

**AccessNI  
Customer Survey 2011**

Government  
*(Revised 30 April 2012)*

STATISTICAL REPORT





In April 2012 an error came to light in the 'Distribution of Application Type' bar charts in the 2011 Customer Survey Report: organisations which made more than one type of application were only counted in the 'highest' category e.g. 'Enhanced'.

Accordingly, this revised edition of the report has been produced, in which the corrected statistics are given. The revised edition replaces the original version of the report, which has now been removed from the NISRA website.

The affected statistics are the proportions for organisations that made Basic and/or Standard applications. To illustrate the impact of the correction: of organisations that had made Basic applications, the reported proportion which had used AccessNI prior to the last 12 months has increased from 78% to 86% (Table 1.23).



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## **Executive Summary**





## **Executive Summary**

### **Introduction**

The AccessNI Customer Survey was issued in electronic and paper form to 1,791 customers identified by AccessNI. Out of the 1,727 eligible customers, 752 had responded by the closing date, giving an overall response rate of 44%.

The survey asked questions on various issues relating to the customers' experience of using AccessNI. These were: Applications to AccessNI, Contact with AccessNI, Communication with AccessNI, Customer Services Helpline, AccessNI Staff, Complaints with AccessNI, AccessNI Website and Overall.

### **Section 1 Applications to AccessNI**

Customers were asked to determine whether they had made Basic, Standard or Enhanced applications. Most customers had made only one type of application (82%) with 12% having made two and the remaining 5% having made all three types.

The Enhanced application was the most common type of application, with 86% of AccessNI customers having submitted one or more. Fewer had made a Standard application (15%) or a Basic application (14%).

Customers who had made Basic and Standard applications were most likely to have made fewer than 10 of this sort of application (61% and 75% respectively). Customers who had made an Enhanced application were most likely to have made fewer than 10 (41%) or between 10 and 49 applications (39%).

One in eight (12%) customers had used the disclosure information to refuse someone employment, fewer (10%) had used it to place conditions or restrictions on someone's employment, both similar to 2010 (13% and 12% respectively). Of those customers that had used the disclosure information to refuse someone employment, the majority (81%) refused one or more applications due to the specific nature of the conviction information and 55% due to the application having misled the employer regarding the presence of conviction information.

The majority of AccessNI customers (86%) found the Disclosure Certificate very or moderately useful in helping them make a decision about an individual's application/employment.

Nine in ten AccessNI customers (89%) had used the service prior to the last 12 months, and of these, 90% considered the return of disclosure certificates to be a lot quicker (57%) or a bit quicker (33%).

## **Section 2 Contact with AccessNI**

More than half of customers (53%) had used the 'Telephone Helpline' to make contact with AccessNI. A third (33%) used email and fewer (27%) used Telephone (non-Helpline). Less than one in five (17%) used letter to contact AccessNI, and 1% selected 'Other' to describe their method of contact.

The level of satisfaction with most methods of contact was similar to 2010.

Nine out of ten customers (92%) were satisfied with the Telephone Helpline, the same proportion were satisfied with non-Helpline Telephone services. Slightly fewer were satisfied with their contact by Email and Letter (90%).

Three in ten customers (31%) 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 (39%).

## **Section 3 Communication with AccessNI**

Satisfaction was similar to 2010 for all but one aspect of Communication with AccessNI.

The highest level of satisfaction in this section was for the statement 'staff respond in a timely manner' (88%), a significant improvement from 2010 (84%). Fewer customers were satisfied that the information they have been given is accurate (86%) and that the information they have been given is clear and to the point (84%). Nearly three quarters (73%) knew who to contact.

Three in five considered the AccessNI Newsletter to be useful (60%).

## **Section 4 Customer Services Helpline**

More than half (53%) of AccessNI customers had used the Telephone Helpline to contact AccessNI. Customers were generally positive about all aspects of the Customer Services Helpline.

The level of satisfaction across most aspects of the Customer Service Helpline section was similar to 2010; however, for each question significantly more customers selected the 'very satisfied' option than in 2010.

The majority (92%) were satisfied with the speed at which their call was answered, a significant rise from 2010 (85%). The same proportion (92%)

were satisfied with the helpfulness of staff. Slightly fewer were satisfied with the Customer Service Helpline's commitment to dealing with their query (89%), with a similar proportion (88%) being confident that staff could deal with their query. The lowest level of satisfaction in this section was found for the professional knowledge of staff (86%).

## **Section 5 AccessNI Staff**

Just over a third (35%) of AccessNI customer's had spoken to a non-Helpline staff member, similar to 2010 (38%).

The majority of customers were satisfied with all aspects of this section. Again, for most of this section results are similar to 2010.

The majority of AccessNI customers were satisfied with the politeness and courtesy of non-Helpline staff (96%). More than nine out of ten (94%) were satisfied with the knowledge and professionalism of staff, and with their commitment to resolving issues (92%). The same proportion of staff (91%) were satisfied that staff treated them fairly, that they treat information confidentially and that they respect a customer's privacy.

The lowest level of satisfaction (86%) was with AccessNI staff's organisation (i.e. being sufficiently prepared for meetings, discussions), however this was significantly higher than the 2010 figure (73%).

## **Section 6 Complaints to AccessNI**

Only a small proportion of AccessNI customers (4%) had made a complaint about the service provided by AccessNI, significantly lower than in 2010 (8%) and 2008 (22%).

Of the customers who had made a complaint, over half (52%) were satisfied with how AccessNI dealt with their complaint and three quarters (76%) agreed that their complaint had been resolved satisfactorily, both similar to 2010 (54% and 80% respectively).

## **Section 7 AccessNI Website**

Most AccessNI customers had used the AccessNI website (84%).

There has been an improvement from 2010 in two out of the three areas of the website. Website users were most satisfied with the information it contains (92%), higher than 2010 (86%). Just over eight in ten website users (81%) were satisfied with the website's ability to address the customer's query, again higher than 2010 (75%).

Almost nine in ten (87%) were satisfied with the layout of the AccessNI website.

## **Section 8 Overall**

Almost nine out of ten AccessNI customers (89%) were satisfied with the service provided, significantly more than in 2008 (60%) and similar to 2010 (87%). Only 1% 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.

2011 is the third 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 February 2011. 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, 44% completed the questionnaire.

Number of customers surveyed	1,791
Ineligible (invalid e-mail address)	64
Eligible	1,727
Completed the questionnaire	752

## Margin of error <sup>1</sup>

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 89%  $\pm$  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, 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.

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<sup>1</sup> 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<sup>2</sup>

Vol, Charity, Comm : Voluntary, Charity and Community groups

Stat & vol : Statutory and Voluntary

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<sup>2</sup> A 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	14%
Standard	15%
Enhanced	86%

*Over the last 12 months 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	12%
place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment	10%

% of respondents who had refused at least one person employment	
due to the specific nature of conviction information or other information	81%
due to the application having misled the employer regarding the presence of conviction information or other information	55%

% of respondents who indicated at least one application in the last 12 months (Very/Moderately Useful)	
How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/employment?	86%

Level of Agreement (Yes)	Access NI Overall
Did you use AccessNI prior to the last 12 months?	89%

## Section 1: Applications to AccessNI

*How is AccessNI performing in respect of returning disclosure certificates compared to the period January to December 2009?*

% Of the respondents who had used Access NI prior to the last 12 month	
A lot quicker	57%
A bit quicker	33%
About the same	9%
A bit slower/ A lot slower	1%

### Summary of Findings

Customers were asked to determine the type and amount of applications they had made, either Basic, Standard or Enhanced.

Most AccessNI customers had made an Enhanced application, with 86% of AccessNI customers having made one or more Enhanced applications. Considerably fewer customers had made a Standard application (15%) or a Basic application (14%). This was mirrored throughout the different types of organisation.

Customers who had made Basic and Standard applications were most likely to have made fewer than 10 of this sort of application (61% and 75% respectively) with 10-49 applications being the next highest choice. Customers who had made an Enhanced application were most likely to have made fewer than 10 (41%) or between 10 and 49 applications (39%).

Whilst 12% of AccessNI customers had used disclosure information provided by AccessNI to refuse someone employment, a similar proportion had used it to place conditions or restrictions on someone's employment (10%). Of those customers that had used the disclosure information to refuse someone employment, the majority (81%) refused one or more applications due to the specific nature of the conviction information and 55% due to the application having misled the employer regarding the presence of conviction information.

Nine in ten AccessNI customers (89%) had used the service prior to the last 12 months; of these, 90% considered the return of disclosure certificates to be quicker than in the previous period, with most (57%) describing it as a lot quicker.

## Section 1: Applications to AccessNI

### Type of Application sent to AccessNI

Figure 1.1: Type of Application (AccessNI Customers)

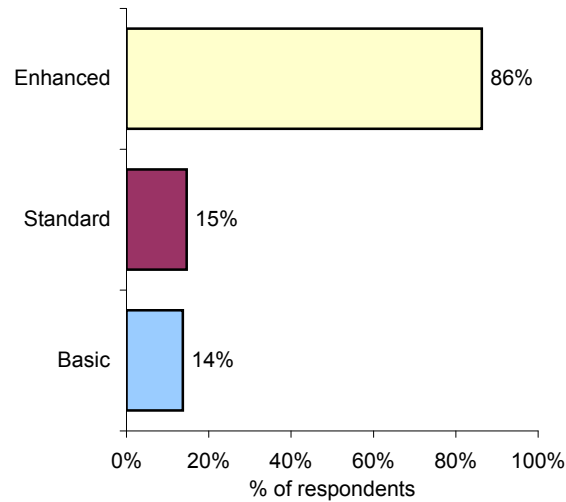


Figure 1.2: Distribution by Organisation Type

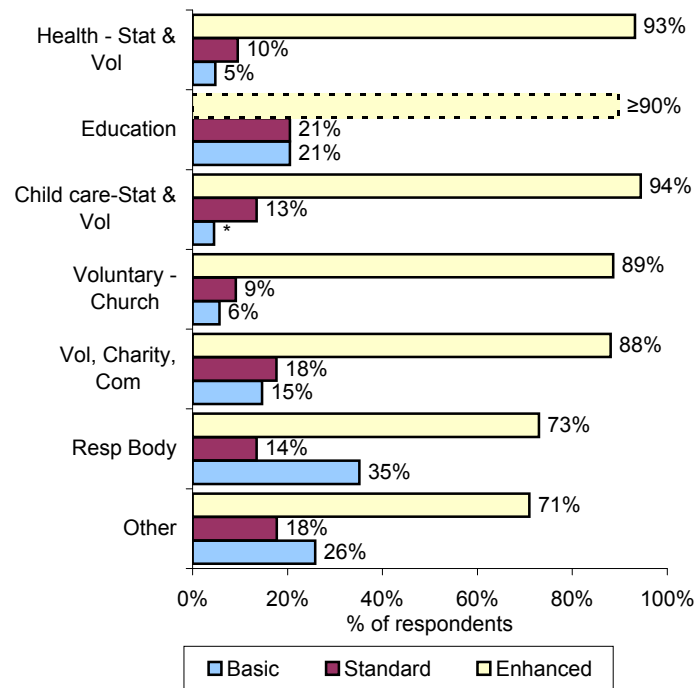
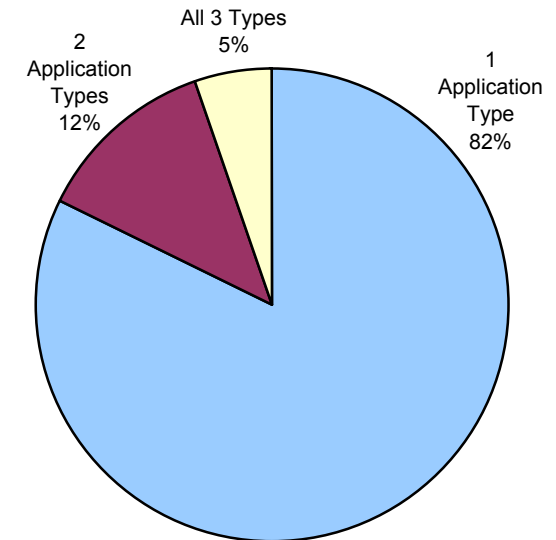


Figure 1.3: Multiple types of Application



### Summary

The majority of AccessNI customers (86%) had made one or more Enhanced applications. Considerably fewer (15%) had made at least one Standard application or a Basic application (14%). This is mirrored throughout the different types of organisation.

Most customers had made only one type of application (82%), 12% had made two and the remaining 5% made all three types.

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

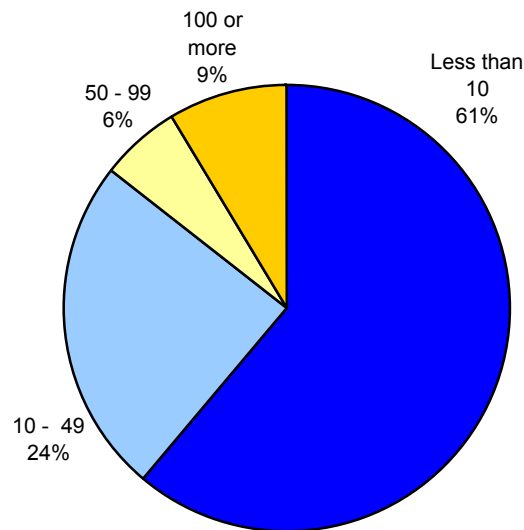
≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

## Section 1: Applications to AccessNI

*How many applications have you sent to AccessNI?*

### Basic

Figure 1.4: Number of Basic Applications (AccessNI Overall)

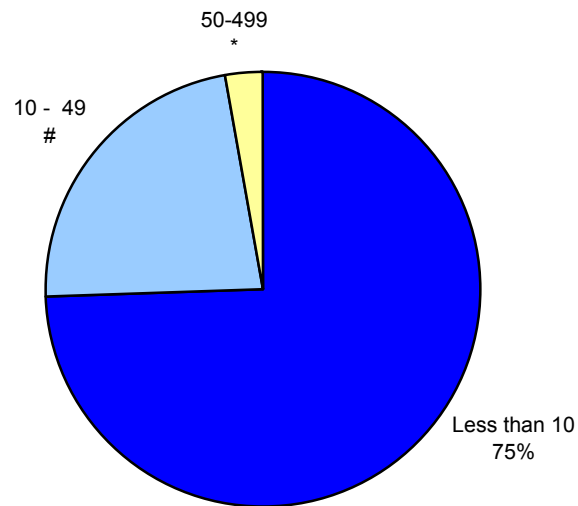


#### Summary

Just over six in ten customers (61%) who had made a Basic application had made fewer than 10. Just under a quarter (24%) had made between 10 and 49 Basic applications.

### Standard

Figure 1.5: Number of Standard Applications (AccessNI Overall)

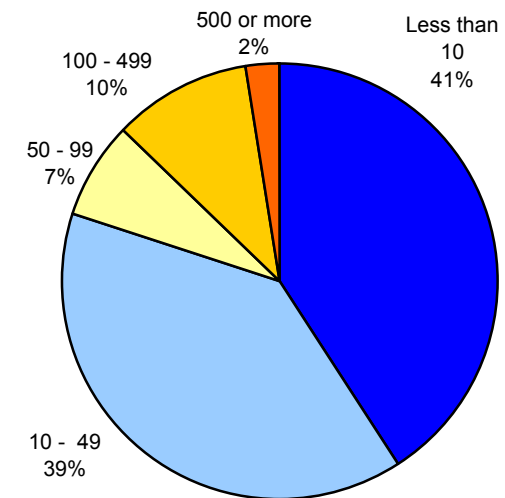


#### Summary

Almost three quarters of customers (75%) who had made a Standard application had made fewer than 10 applications.

### Enhanced

Figure 1.6: Number of Enhanced Applications (AccessNI Overall)



#### Summary

Similar numbers of customers who had made an Enhanced application had made fewer than 10 (41%) and between 10 and 49 (39%). Only 2% 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 1.7: Respondents who used disclosure information (AccessNI Overall)

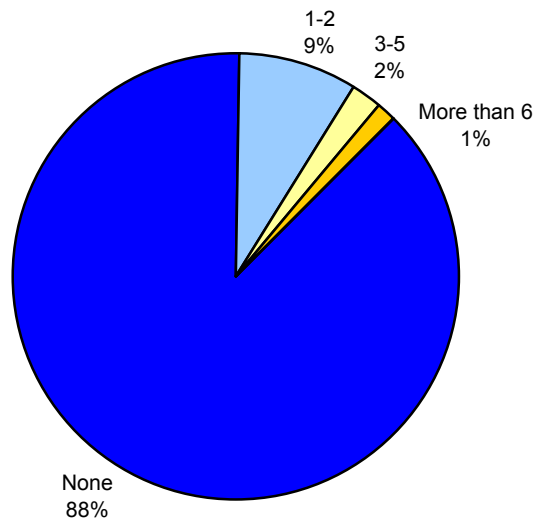


Figure 1.8: Distribution by Type of Application (1+ application)

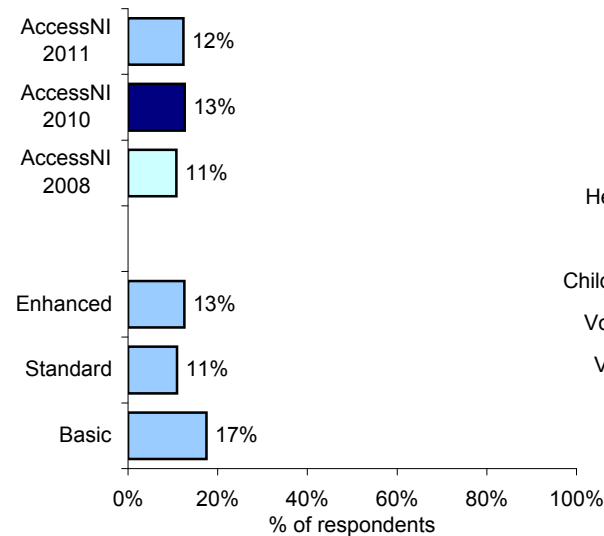
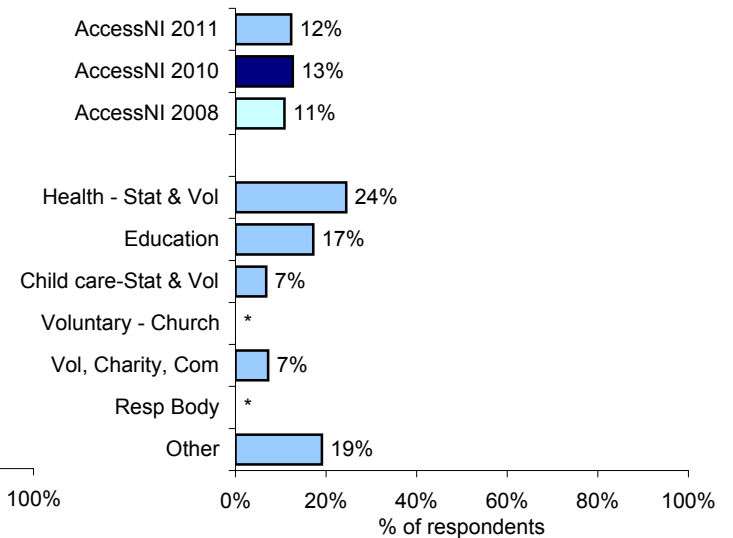


Figure 1.9: Distribution by Type of Organisation (1+ application)



### Summary

One in eight (12%) AccessNI customers had refused someone employment because of the disclosure information provided by AccessNI, similar to 2010 (13%) and 2008 (11%). Almost one quarter from Statutory and Voluntary Health Organisations (24%) had refused someone employment, the highest of any type of organisation, as did one in five (19%) from the Other category. Customers from Statutory and Voluntary Child Care organisations and Voluntary, Charity and Community Groups were significantly less likely to have refused someone employment (both 7%).

