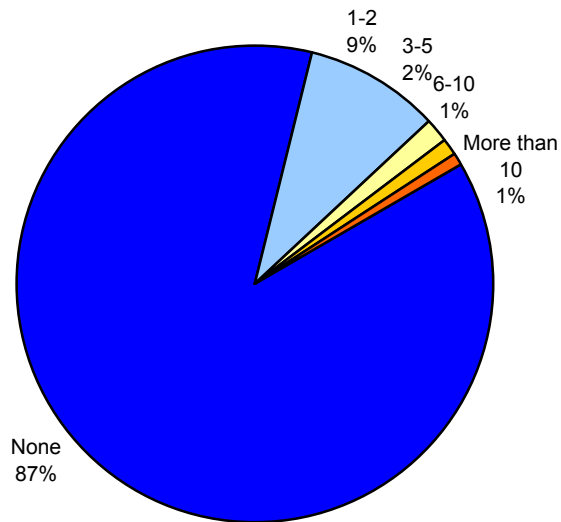


Figure 1.7: Distribution by Type of Application (1+ application)

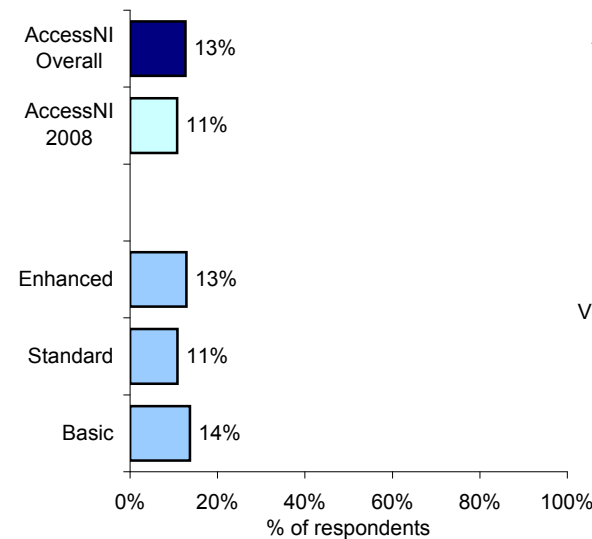
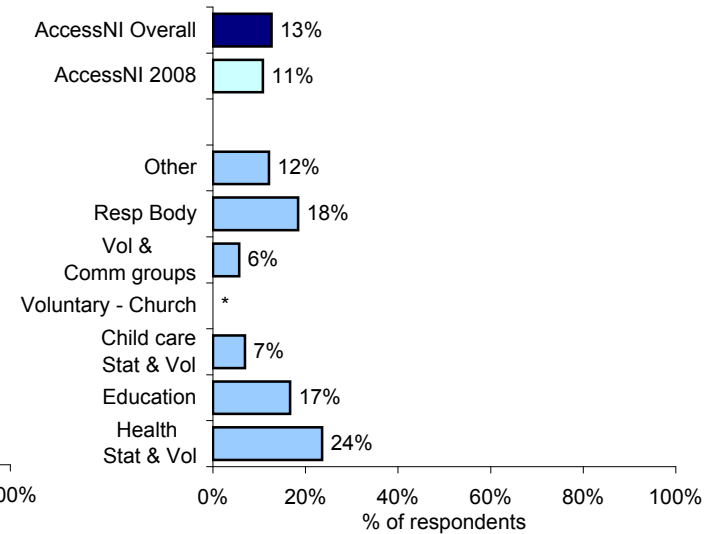


Figure 1.8: Distribution by Type of Organisation (1+ application)



Summary

One in ten (13%) AccessNI customers had refused someone employment because of the disclosure information provided by AccessNI, similar to 2008 (11%). The percentage of customers that used disclosure information to refuse someone employment is similar for each Application type (ranging from 11% to 14%). There are however, considerable differences by type of Organisation with a very small proportion of Voluntary and Community groups (6%) using the information to refuse employment compared compared to almost one quarter of Statutory and Voluntary Health Organisations (24%).

* the number of respondents is less than 5 and therefore deemed too small to release.

Section 1: Applications to AccessNI

Have you used disclosure information provided by AccessNI to...