\* 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...*

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

Figure 1.10: Respondents who used disclosure information (AccessNI Overall)

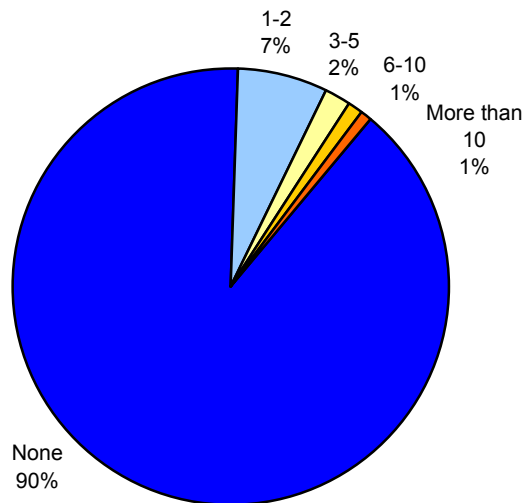


Figure 1.11: Distribution by Type of Application (1+ application)

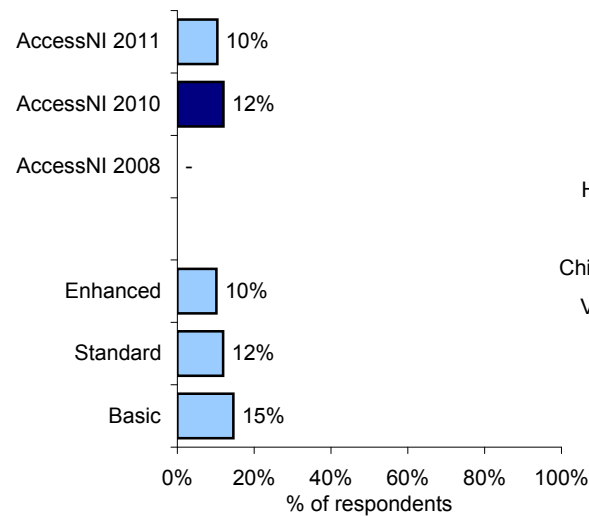
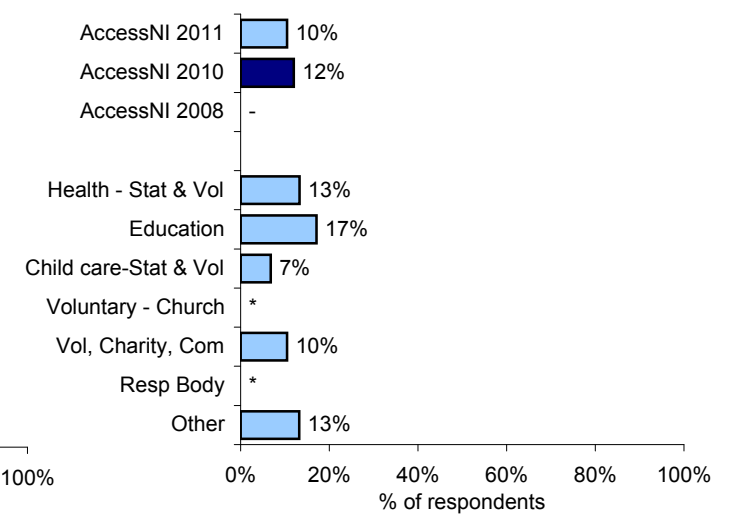


Figure 1.12: Distribution by Type of Organisation (1+ application)



### Summary

One in ten (10%) AccessNI customers had placed conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment because of the disclosure information provided by AccessNI, similar to 2010 (12%).

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

- 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 or other information**

Figure 1.13: Respondents who refused someone employment (AccessNI Overall)

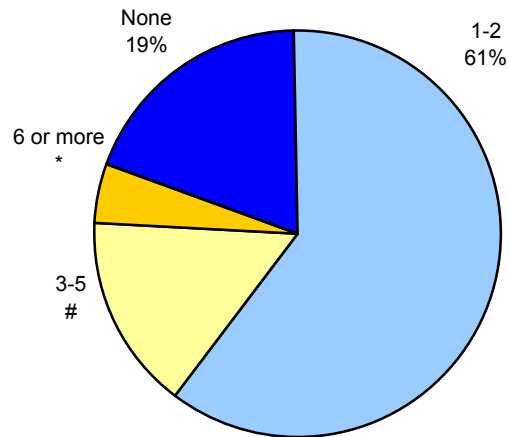


Figure 1.14: Distribution by Type of Application (1+refused)

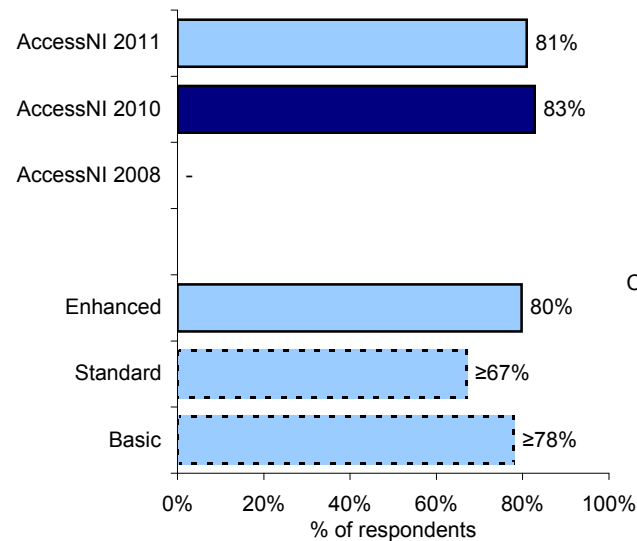
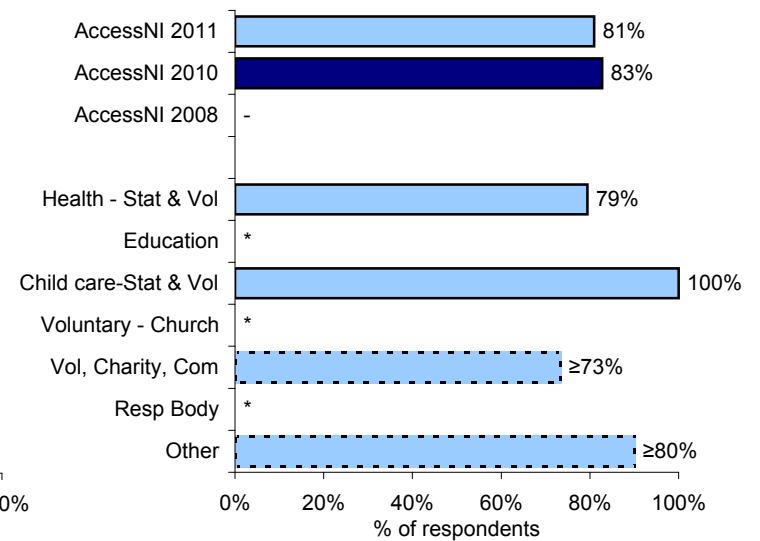


Figure 1.15: Distribution by Type of Organisation (1+refused)



### Summary

Of those customers who had refused someone employment due to the disclosure information, the majority (81%) were 'due to the specific nature of conviction information or other information', similar to 2010 (83%). All respondents from Statutory and Voluntary Child Care Organisations who had refused a job application due to disclosure information was due to of the specific nature of the conviction information or other .

Satisfaction was similar across Application types.

\* 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.  
 ≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories. - 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 application having misled the employer regarding the presence of conviction information or other information**

Figure 1.16: Respondents who refused someone employment (AccessNI Overall)

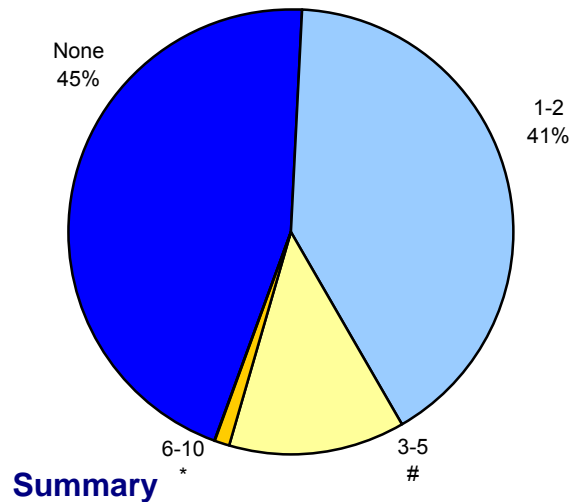


Figure 1.17: Distribution by Type of Application

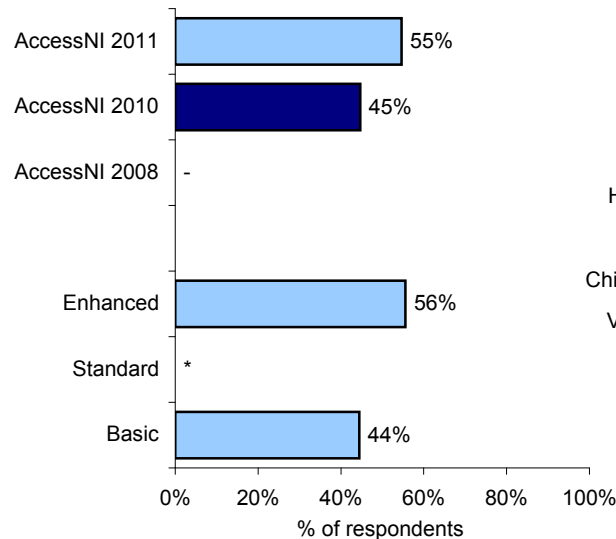
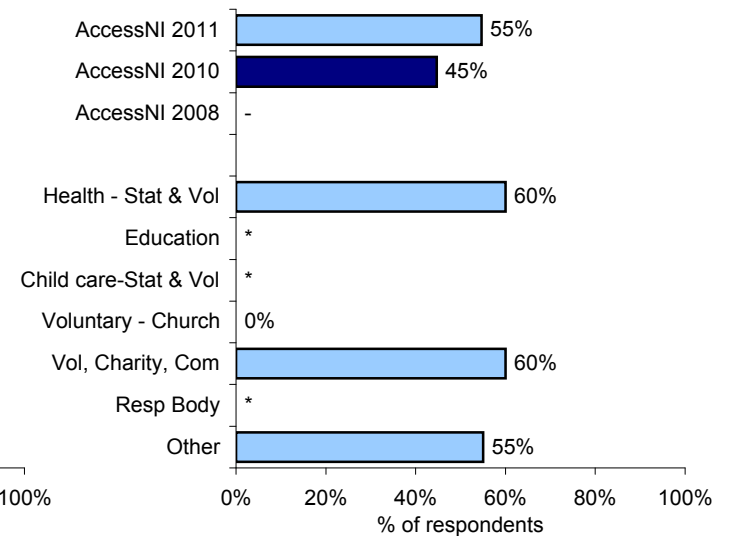


Figure 1.18: Distribution by Type of Organisation



More than half of respondents (55%) who had refused someone employment agreed that it was 'due to the application having misled the employer regarding the presence of conviction information or other information'.

More than half (56%) who had submitted Enhanced applications and refused someone employment, refused employment for this reason. Six in ten (60%) of the Statutory and Voluntary Health organisations and Voluntary, Charity and Community organisations which had refused employment had done so for this reason.

\* 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

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

Figure 1.19: Level of usefulness (AccessNI Overall)

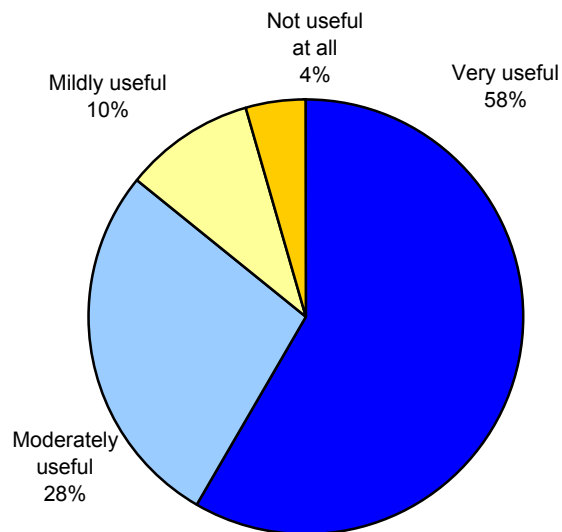


Figure 1.20: Distribution by Type of Application (Very/Moderately useful)

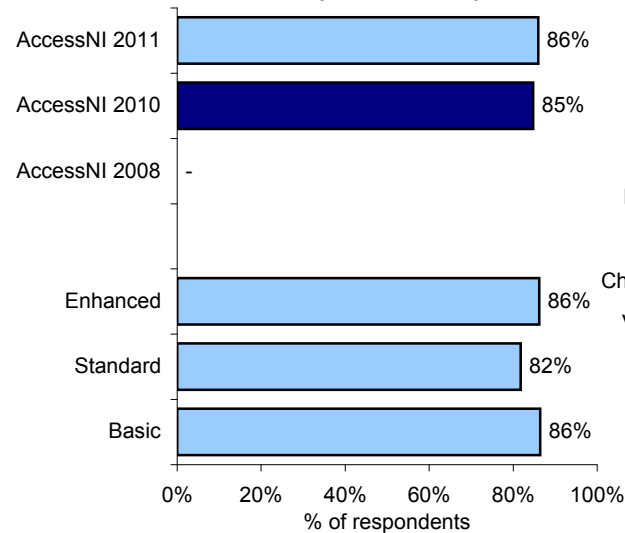
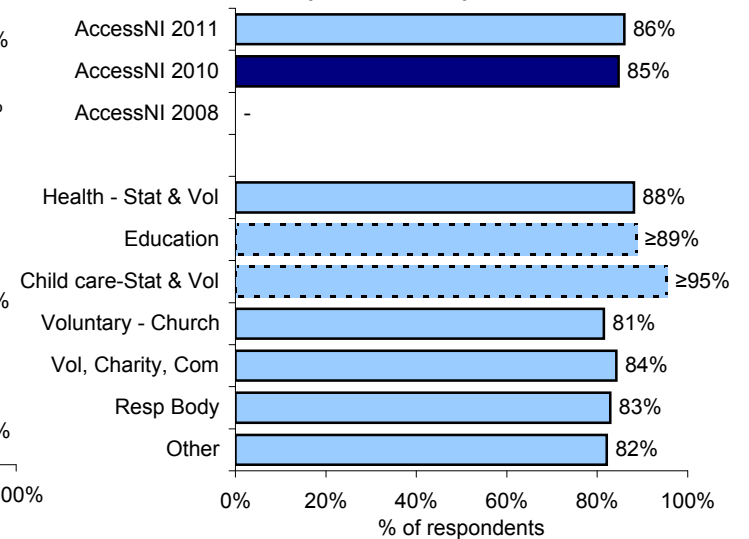


Figure 1.21: Distribution by Type of Organisation (Very/Moderately useful)



### Summary

The majority of AccessNI customers (86%) found the Disclosure Certificate very or moderately useful in helping them make a decision about an individual's application/employment, similar to 85% in 2010. This was similar for each Application and Organisation type.

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

- not asked in 2008.

## Section 1: Applications to AccessNI

### Did you use AccessNI prior to the last 12 months?

Figure 1.22: Respondents who used AccessNI prior to the last 12 months (AccessNI Overall)

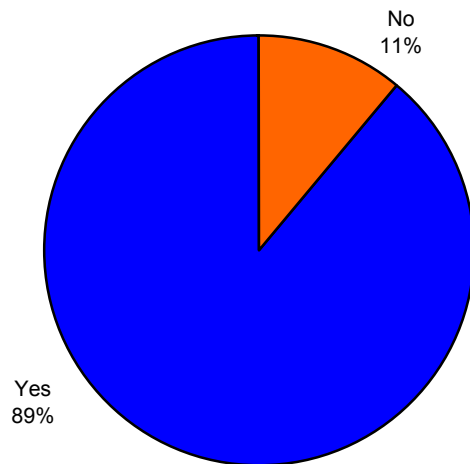


Figure 1.23: Distribution by Type of Application

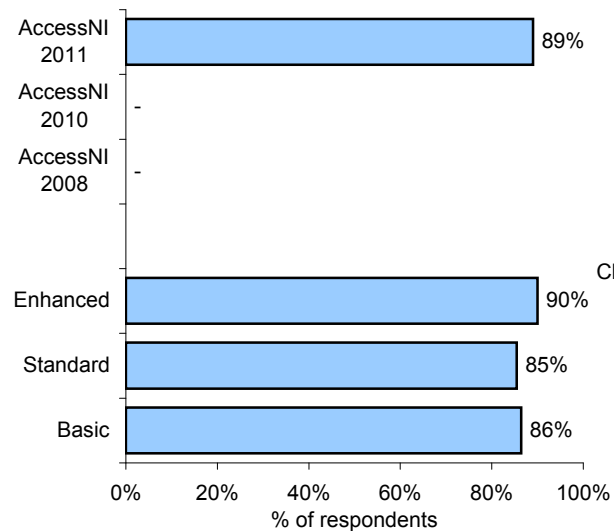
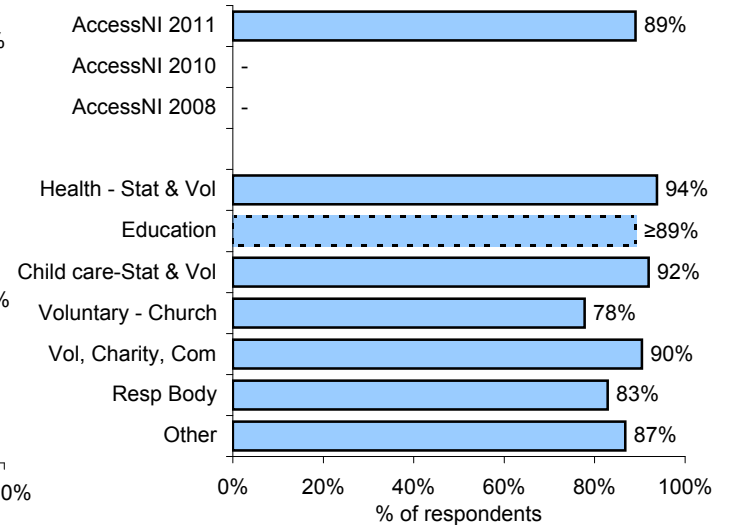


Figure 1.24: Distribution by Type of Organisation



### Summary

Almost nine in ten respondents (89%) had used AccessNI prior to the last 12 months. Those who submitted Enhanced Applications were more likely to have done so (90%).

Statutory and Voluntary Health organisations were most likely to have used AccessNI prior to the last 12 months (94%). Respondents from Voluntary Church organisations were least likely to have used AccessNI prior to the last 12 months (78%).

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

- not asked in 2008 or 2010

## Section 1: Applications to AccessNI

### How is AccessNI performing in respect of returning disclosure certificates compared to the period January to December 2009?

Figure 1.25: Return of disclosure certificates (AccessNI Overall)

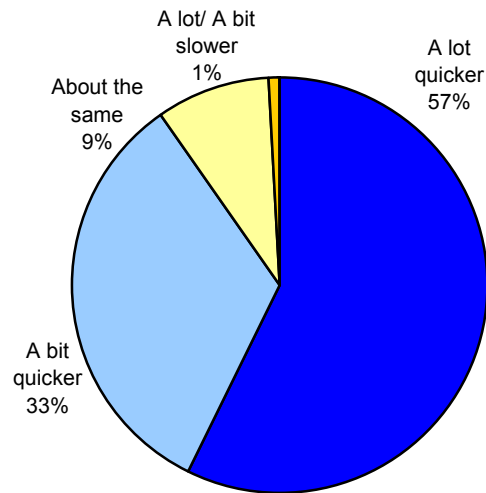


Figure 1.26: Distribution by Type of Application (A lot quicker/ A bit quicker)

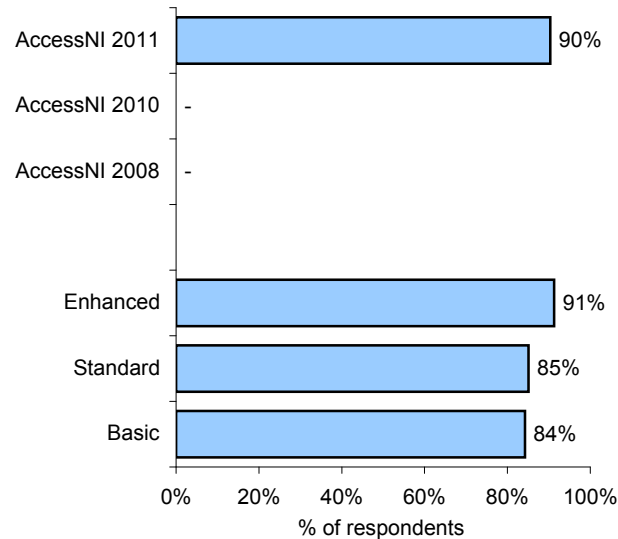
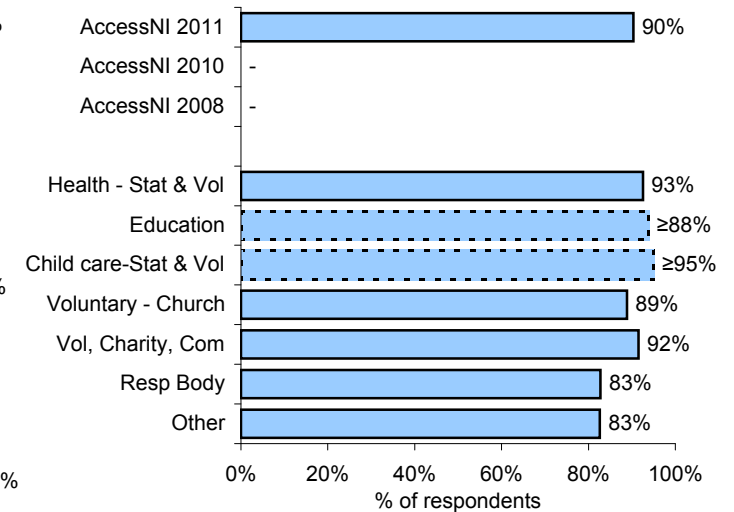


Figure 1.27: Distribution by Type of Organisation (A lot quicker/ A bit quicker)



### Summary

Nine in ten respondents (90%) who had used AccessNI prior to the last 12 months rated it to be a lot quicker/ a bit quicker compared to the period January to December 2009. Customers who had submitted Enhanced Applications were most likely to have rated it to be quicker (91%).

The ratings for AccessNI's performance were similar across the organisations.

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

'-' not asked in 2008 or 2010





## **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
No contact with AccessNI	19%
Other	1%
Letter	17%
Email	33%
Telephone (other, not Helpline)	27%
Telephone Helpline	53%

*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	92%
Telephone	92%
Email	90%
Letter	90%
Other	≥60%

*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	31%
Telephone	26%
Email	39%
Letter	3%
Other	1%

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

## Section 2 : Contact with AccessNI

### Summary of Findings

The most common form of contact with AccessNI was the 'Telephone Helpline' (53%). One third (33%) used email, up from 11% in 2010. Just over a quarter (27%) used Telephone (non-Helpline). Less than one fifth (17%) used letter to contact AccessNI.

The level of satisfaction with each method of contact was similar to 2010 and considerably higher than the 2008 figures.

Nine out of ten customers (92%) were satisfied with the Telephone Helpline and non-Helpline Telephone services (92%). Slightly fewer were satisfied with their contact by Email and Letter (90%).

The highest percentage of AccessNI customers would prefer to use Email (39%) to make contact if the speed of response and availability of each method was identical; three in ten customers (31%) would prefer to use the Telephone Helpline.

The level of preference stated for each form of contact was similar to 2010.

## Section 2 : Contact with AccessNI

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

Figure 2.1: Type of contact (AccessNI overall)

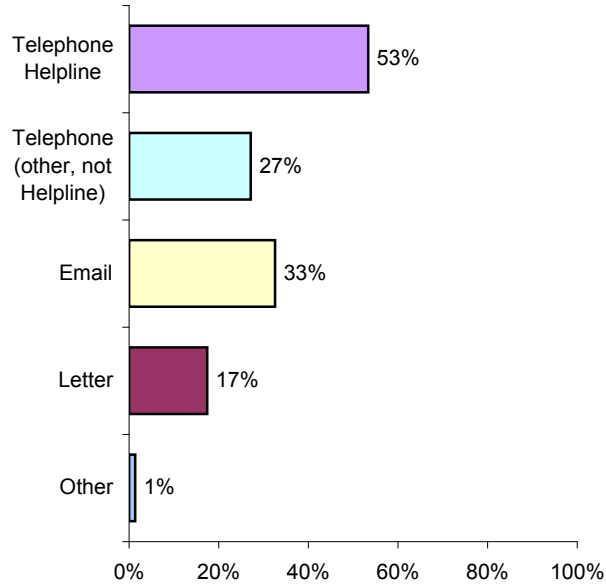


Figure 2.2: Distribution by Application Type

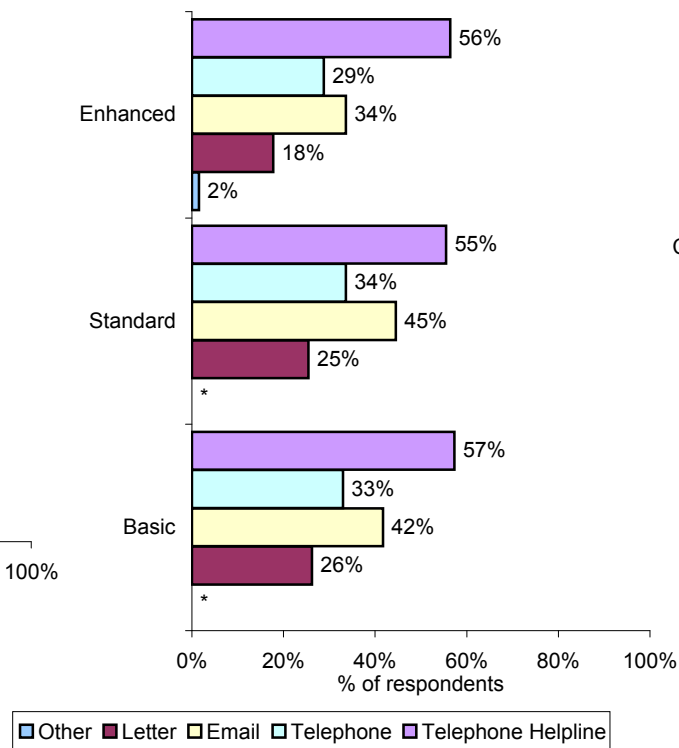
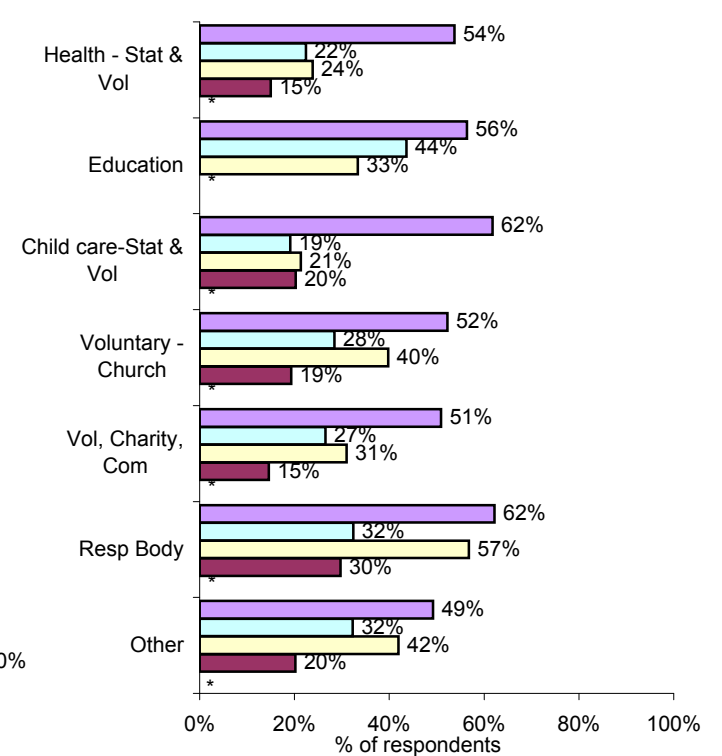


Figure 2.3: Distribution by Organisation Type



### Summary

AccessNI customers were asked how they currently contact AccessNI. They were able to select more than one option. The most common form of contact was the Telephone Helpline (53%), with Email being the next most popular (33%), an increase from 2010 (when it was 11%). More than a quarter (27%) contacted AccessNI by Telephone (non-Helpline) and 17% by Letter. The Telephone Helpline was the most utilised way of contacting AccessNI across all organisations, and by those who submitted Enhanced and Standard Applications.

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

## Section 2 : Contact with AccessNI

*How satisfied or dissatisfied are you with your contact by ...*

### Telephone Helpline

Figure 2.4: Level of Satisfaction (AccessNI overall)

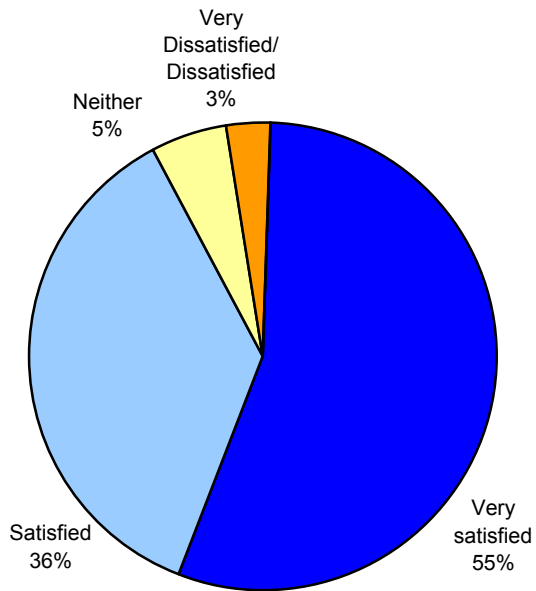


Figure 2.5: Distribution by Application Type

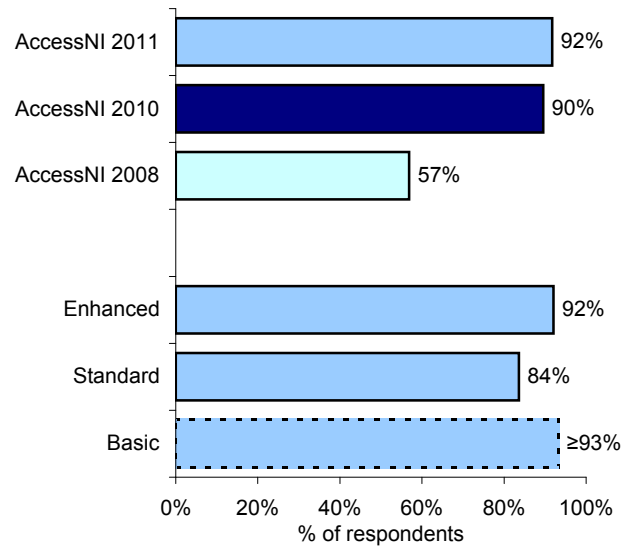
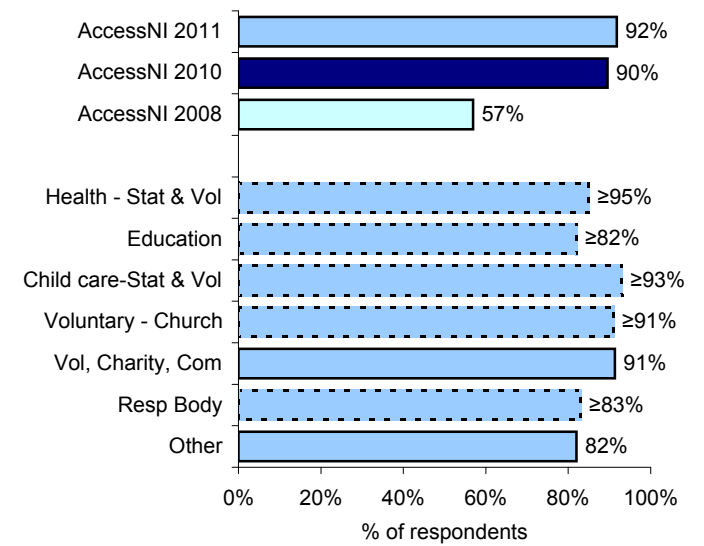


Figure 2.6: Distribution by Organisation



### Summary

More than nine in ten respondents (92%) who had used the Telephone Helpline reported that they were satisfied with it (with 55% selecting Very satisfied), similar to 90% in 2010.

## Section 2 : Contact with AccessNI

How satisfied or dissatisfied are you with your contact by ...

Telephone

Figure 2.7: Level of Satisfaction (AccessNI overall)

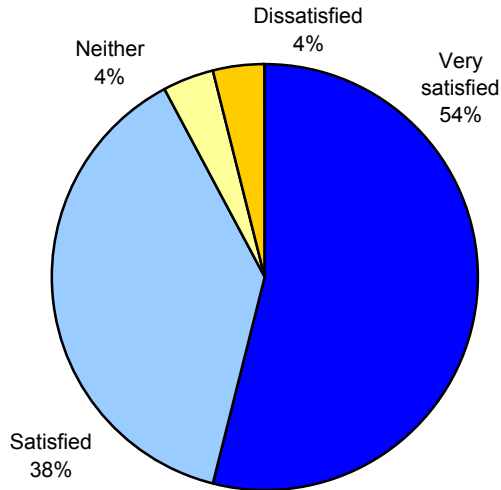


Figure 2.8: Distribution by Application Type

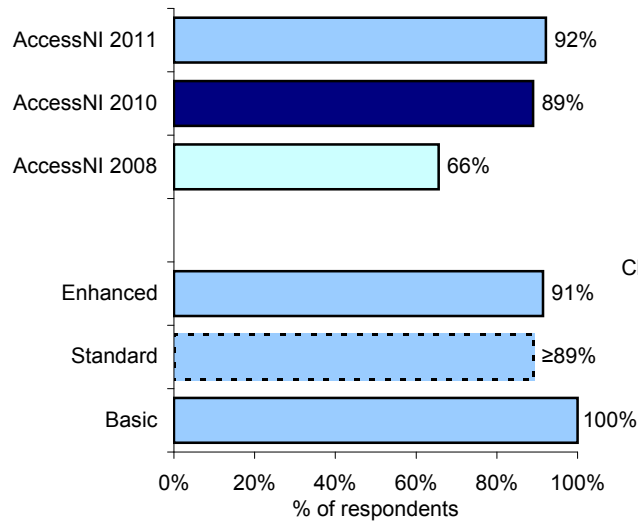
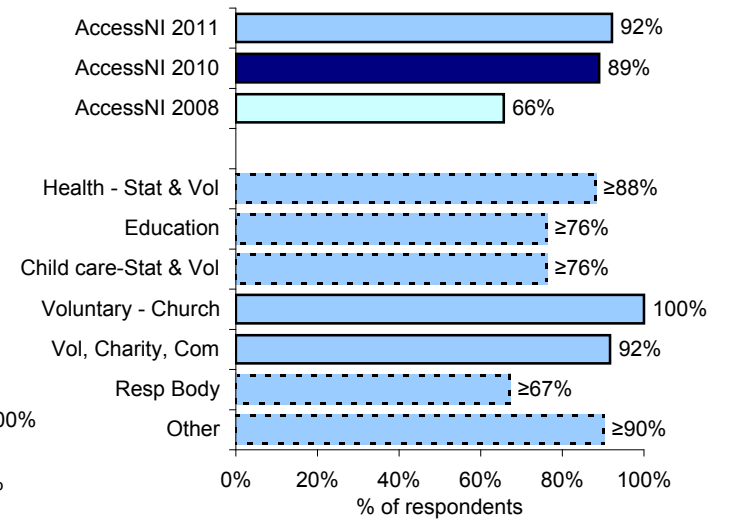


Figure 2.9: Distribution by Organisation



### Summary

Most AccessNI customers (92%) who had used the Telephone method of contact reported that they were satisfied with it. All (100%) of those submitting Basic applications or those from Voluntary Church organisations were satisfied with the Telephone method of contact.