Place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment

Figure 1.9: Respondents who used disclosure information (AccessNI Overall)

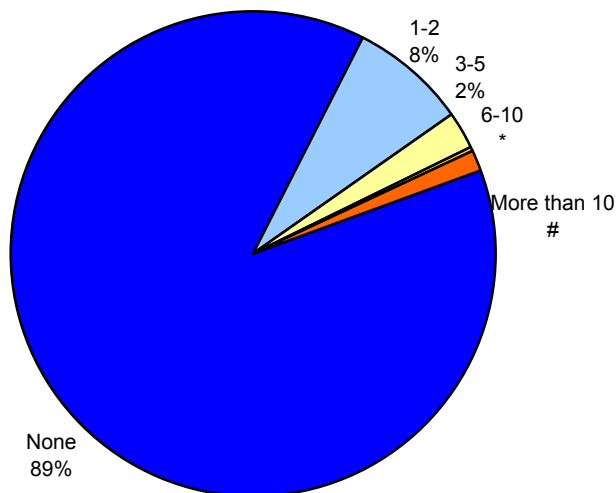


Figure 1.10: Distribution by Type of Application (1+ application)

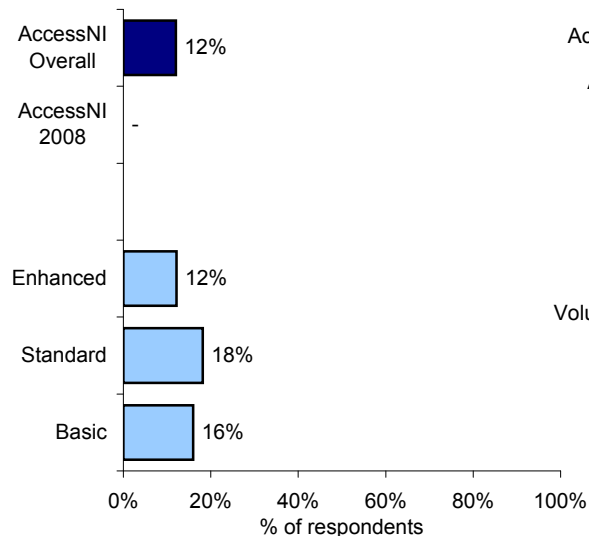
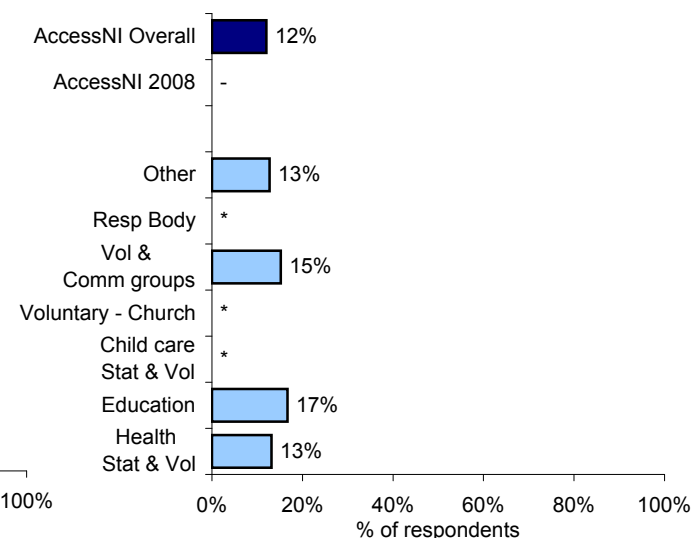


Figure 1.11: Distribution by Type of Organisation (1+ application)



Summary

One in ten (12%) of AccessNI customers had placed conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment because of the disclosure information provided by AccessNI. The percentage of customers that used disclosure information to place conditions on someone's employment ranged from 12% of Enhanced applications to 18% of Standard applications. There was little difference by type of organisation (ranging from 13% of Health or Other Bodies, to 17% of Education Bodies) using the disclosure information to place conditions on someone's employment.

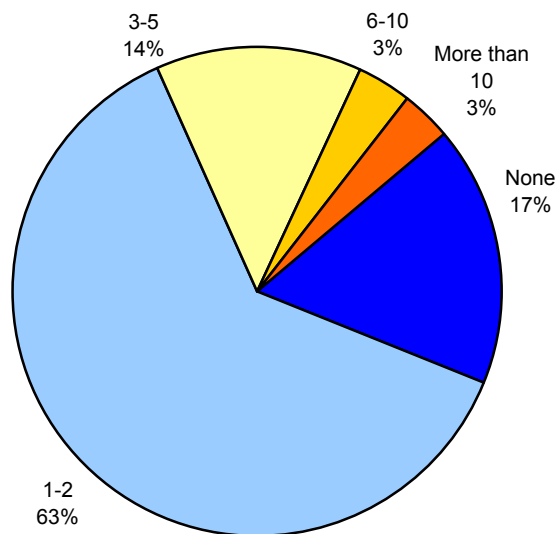
* the number of respondents is less than 5 and therefore deemed too small to release. # this number, while 5 or larger, has been suppressed to maintain confidentiality.
- not asked in 2008.