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

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

## Section 2 : Contact with AccessNI

*How satisfied or dissatisfied are you with your contact by ...*

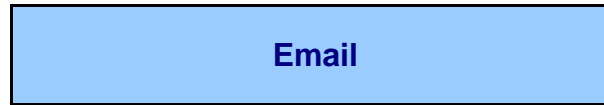


Figure 2.10: Level of Satisfaction (AccessNI overall)

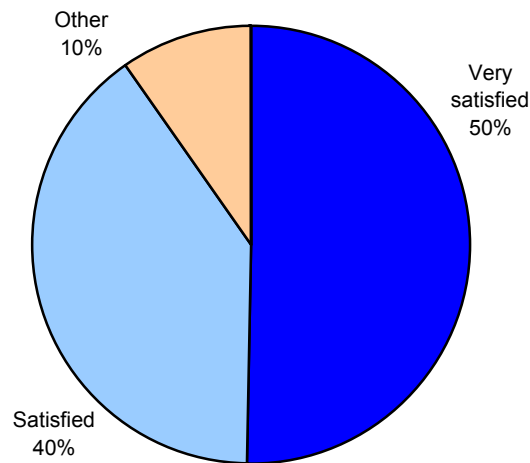


Figure 2.11: Distribution by Application Type

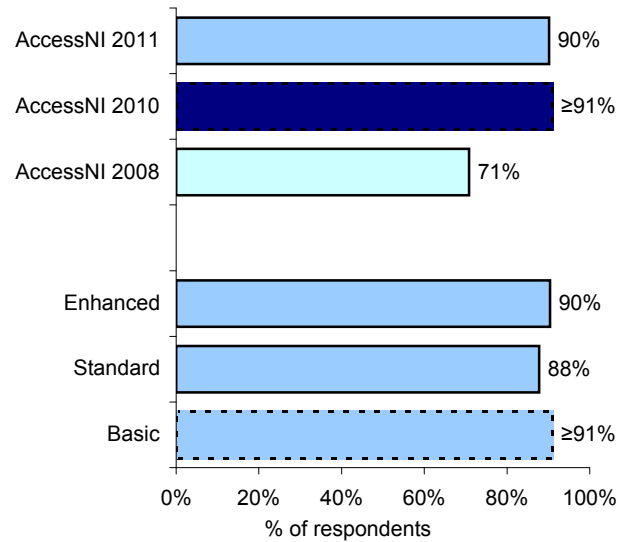
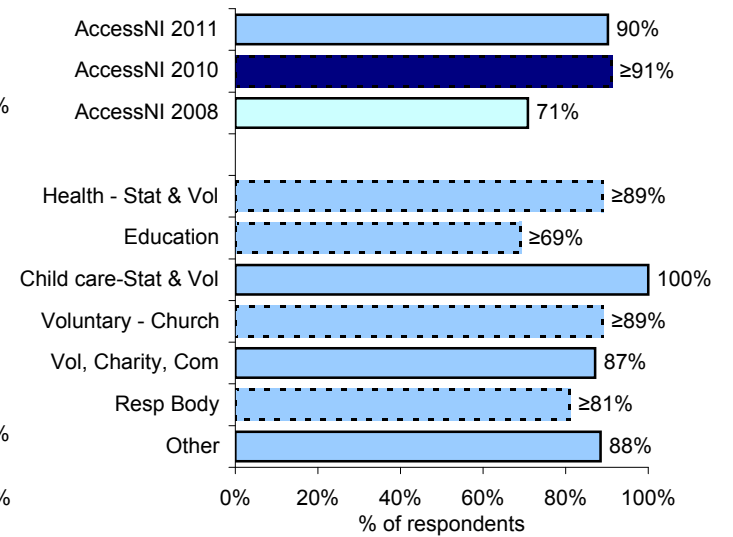


Figure 2.12: Distribution by Organisation



### Summary

Nine out of ten (90%) of customers who had used Email to contact AccessNI were satisfied.

All (100%) customers from Statutory and Voluntary Child Care organisations were satisfied with their contact by email.

Other' is a combination of 'neither', 'dissatisfied' and 'Very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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



## Section 2 : Contact with AccessNI

*How satisfied or dissatisfied are you with your contact by ...*



Figure 2.13: Level of Satisfaction (AccessNI overall)

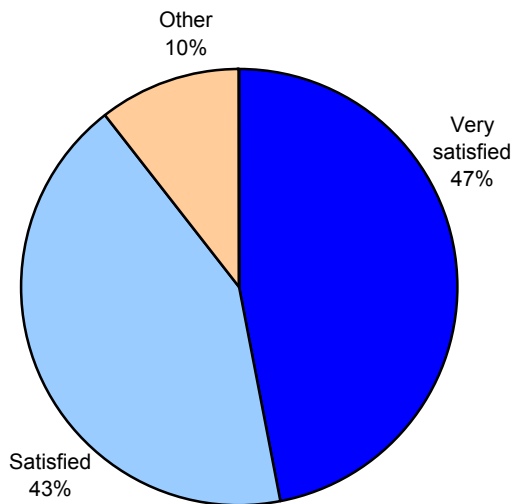


Figure 2.14: Distribution by Application Type

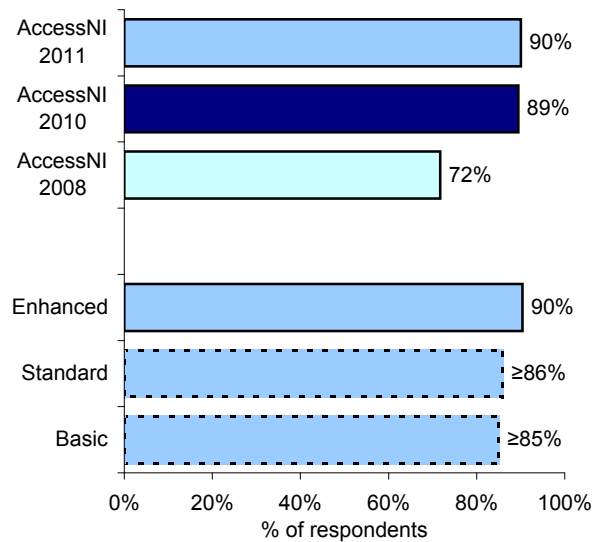
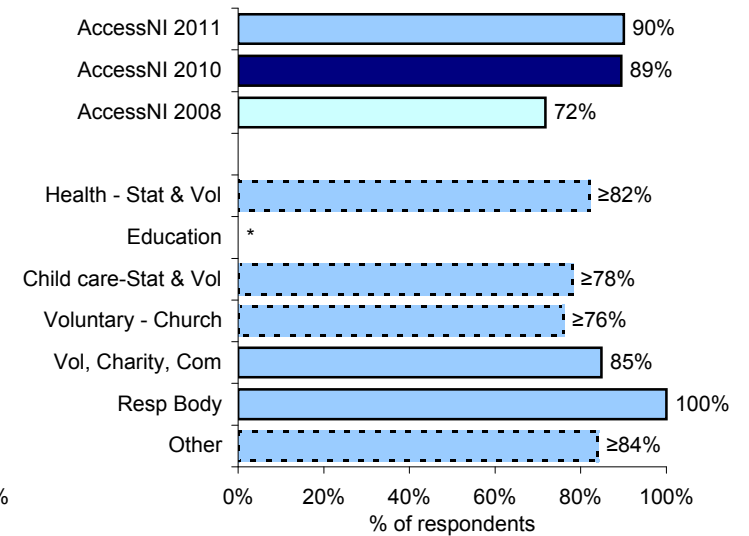


Figure 2.15: Distribution by Organisation



### Summary

Nine out of ten (90%) AccessNI customers who had used a Letter to contact AccessNI were satisfied with it, similar to 2010 (89%). All customers (100%) from Responsible Bodies were satisfied with their contact by letter.

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

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

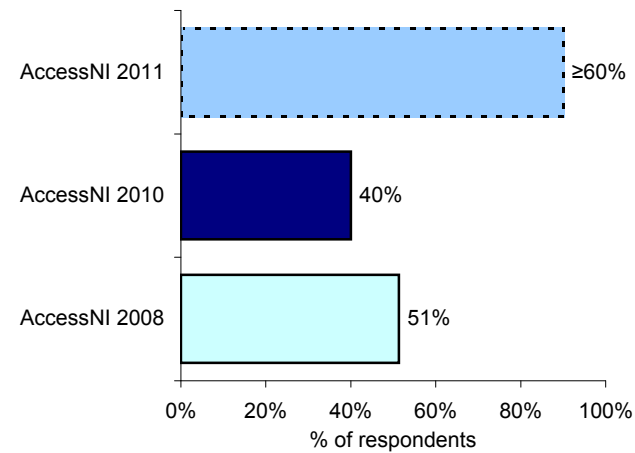
Other' is a combination of 'neither', 'dissatisfied' and 'Very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

## Section 2 : Contact with AccessNI

*How satisfied or dissatisfied are you with your contact by ...*



Figure 2.16: Distribution by Application Type



### Summary

The number of customers who selected the 'Other' option to describe their contact with AccessNI is too small to release figures.

---

≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.  
No breakdown by Organisation is available as the number of respondents were too small to show any meaningful figures.

## Section 2 : Contact with AccessNI

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

Figure 2.17: Preferred method of contact

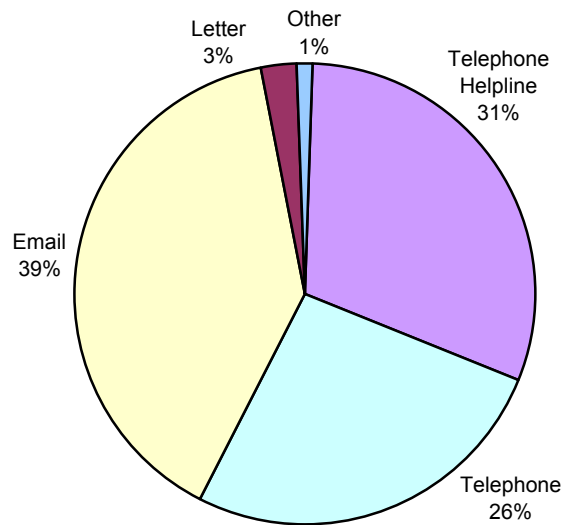


Figure 2.18: Distribution by Application Type

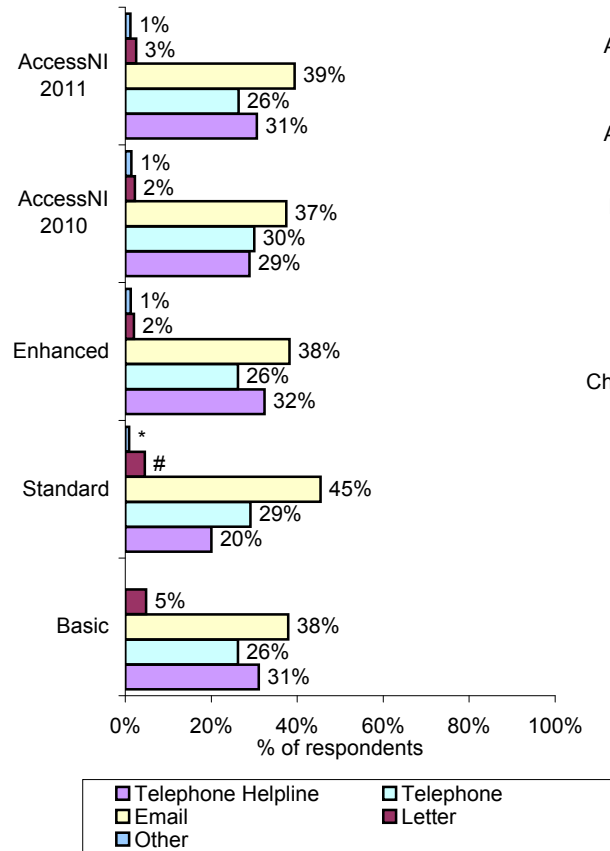
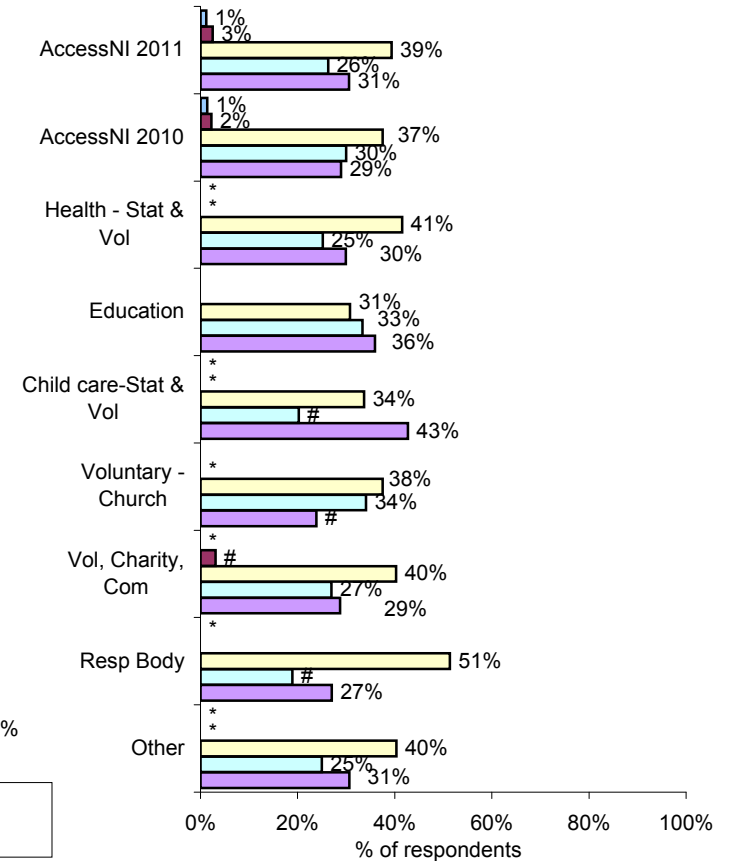


Figure 2.19: Distribution by Organisation



### Summary

Customers were asked which method of contact they would prefer to use. For their 1st choice, almost four in ten (39%) chose Email as their preferred choice. However, just under six out of ten customers would prefer to use Telephone contact, be it by Telephone (26%) or the Telephone Helpline (31%). Email contact was the preferred option for customers of all Application types.

\* 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 3: Communication with AccessNI**



## Section 3: Communication with AccessNI

### Key Findings

*How satisfied or dissatisfied are you that..*

<b>Level of Satisfaction (Very satisfied and satisfied combined)</b>	<b>AccessNI Overall</b>
You know who to contact	73%
Staff respond in a timely manner	88%
The information you have been given is accurate	86%
The information you have been given is clear and to the point	84%

<b>(Very useful and useful combined)</b>	<b>AccessNI Overall</b>
What are your views on the Access NI Newsletter?	60%

### Summary of Findings

The level of satisfaction was similar to 2010 for all but one aspect of Communication with AccessNI.

The highest level of satisfaction in this section was with the statement 'staff respond in a timely manner' (88%), an improvement on the figure reported in 2010 (84%). Slightly fewer customers were satisfied that the information they have been given is accurate (86%) and that the information they have been given is clear and to the point (84%). Nearly three quarters (73%) knew who to contact.

Three in five considered the AccessNI Newsletter to be useful (60%).

### Section 3: Communication with AccessNI



### Section 3: Communication with AccessNI

*How satisfied or dissatisfied are you that..*

**You know who to contact**

Figure 3.1: Level of Satisfaction (AccessNI overall)

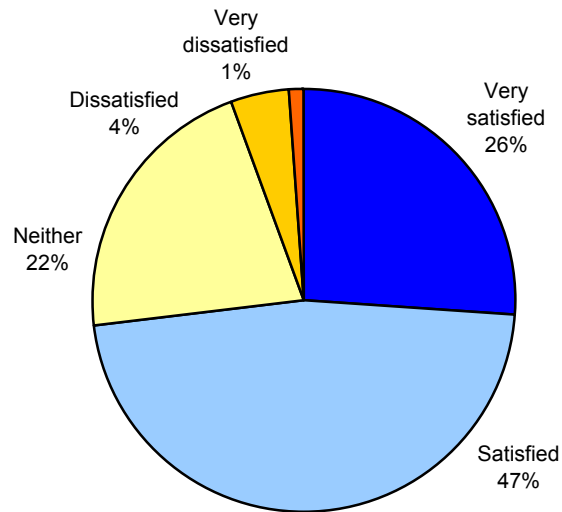


Figure 3.2: Distribution by Application Type

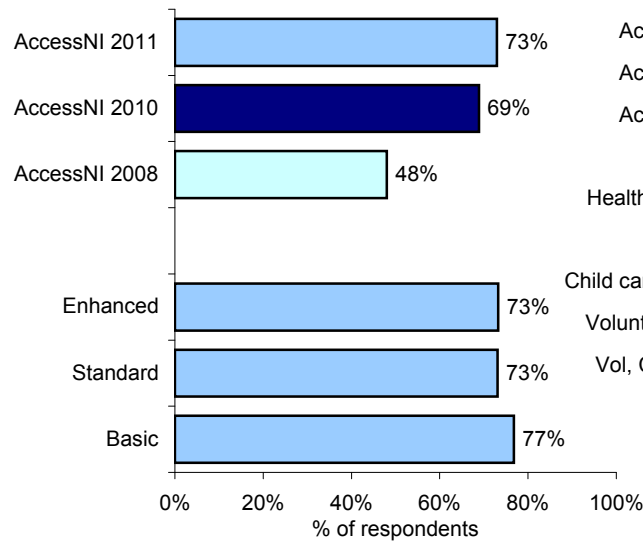
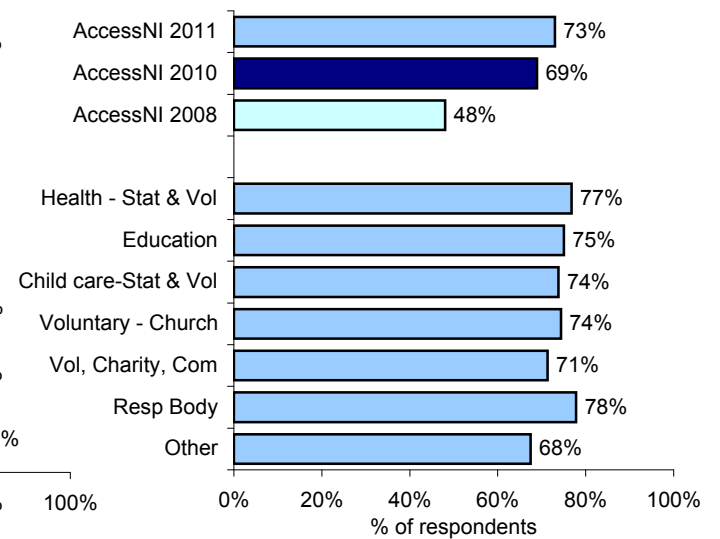


Figure 3.3: Distribution by Organisation



### Summary

Almost three quarters of customers (73%) were satisfied that they know who to contact, similar to 2010 (69%). Only one in twenty (5%) were dissatisfied. Satisfaction was consistent across organisation and Application types.

### Section 3: Communication with AccessNI

*How satisfied or dissatisfied are you that..*

**Staff respond in a timely manner**

Figure 3.4: Level of Satisfaction (AccessNI overall)

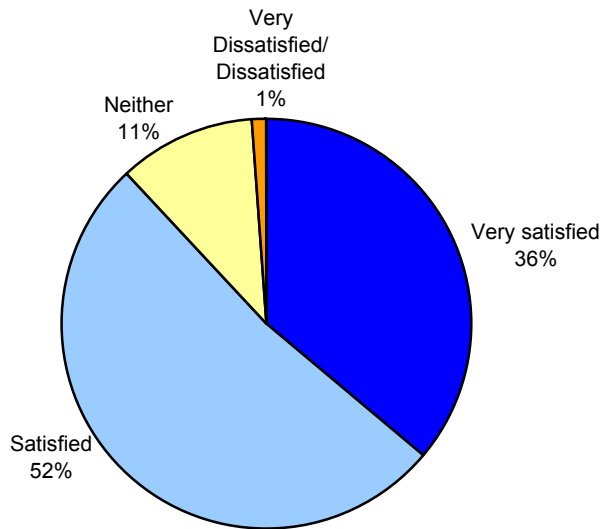


Figure 3.5: Distribution by Application Type

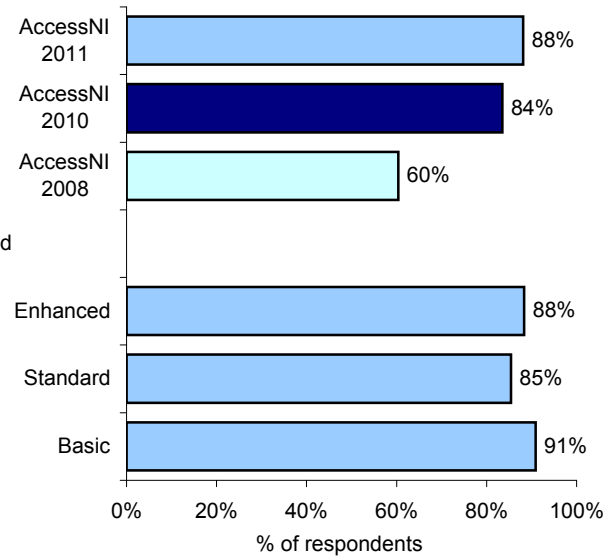
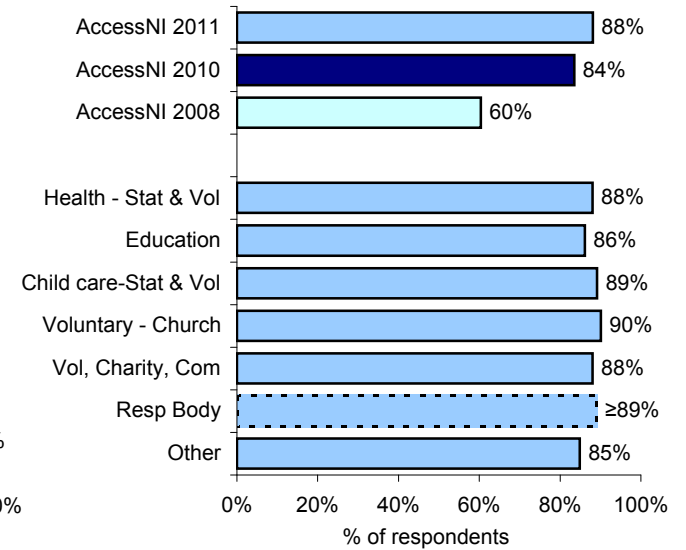


Figure 3.6: Distribution by Organisation



### Summary

Almost nine in ten AccessNI customers (88%) were satisfied that staff respond in a timely manner, up from 84% in 2010. Satisfaction was broadly similar across Application type and organisation.

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

### Section 3: Communication with AccessNI

*How satisfied or dissatisfied are you that..*

**The information you have been given is accurate**

Figure 3.7: Level of Satisfaction (AccessNI overall)

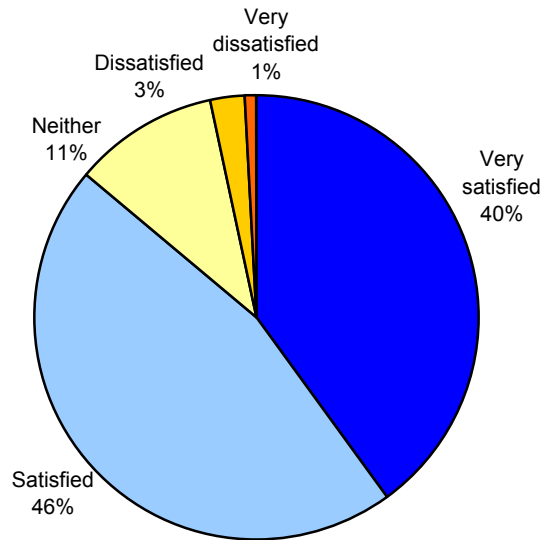


Figure 3.8: Distribution by Application Type

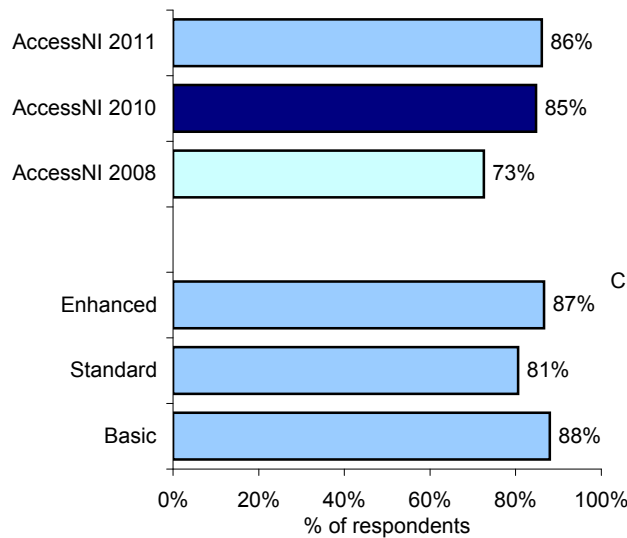
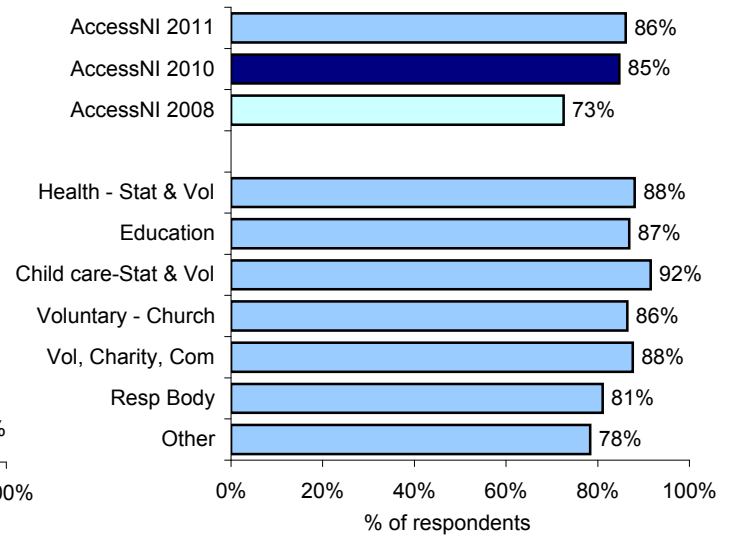


Figure 3.9: Distribution by Organisation



### Summary

Most (86%) AccessNI customers were satisfied that the information they have been given is accurate, similar to 2010 (85%). Satisfaction was lowest amongst customers who submitted Standard Applications (81%).

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

## Section 3: Communication with AccessNI

*How satisfied or dissatisfied are you that..*

**The information you have been given is clear and to the point**

Figure 3.10: Level of Satisfaction (AccessNI overall)

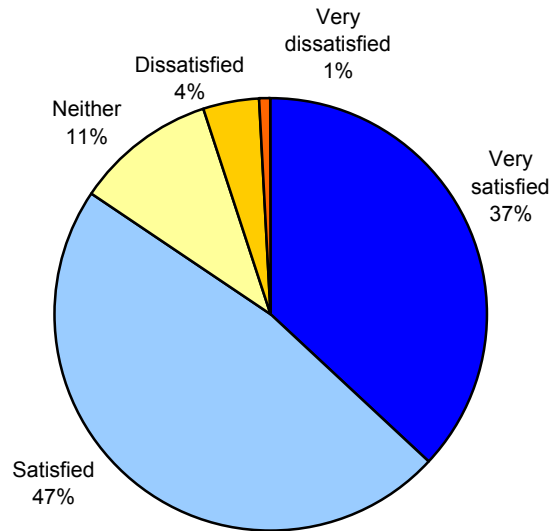


Figure 3.11: Distribution by Application Type

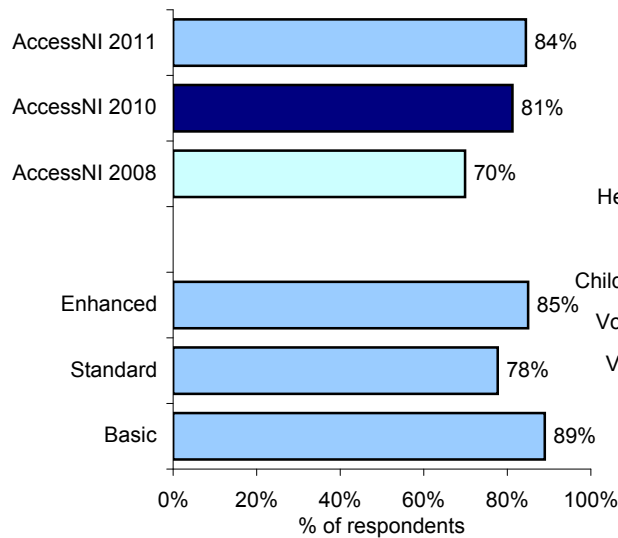
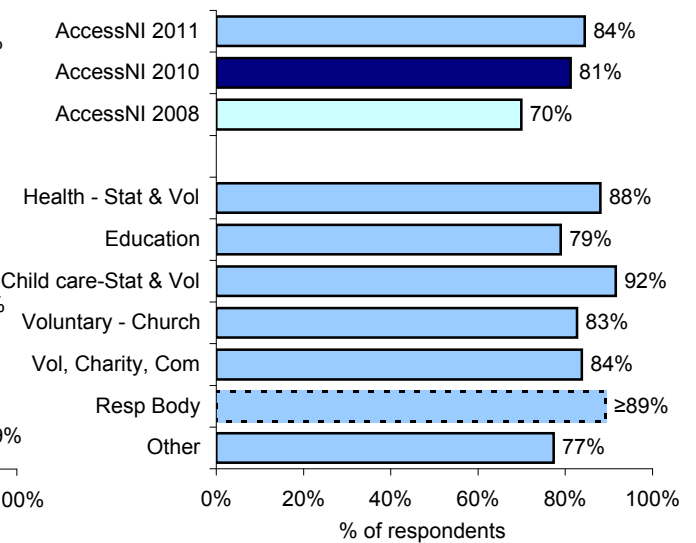


Figure 3.12: Distribution by Organisation



### Summary

More than eight out of ten AccessNI customers (84%) were satisfied that the information they have been given is clear and to the point, similar to 2010 (81%).

Satisfaction was lowest amongst Standard Application customers (78%) and customers from 'Other' organisations (77%).

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

## Section 3: Communication with AccessNI

### What are your views on the Access NI Newsletter?

Figure 3.13: Views on Newsletter (AccessNI overall)

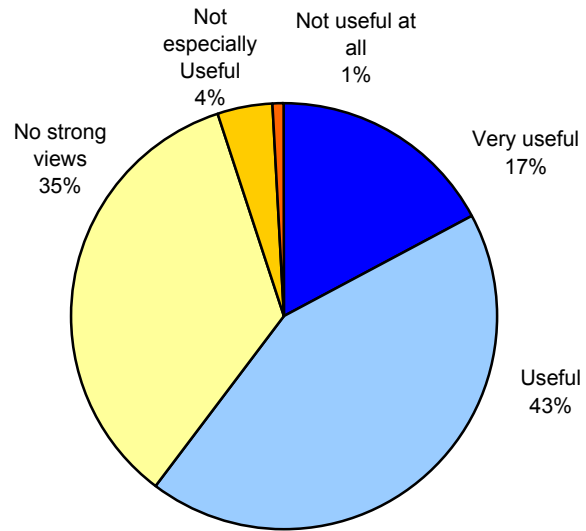


Figure 3.14: Distribution by Application Type

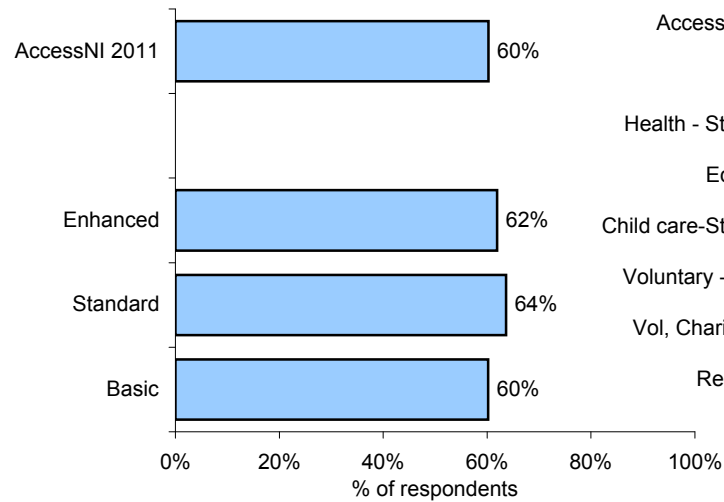
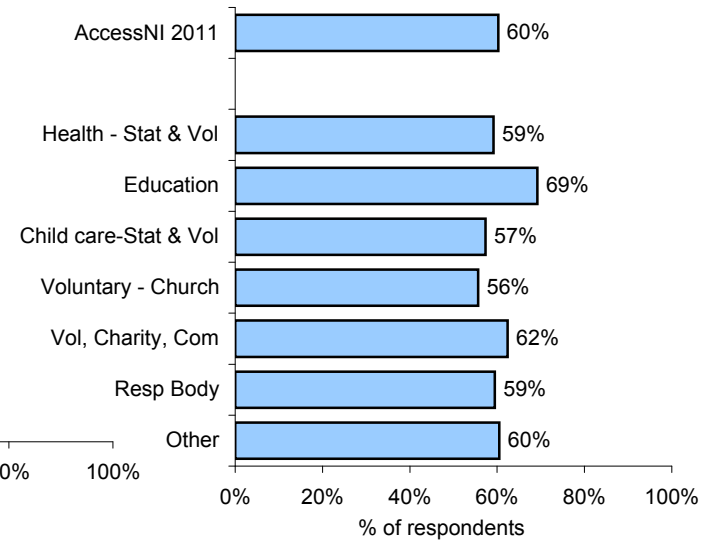


Figure 3.15: Distribution by Organisation



### Summary

Six in ten customers (60%) rated the AccessNI Newsletter as Very useful/ Useful. More than a third (35%) selected the 'No strong views' option.

Views were broadly similar by Application type and across organisations.



## **Section 4: Customer Services Helpline**





## Section 4: Customer Services Helpline

### Key Findings

*How satisfied or dissatisfied are you with the following aspects of the Customer Services Helpline...*

<b>Level of Satisfaction (Very satisfied and satisfied combined)</b>	<b>Helpline users</b>
Speed at your call being answered	92%
Helpfulness of staff	92%
Professional knowledge of staff	86%
Commitment to dealing with your query	89%
Confident that the staff could deal with your query	88%

### Summary of Findings

Just over half (53%) of AccessNI customers had used the Telephone Helpline to contact AccessNI.

The level of satisfaction across most aspects of the Customer Service Helpline was similar to 2010; however, for each question considerably more customers reported that they were 'very satisfied' than in 2010. There was also an improvement in the level of satisfaction with the speed at which customer calls were answered (92%; 85% in 2010).

The majority of AccessNI customers (92%) were satisfied with the helpfulness of staff; slightly fewer were satisfied with the Customer Service Helpline's commitment to dealing with their query (89%), with a similar proportion (88%) being confident that staff could deal with their query and 86% were satisfied with the professional knowledge of staff.

## Section 4: Customer Services Helpline

## Section 4: Customer Services Helpline

How satisfied or dissatisfied are you with the following aspects of the Customer Services Helpline...

### Speed at your call being answered

Figure 4.1: Level of Satisfaction (AccessNI overall)

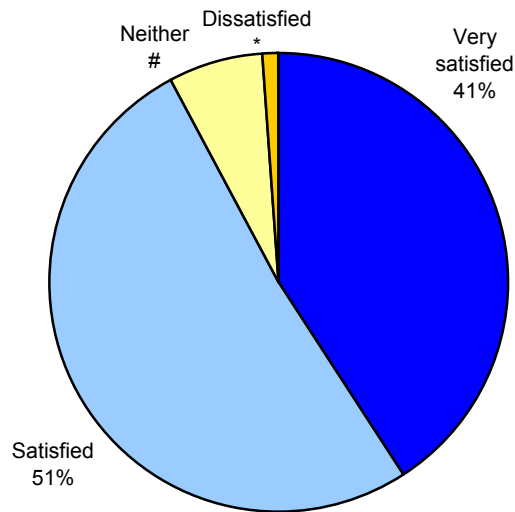


Figure 4.2: Distribution by Application Type

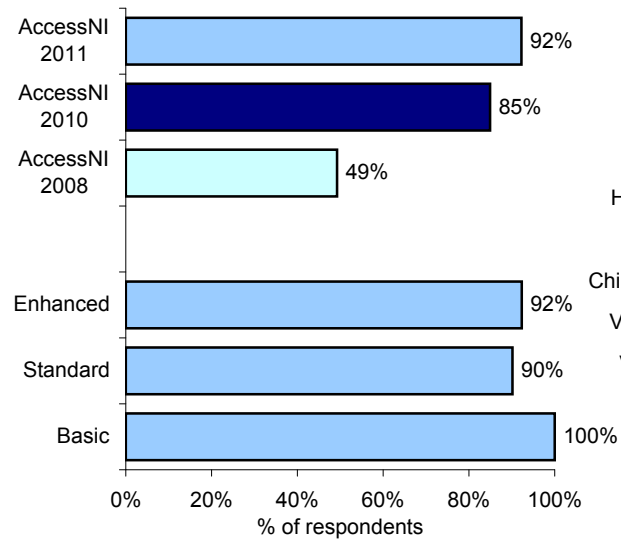
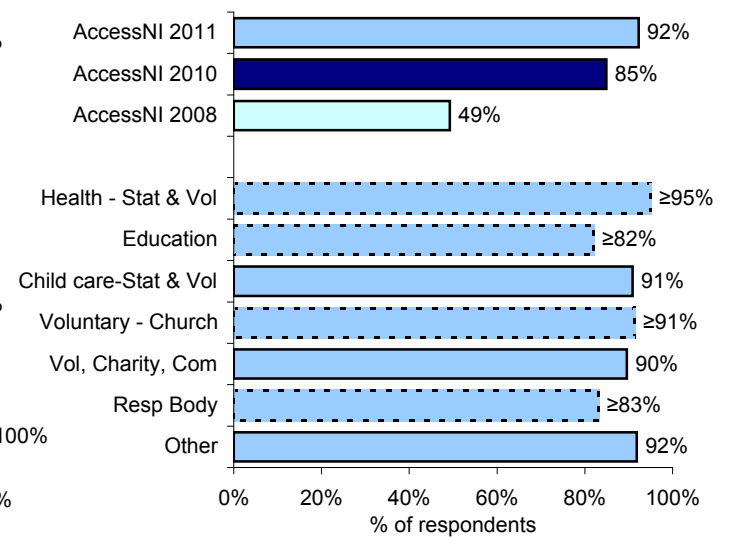


Figure 4.3: Distribution by Organisation



### Summary

The majority of AccessNI customers (92%) who had used the Helpline were satisfied with the speed at which their call was answered, up significantly from 2010 (85%).

All customers (100%) who had submitted Basic Applications were satisfied with the speed at which their call was answered.