Section 1: Applications to AccessNI

Of the Job applications you have refused due to disclosure information please indicate, roughly, the number that were...

Due to the specific nature of conviction information

Figure 1.12: Respondents who refused someone employment (AccessNI Overall)



Summary

Of those customers who had refused someone employment due to the disclosure information, the majority (83%) were 'due to the specific nature of conviction information'. There were considerable differences by type of Organisation with 100% of the Voluntary and Community, Education and Other organisations that had used the information to refuse employment, refusing the person due to the specific nature of conviction information, compared with 76% of Statutory and Voluntary Health Organisations.

Figure 1.13: Distribution by Type of Application (1+refused)

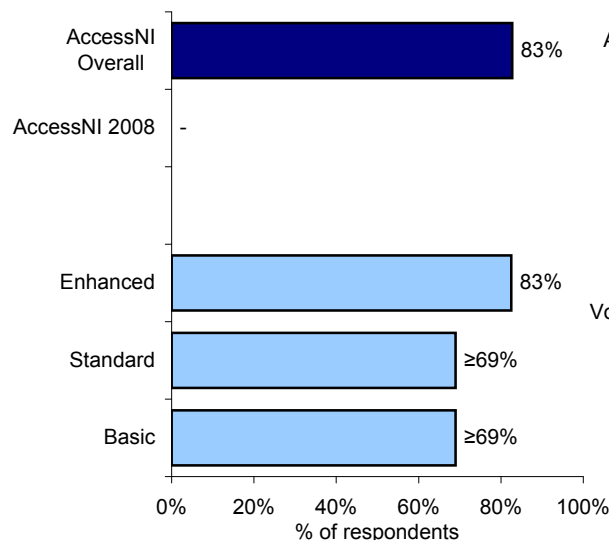
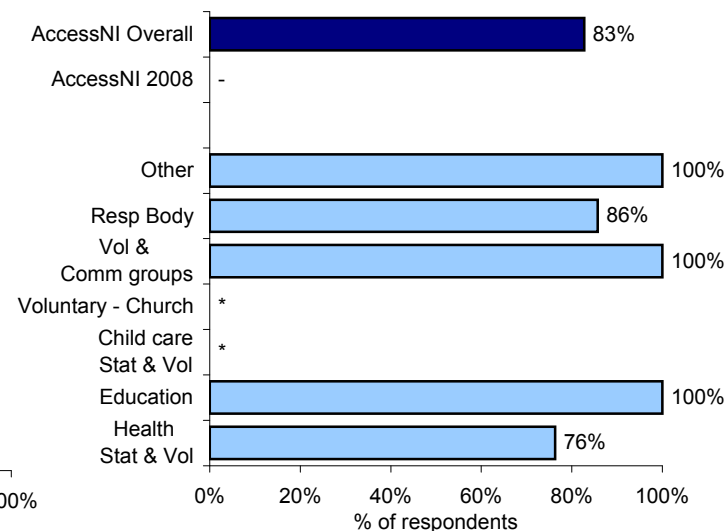


Figure 1.14: Distribution by Type of Organisation (1+refused)



* the number of respondents is less than 5 and therefore deemed too small to release. # this number, while 5 or larger, has been suppressed to maintain confidentiality.

- not asked in 2008.

≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

Section 1: Applications to AccessNI

Of the Job applications you have refused due to disclosure information please indicate, roughly, the number that were...

Due to the application having misled the employer regarding the presence of conviction information

Figure 1.15: Respondents who refused someone employment (AccessNI Overall)