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

\* 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 4: Customer Services Helpline

*How satisfied or dissatisfied are you with..*

Helpfulness of staff

Figure 4.4: Level of Satisfaction (AccessNI overall)

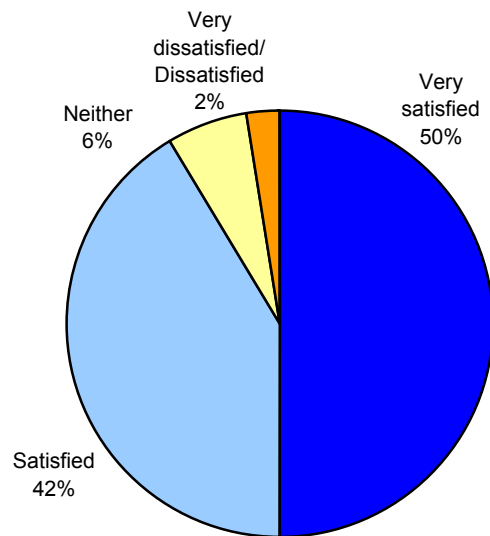


Figure 4.5: Distribution by Application Type

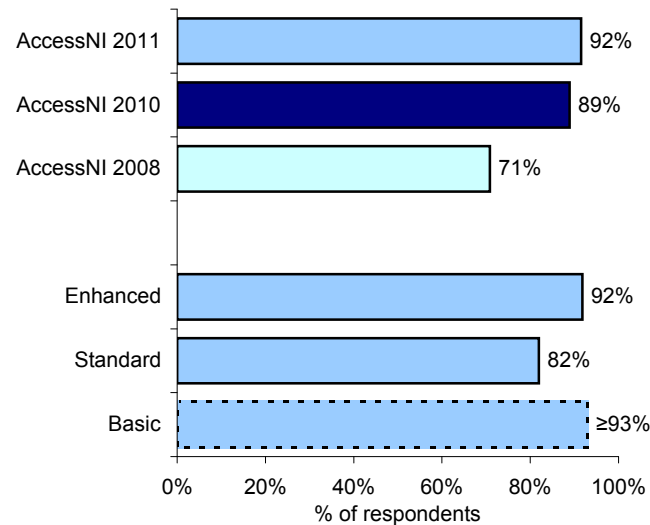
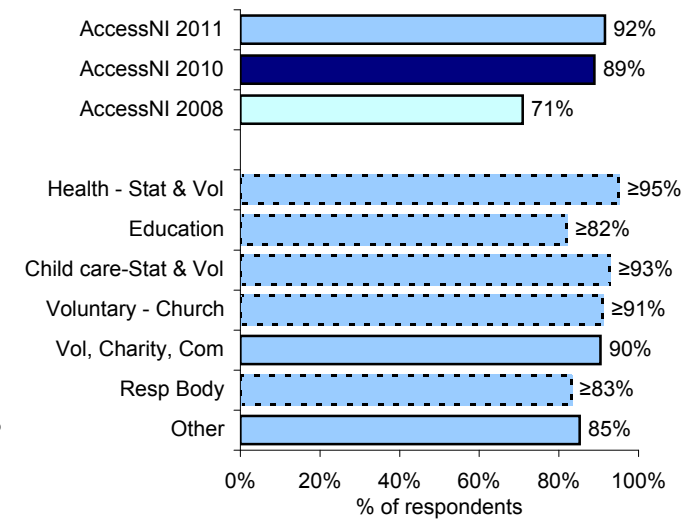


Figure 4.6: Distribution by Organisation



### Summary

More than nine out of ten (92%) Helpline customers were satisfied with the helpfulness of staff, more than half of these were 'very satisfied' (50%). The level of satisfaction was similar to 2010 (89%).

Standard Application customers (82%) were least likely to be satisfied. The level of satisfaction was relatively consistent across the organisation types.

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

## Section 4: Customer Services Helpline

*How satisfied or dissatisfied are you with..*

### Professional knowledge of staff

Figure 4.7: Level of Satisfaction (AccessNI overall)

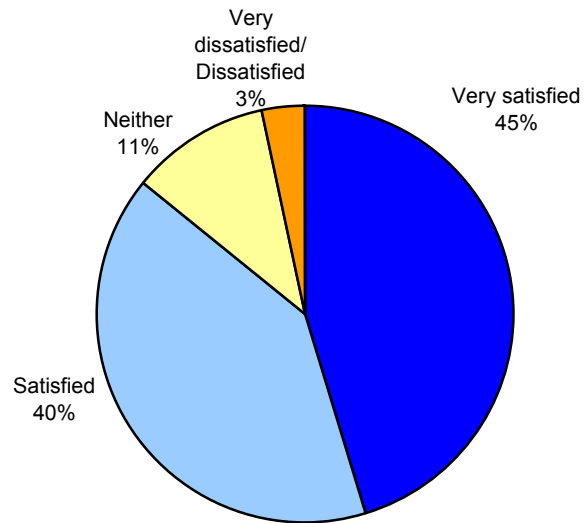


Figure 4.8: Distribution by Application Type

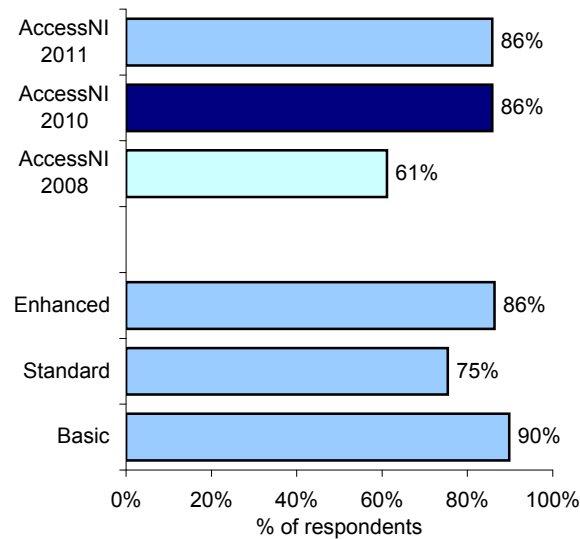
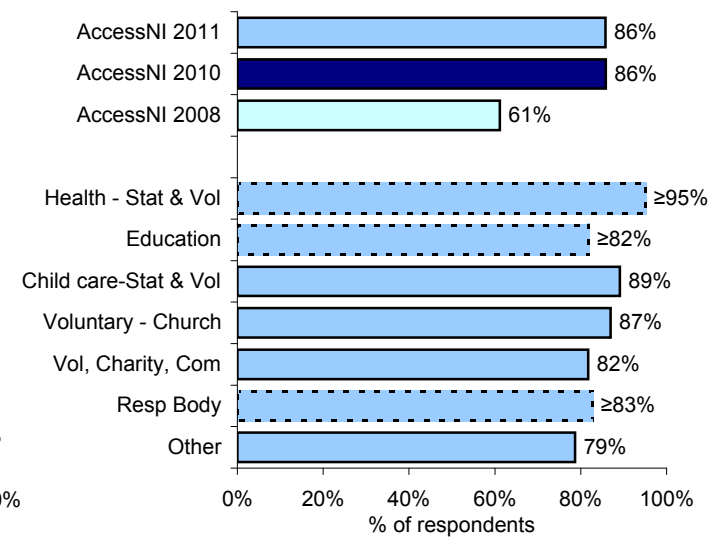


Figure 4.9: Distribution by Organisation



## Summary

Most (86%) of Helpline customers were satisfied with the professional knowledge of staff, the same level of satisfaction that was found in 2010. More customers reported that they were 'very satisfied' (45%) than in 2010 (32%).

Satisfaction was significantly higher in Statutory and Voluntary Health organisations (≥95%) compared to 'Other' organisations (79%).

## Section 4: Customer Services Helpline

*How satisfied or dissatisfied are you with..*

**Commitment to dealing with your query**

Figure 4.10: Level of Satisfaction (AccessNI overall)

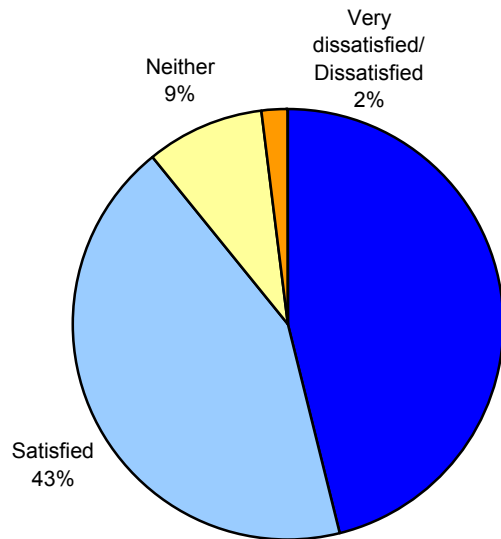


Figure 4.11: Distribution by Application Type

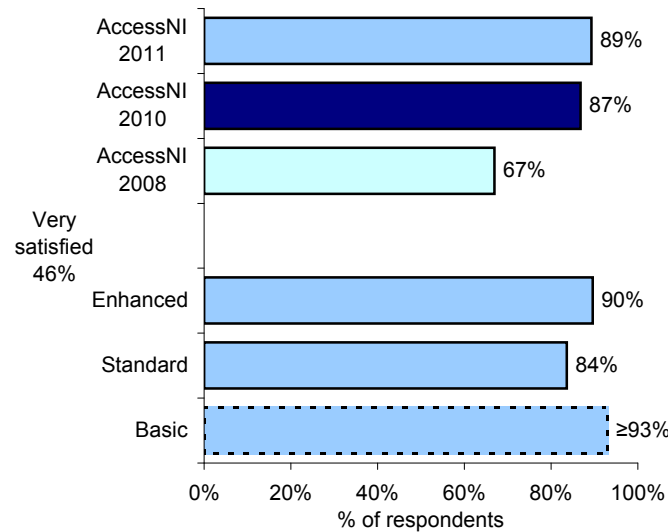
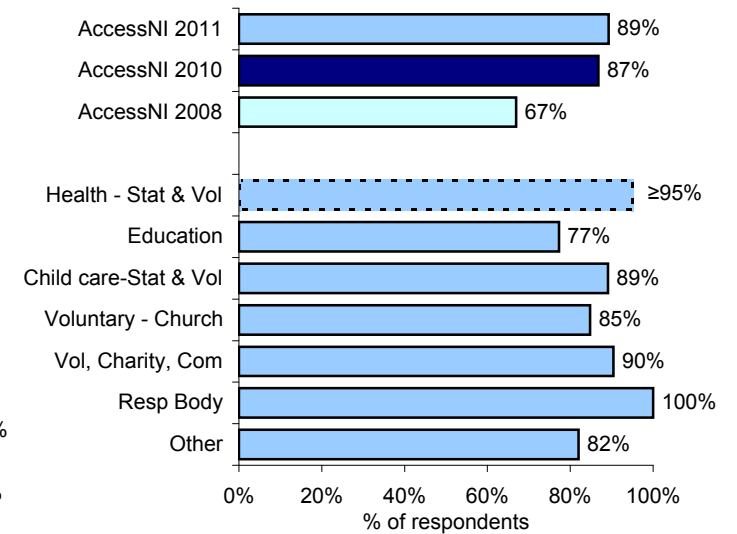


Figure 4.12: Distribution by Organisation



### Summary

Almost nine out of ten customers (89%) were satisfied with the commitment of staff to dealing with their query, similar to 2010 (87%).

All customers (100%) who were a Responsible Body were satisfied.

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

## Section 4: Customer Services Helpline

*How satisfied or dissatisfied are you with..*

**Confident that the staff could deal with your query**

Figure 4.13: Level of Satisfaction (AccessNI overall)

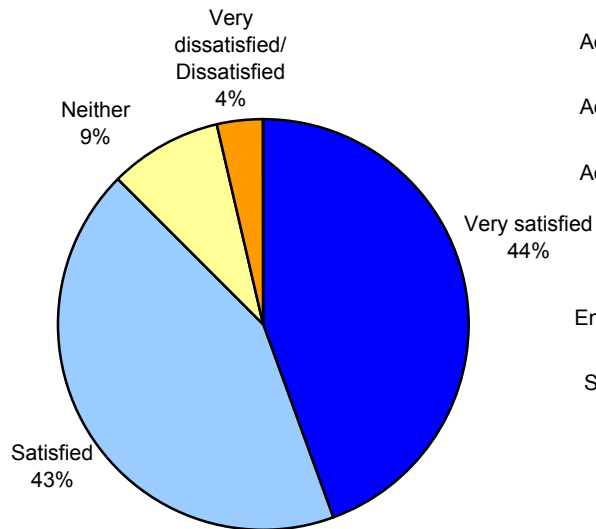


Figure 4.14: Distribution by Application Type

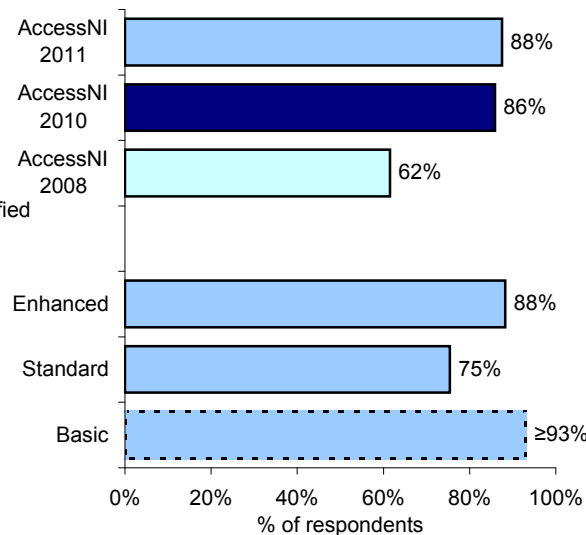
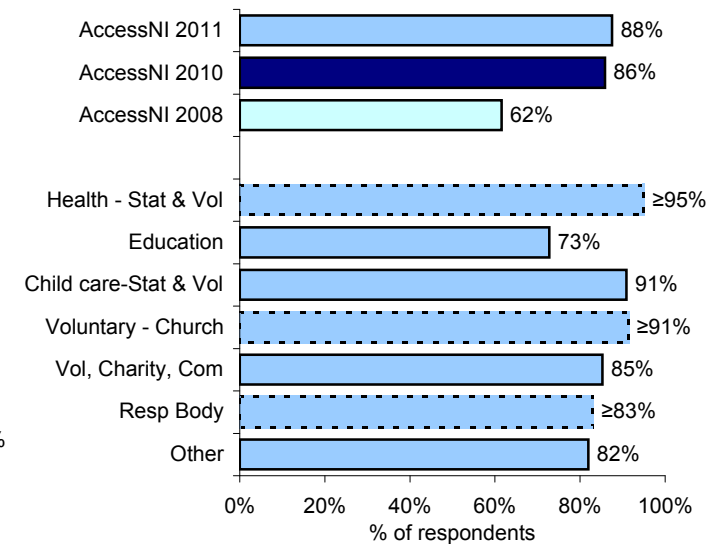


Figure 4.15: Distribution by Organisation



### Summary

Just under nine in ten (88%) Helpline customers were confident that staff could deal with their query, similar in 2010 (86%). More customers reported that they were 'very satisfied' (44%) than in 2010 (33%). As was the case throughout this section, Standard Application customers were least likely to be satisfied (75%).

Satisfaction was lowest within Educational organisations (73%), with Standard Application customers least likely to be satisfied (75%).





## **Section 5: AccessNI Staff**



## Section 5: AccessNI Staff

### Key Findings

Level of Agreement (Yes)	AccessNI Overall
Have you spoken to any other member of staff other than the Helpline Team?	35%

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI non-Helpline Customers
Politeness/Courtesy	96%
Knowledge/Professionalism	94%
Organisation (i.e. sufficiently prepared for meetings/discussions)	86%
Commitment to resolving issues	92%
Treating customers fairly	91%
Treating information confidentially	91%
Respecting a customer's privacy	91%

### Summary of Findings

Just over a third (35%) of AccessNI customers had spoken to a non-Helpline staff member. Customers were quite positive with all aspects of the service from non-Helpline staff.

The highest level of satisfaction in this section was for the politeness and courtesy of non-Helpline staff (96%); fewer, 94% were satisfied with the knowledge and professionalism of staff, and with their commitment to resolving issues (92%). The same proportion of customers were satisfied that staff treated them fairly, that they treat information confidentially, and that they respect a customer's privacy (all 91%). For each of these questions the level of satisfaction was similar to 2010.

The lowest level of satisfaction (86%) was with AccessNI staff's organisation (i.e. being sufficiently prepared for meetings, discussions), however this was significantly higher than both the 2010 figure (73%) and the 2008 figure (58%).

## Section 5: AccessNI Staff

## Section 5: AccessNI Staff

### Have you spoken to any other member of staff other than the Helpline Team?

Figure 5.1: Respondents who spoke to any other member of staff (AccessNI)

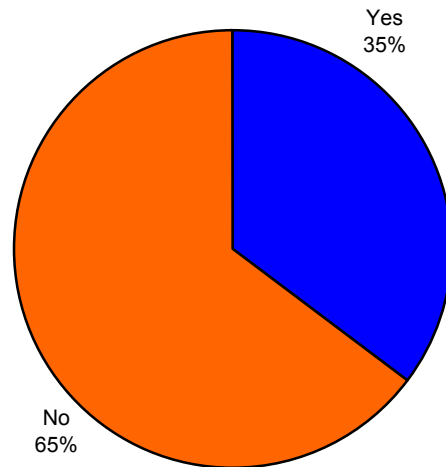


Figure 5.2: Distribution by Application Type (Yes)

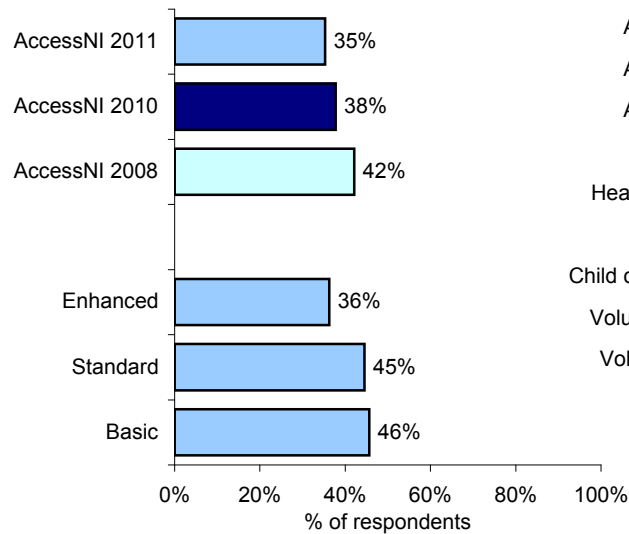
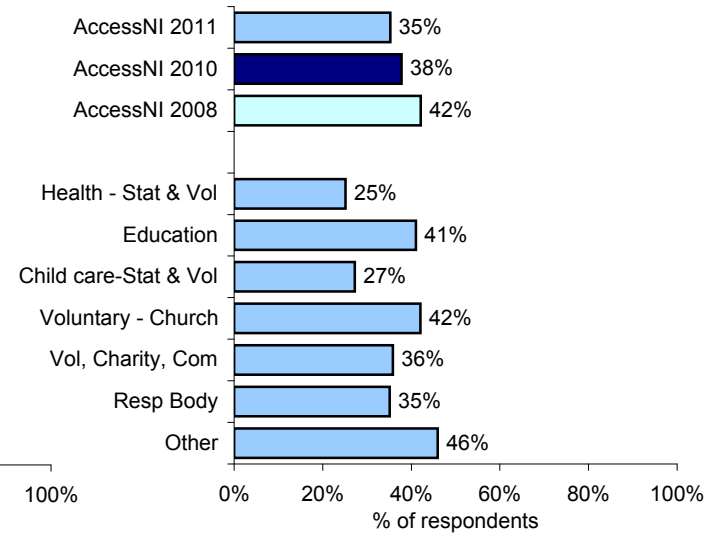


Figure 5.3: Distribution by Organisation (Yes)



### Summary

Just over a third of customers (35%) had spoken with a member of staff not on the Helpline team, continuing the gradual fall in the number of people doing so (38% in 2010 and 42% in 2008).

The number of customers who had spoken with a member of staff not on the Helpline team varied by organisation type. 'Other' organisations (46%) were significantly more likely than Statutory and Voluntary Health organisations (25%) to have done so.

## Section 5: AccessNI Staff

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

### Politeness/Courtesy

Figure 5.4: Respondents who spoke to any other member of staff (AccessNI)

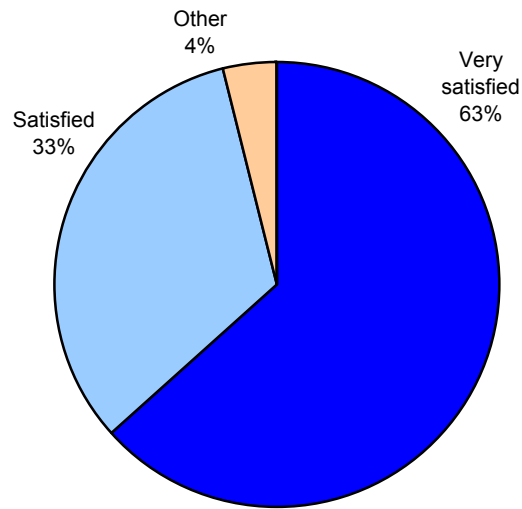


Figure 5.5: Distribution by Application Type

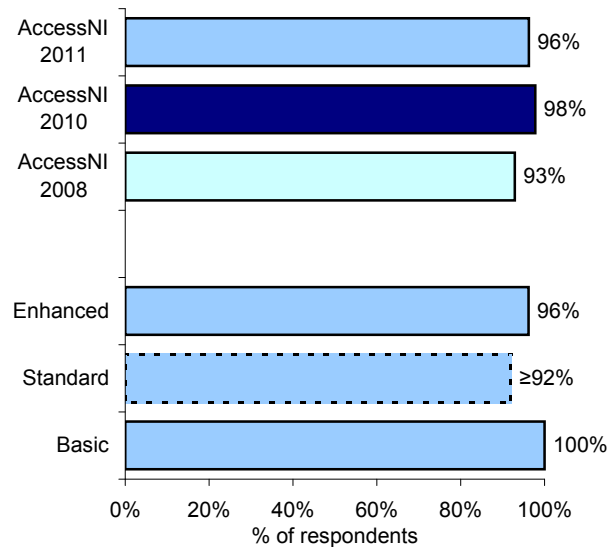
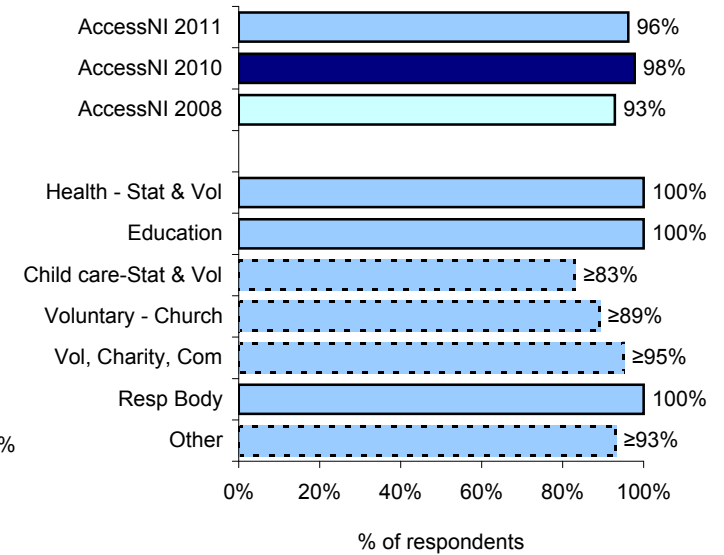


Figure 5.6: Distribution by Organisation



### Summary

The vast majority of customers (96%) were satisfied with the Politeness/Courtesy of the non-Helpline staff, similar to the figures for 2010 (98%).

All Basic Application customers (100%), as well as all Responsible Bodies, Statutory and Voluntary Health and Educational organisations were satisfied with the Politeness/Courtesy of the non-Helpline staff.

Other' is a combination of 'neither', 'dissatisfied' and 'Very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.  
 ≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

## Section 5: AccessNI Staff

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

### Knowledge/Professionalism

Figure 5.7: Respondents who spoke to any other member of staff (AccessNI)

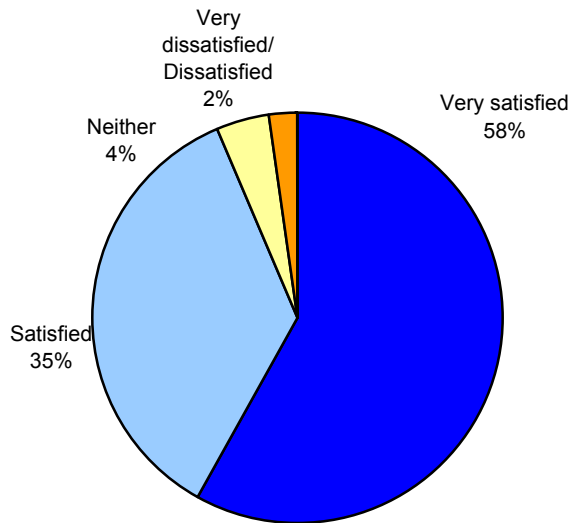


Figure 5.8: Distribution by Application Type

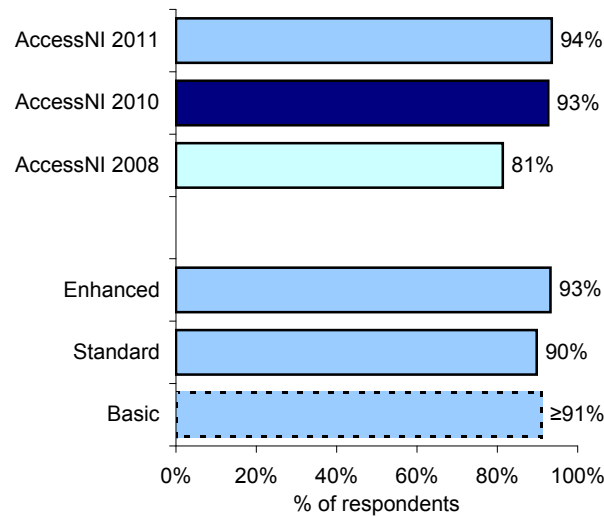
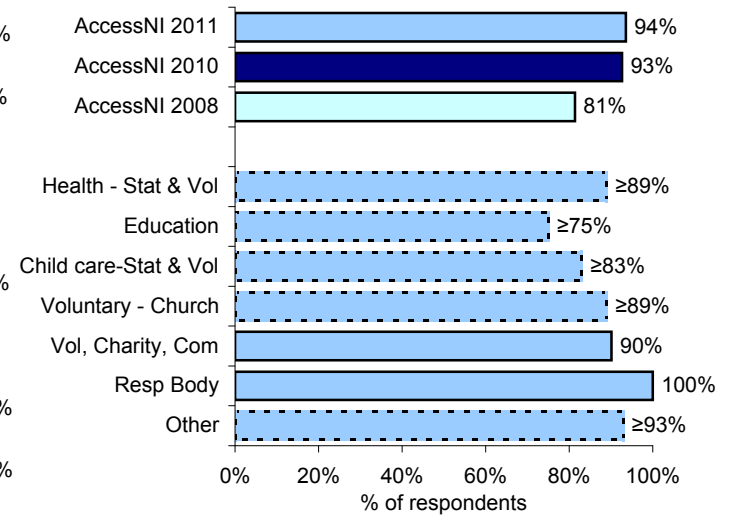


Figure 5.9: Distribution by Organisation



### Summary

More than nine in ten (94%) customers were satisfied with the non-Helpline staff's knowledge and professionalism, similar to 2010 (93%). Almost six in ten were very satisfied (58%). All customers (100%) from responsible bodies were satisfied.

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

## Section 5: AccessNI Staff

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

### Organisation (i.e. sufficiently prepared for meetings/discussions)

Figure 5.10: Respondents who spoke to any other member of staff (AccessNI)

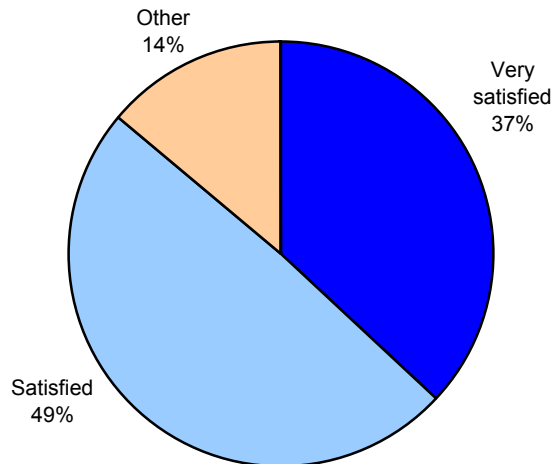


Figure 5.11: Distribution by Application Type

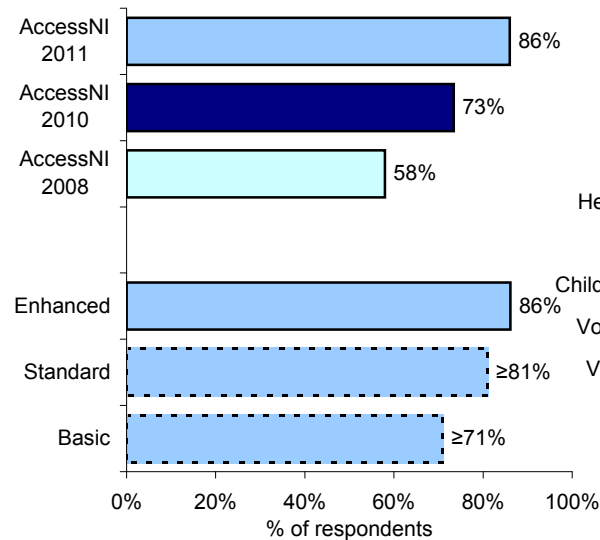
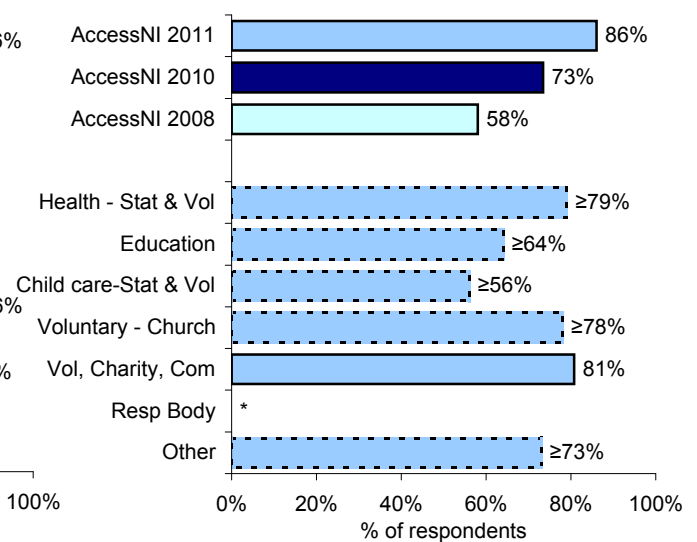


Figure 5.12: Distribution by Organisation



### Summary

Just less than nine in ten customers (86%) who had spoken to non-Helpline staff were satisfied with their 'organisation' (i.e. being sufficiently prepared for meetings/discussions), up significantly from 2010 (73%).

'Other' is a combination of 'neither', 'dissatisfied' and 'Very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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

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



## Section 5: AccessNI Staff

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

### Commitment to resolving issues

Figure 5.13: Respondents who spoke to any other member of staff (AccessNI)

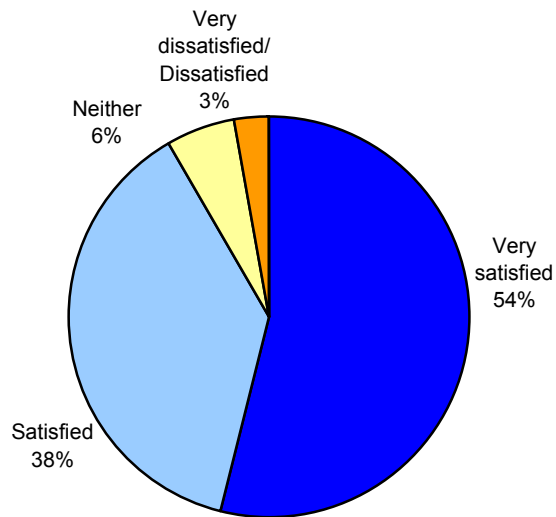


Figure 5.14: Distribution by Application Type

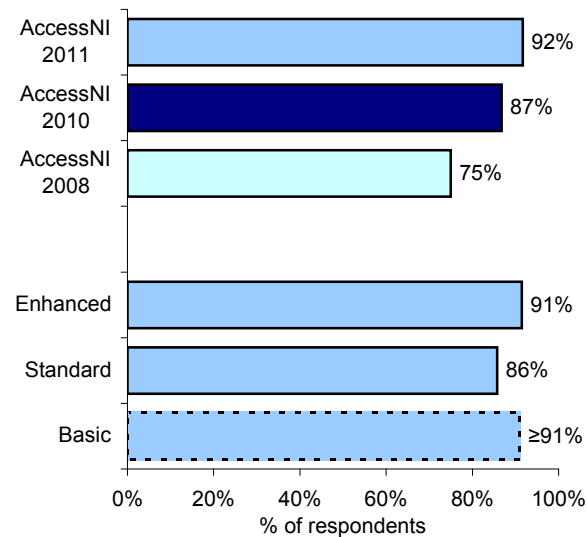
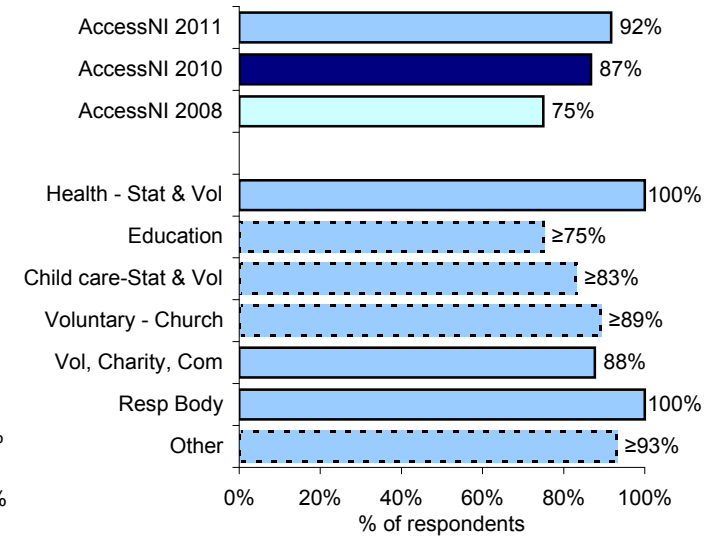


Figure 5.15: Distribution by Organisation



### Summary

More than nine tenths of AccessNI customers (92%) were satisfied that non-Helpline staff were committed to resolving issues, broadly similar to 2010 (87%). More than half were very satisfied (54%).

All customers (100%) from Statutory and Voluntary Health organisations and Responsible Bodies were satisfied that non-Helpline staff were committed to resolving issues.

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

## Section 5: AccessNI Staff

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

**Treating customers fairly**

Figure 5.16: Respondents who spoke to any other member of staff (AccessNI)

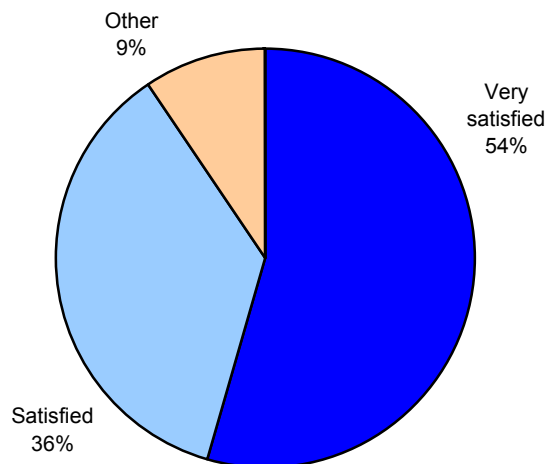


Figure 5.17: Distribution by Application Type

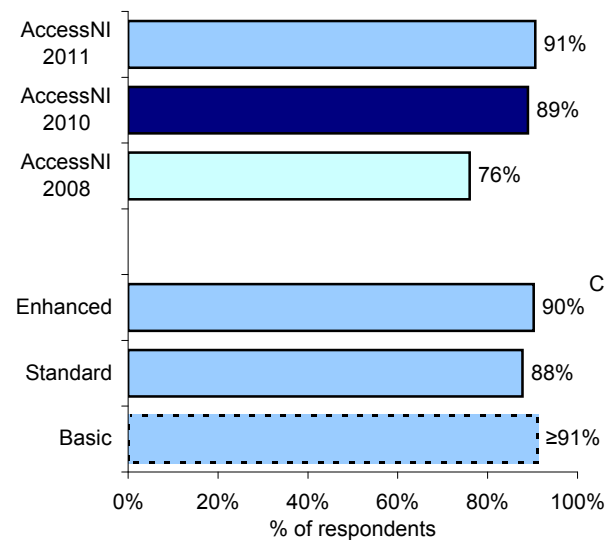
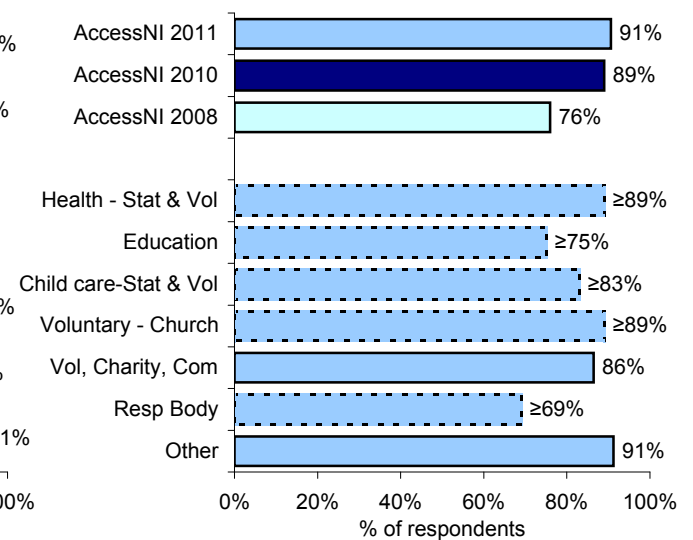


Figure 5.18: Distribution by Organisation



### Summary

Nine in ten customers (91%) were satisfied that non-Helpline staff treat customers fairly; again, similar to 2010 (89%).

By application and organisation type, satisfaction was consistent.