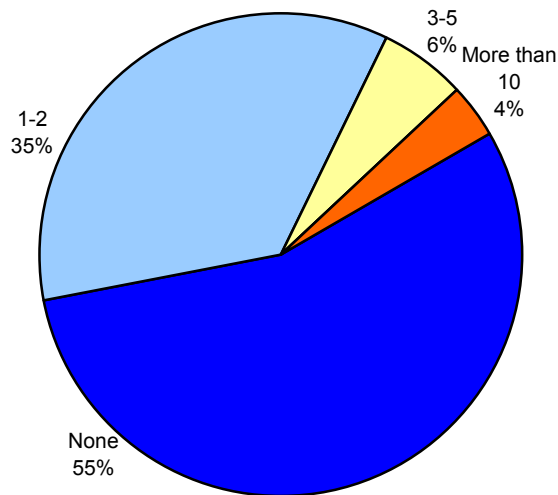


Figure 1.16: Distribution by Type of Application

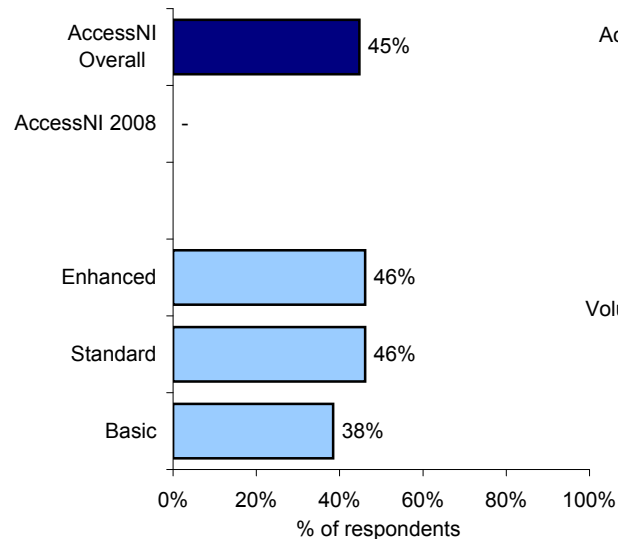
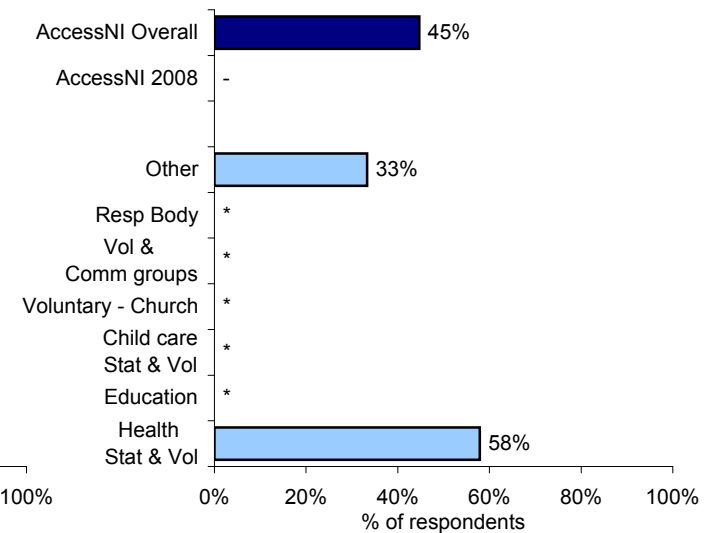


Figure 1.17: Distribution by Type of Organisation



Summary

45% of customers had refused one or more person's employment 'due to the application having misled the employer regarding the presence of conviction information'. Fewer customers that had submitted Basic applications refused employment due to the application having misled them regarding the presence of conviction information (38%) than those that had submitted Standard or Enhanced applications (46% respectively). Over half (58%) of Statutory and Voluntary Health organisations had refused employment for this reason compared to one third of Other organisations.

* the number of respondents is less than 5 and therefore deemed too small to release.
- not asked in 2008.

Section 1: Applications to AccessNI

How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/employment?

Figure 1.18: Level of usefulness (AccessNI Overall)

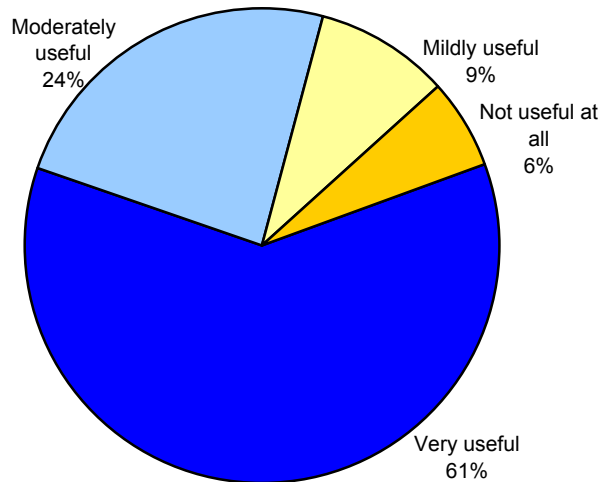


Figure 1.19: Distribution by Type of Application

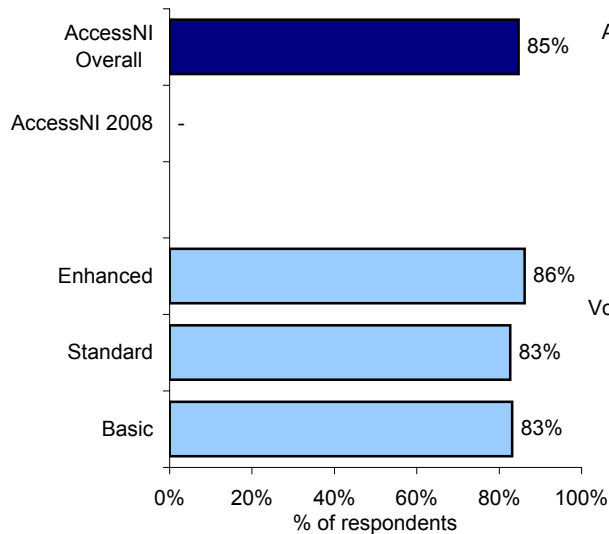
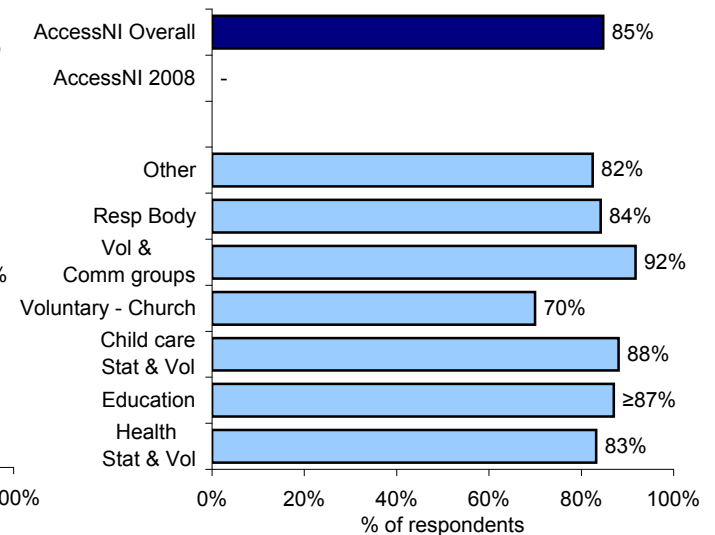


Figure 1.20: Distribution by Type of Organisation



Summary

The majority of AccessNI customers (85%) found the Disclosure Certificate very or moderately useful in helping them make a decision about an individual's application/employment. This was similar for each Application type. However, across Organisation type, the percentage of organisations that found the Certificate very or moderately useful ranged from 70% of Voluntary Church organisations to 92% of Voluntary and Community organisations.

≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

- not asked in 2008.

Section 2: Contact with AccessNI

Section 2 : Contact with AccessNI

Key Findings

In the last 12 months, which of the following methods have you used to contact AccessNI?

Method of Contact	AccessNI Overall %
Telephone Helpline	50%
Telephone	25%
Email	11%
Letter	14%
Other	8%

How satisfied or dissatisfied are you with each method of contact you have used...

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI Overall %
Telephone Helpline	90%
Telephone	89%
Email	≥91%
Letter	89%
Other	40%

If the speed of response and availability of each method of contact was identical, which method would you prefer to use?

Preferred method of Contact	AccessNI Overall %
Telephone Helpline	29%
Telephone	30%
Email	37%
Letter	2%
Other	1%

Summary of Findings

The most popular form of contact with AccessNI was the 'Telephone Helpline' (50%). One quarter (25%) used the 'Telephone', just over one in ten (11%) used 'Email' and slightly more used 'Letter' (14%).

≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

Section 2 : Contact with AccessNI

Across all methods of contact there was a significant increase in the level of satisfaction reported in 2010, in comparison to 2008, except for any 'Other' method of communication which was significantly down on 2008 (40% in 2010, 51% in 2008).

Nine out of ten respondents were satisfied with the Telephone Helpline (90% in 2010, 57% in 2008) and slightly more were satisfied with Email ($\geq 91\%$ in 2010, 71% in 2008). Fewer were satisfied with the Telephone (89% in 2010, 66% in 2008) and Letter (89% in 2010, 72% in 2008). Only 40% were satisfied with 'Other' methods of contact, however it should be noted that the remaining 60% were neither satisfied nor dissatisfied. Just under three in ten customers (29%) would prefer to use the Telephone Helpline to make contact if the speed of response and availability of each method was identical, with the highest percentage preferring Email (37%).

\geq 'greater than or equal to' is used where there has been a suppression in a business area due to less than 5 respondents in the other categories.