Other' is a combination of 'neither', 'dissatisfied' and 'Very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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

## Section 5: AccessNI Staff

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

**Treating information confidentially**

Figure 5.19: Respondents who spoke to any other member of staff (AccessNI)

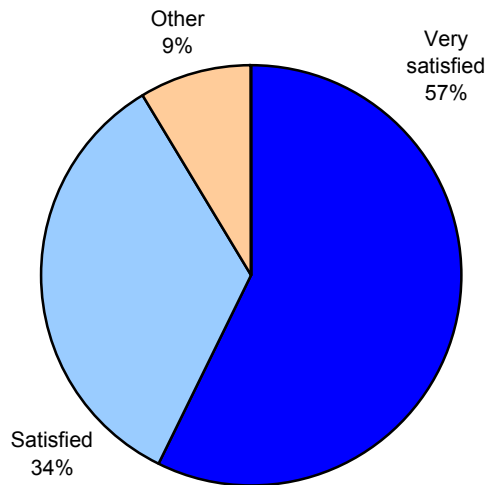


Figure 5.20: Distribution by Application Type

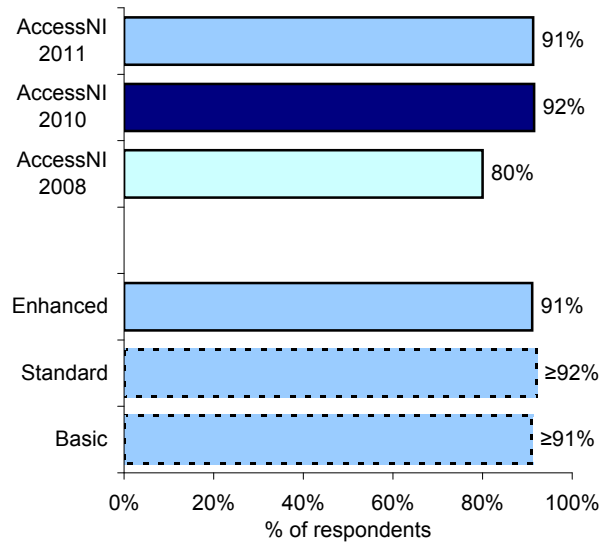
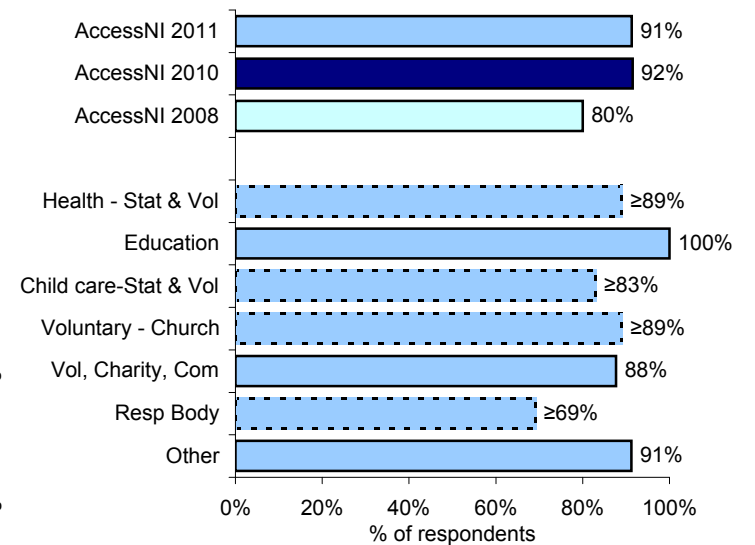


Figure 5.21: Distribution by Organisation



### Summary

Just over nine in ten customers (91%) were satisfied that non-Helpline staff treated information confidentially; similar to 2010 (92%).

All customers (100%) from Educational organisations were satisfied.

Other' is a combination of 'neither', 'dissatisfied' and 'Very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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

## Section 5: AccessNI Staff

*How satisfied or dissatisfied were you with the service from the non Helpline staff you spoke to in terms of...*

### Respecting a customer's privacy

Figure 5.22: Respondents who spoke to any other member of staff (AccessNI)

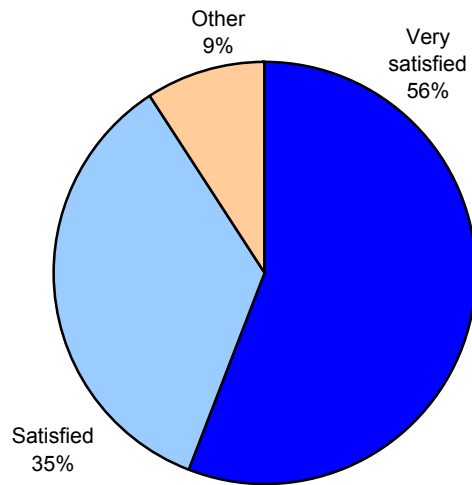


Figure 5.23: Distribution by Application Type

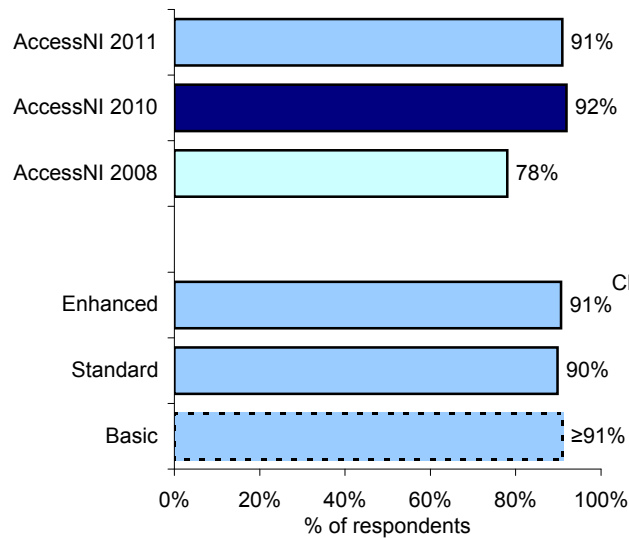
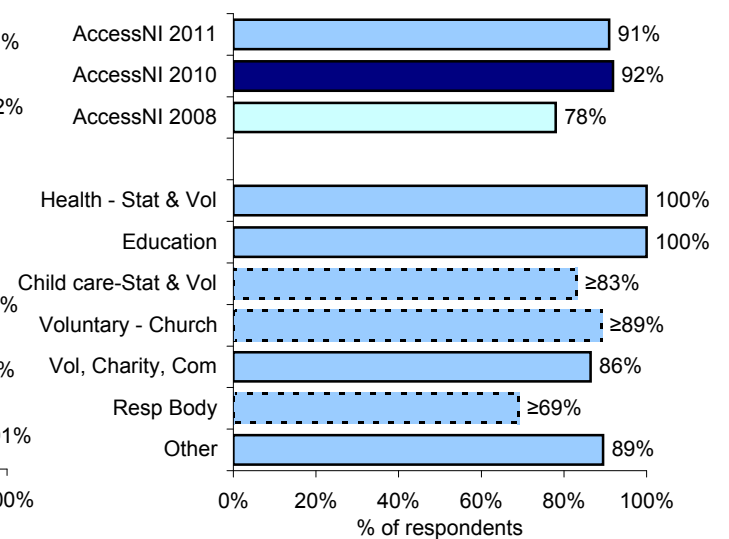


Figure 5.24: Distribution by Organisation



### Summary

Just over nine in ten customers (91%) were satisfied that non-Helpline staff respected a customer's privacy, again, similar to 2010 (92%),

Other' is a combination of 'neither', 'dissatisfied' and 'Very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.  
 ≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

## **Section 6: Complaints to AccessNI**



## Section 6: Complaints to AccessNI

### Key Findings

<b>% Yes</b>	<b>AccessNI Overall</b>
Have you complained about any aspect of the service provided by AccessNI?	4%

<b>Level of Satisfaction (Very satisfied and satisfied combined)</b>	<b>AccessNI Customers who had complained</b>
How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?	52%
<b>% Yes</b>	
Has your complaint with AccessNI been resolved satisfactorily?	76%

### Summary of Findings

Only a small proportion of AccessNI customers (4%) had made a complaint about the service provided by AccessNI, significantly lower than the figures reported in 2010 (8%) and 2008 (22%). Of the customers who had made a complaint, over half (52%) were satisfied with how AccessNI dealt with their complaint and three quarters (76%) agreed that their complaint had been resolved satisfactorily.

## Section 6: Complaints to AccessNI



## Section 6: Complaints to AccessNI

### Have you complained about any aspect of the service provided by AccessNI?

Figure 6.1: Respondents who have complained (AccessNI overall)

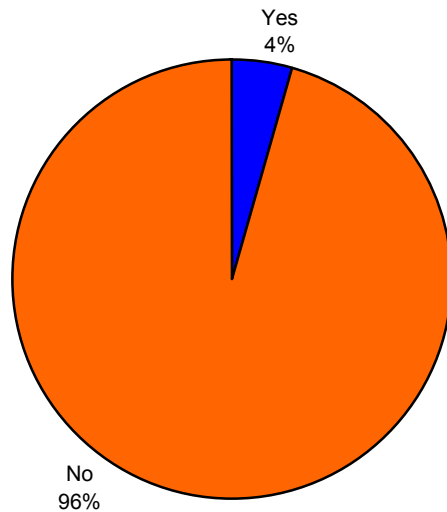


Figure 6.2: Distribution by Application Type

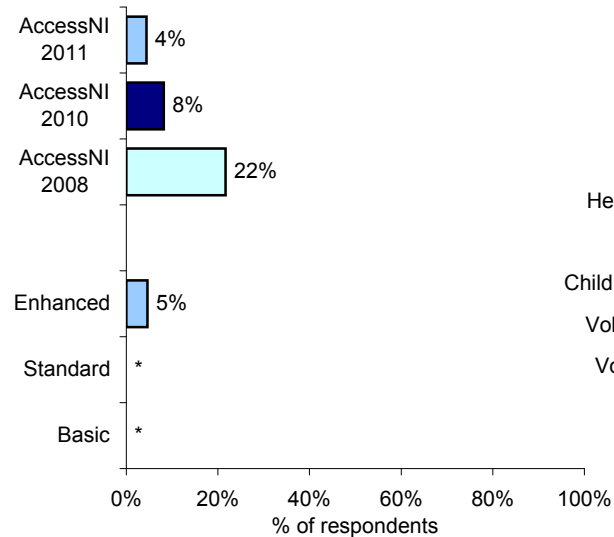
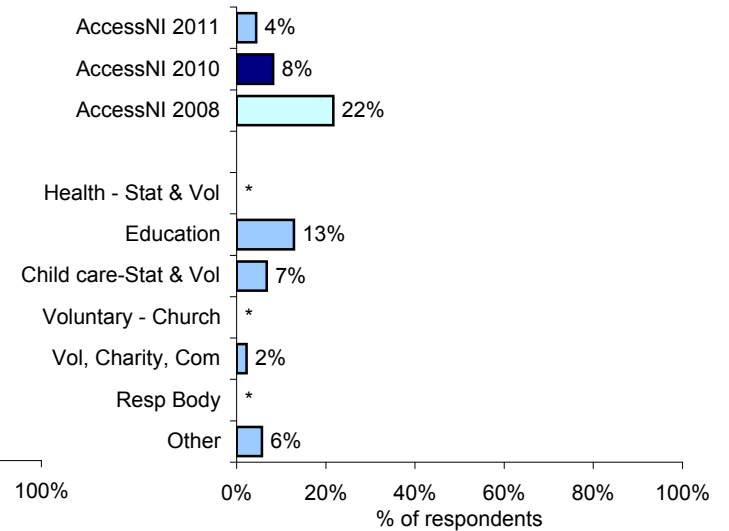


Figure 6.3: Distribution by Organisation



### Summary

Only a small proportion of AccessNI customers (4%) had complained about the service provided by AccessNI in 2011, significantly less than 2010 (8%) and 2008 (22%). There were no significant differences across Application and organisation type.

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

## Section 6: Complaints to AccessNI

### How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?

Figure 6.4: Respondents who have complained (AccessNI overall)

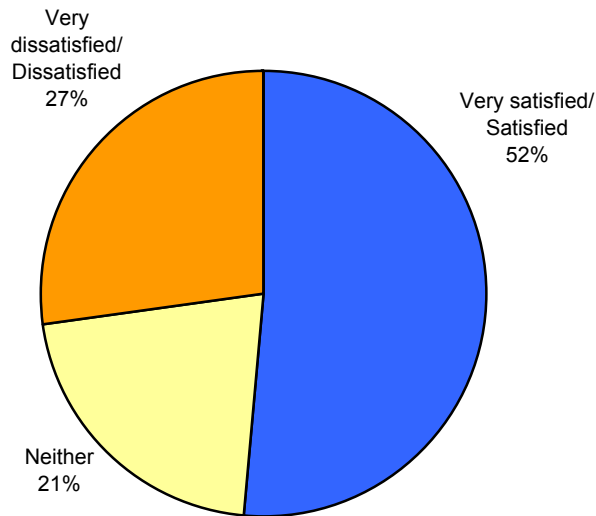
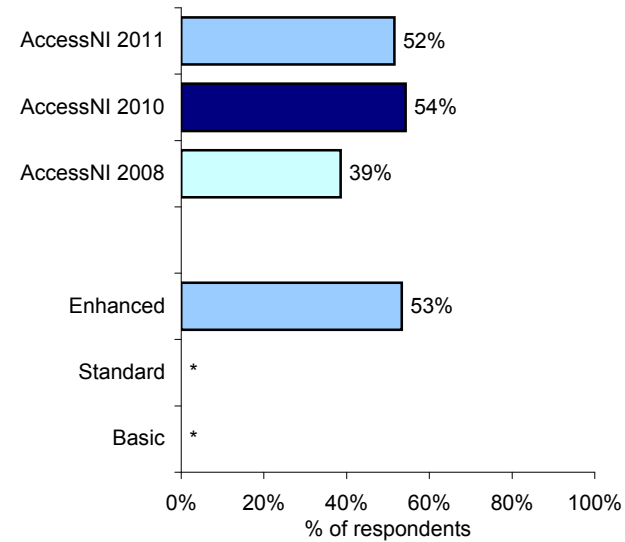


Figure 6.5: Distribution by Application Type



### Summary

Of the customers who had complained, 52% were satisfied with how their complaint was dealt with, similar to 2010 (54%). More than a fifth (21%) selected the Neither option, whilst 27% selected the Very dissatisfied/ Dissatisfied option.

Due to small numbers an organisation breakdown is not available.

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

## Section 6: Complaints to AccessNI

**Has your complaint with AccessNI been resolved satisfactorily?**

Figure 6.6: Respondents who have complained (AccessNI overall)

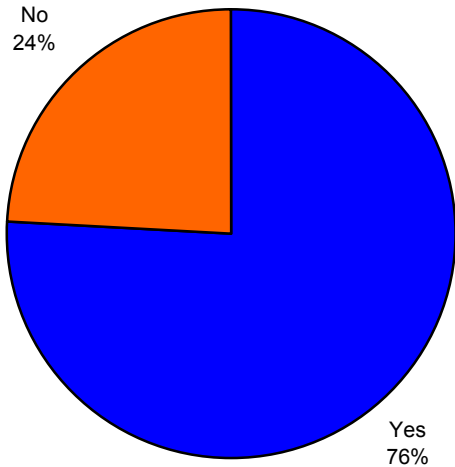
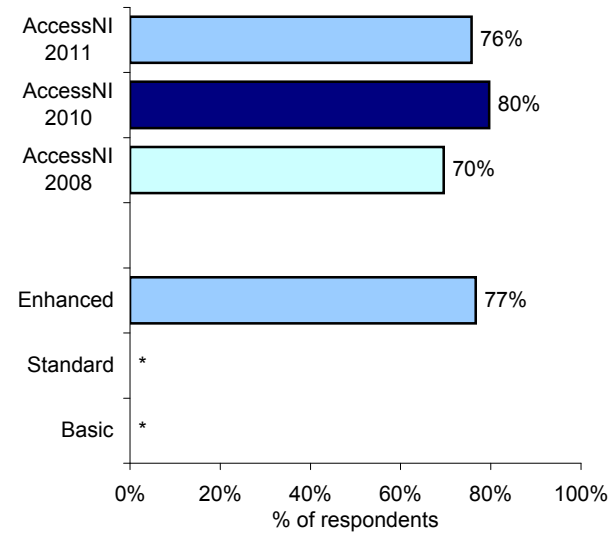


Figure 6.7: Distribution by Application Type



### Summary

Three quarters of customers who had complained (76%) agreed that their complaint was resolved satisfactorily, similar to previous years.

Due to small numbers an organisation breakdown is not available.

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



## **Section 7: AccessNI Website**



## Section 7: AccessNI Website

### Key Findings

Level of Agreement (Yes)	AccessNI Overall
Do you use the AccessNI website?	84%

*How satisfied or dissatisfied are you with the AccessNI website in terms of...*

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI Website Users
Its layout	87%
The information it contains	92%
Its ability to address your query	81%

### Summary of Findings

Most AccessNI customers had used the AccessNI website (84%).

There has been an improvement in two of the three areas of the AccessNI website. Nearly all of the website users were satisfied with the information it contains (92%, up from 86% in 2010) and 81% were satisfied with the website's ability to address their query (up from 75% in 2010).

Just under nine in ten customers (87%) were satisfied with the layout of the AccessNI website, broadly similar to 2010 (83%).

## Section 7: AccessNI Website



## Section 7: AccessNI Website

### Do you use the AccessNI Website?

Figure 7.1: Respondents who use AccessNI website (AccessNI overall)

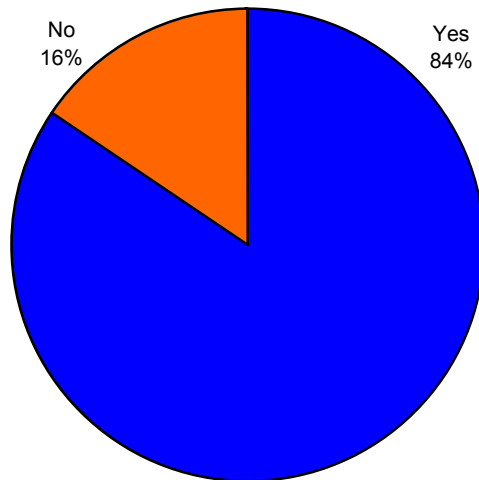


Figure 7.2: Distribution by Application Type

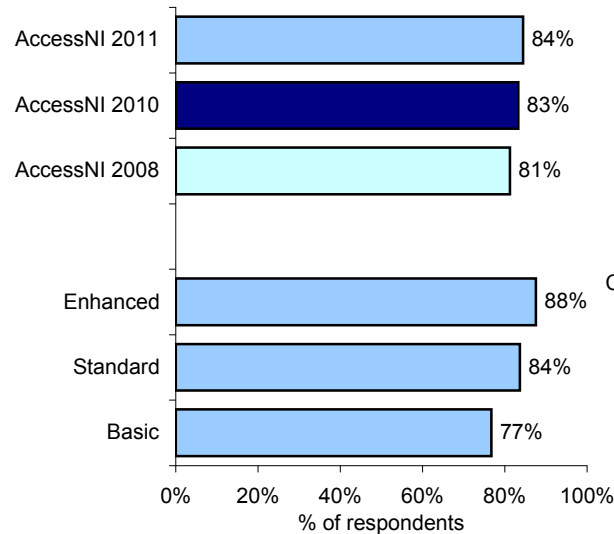
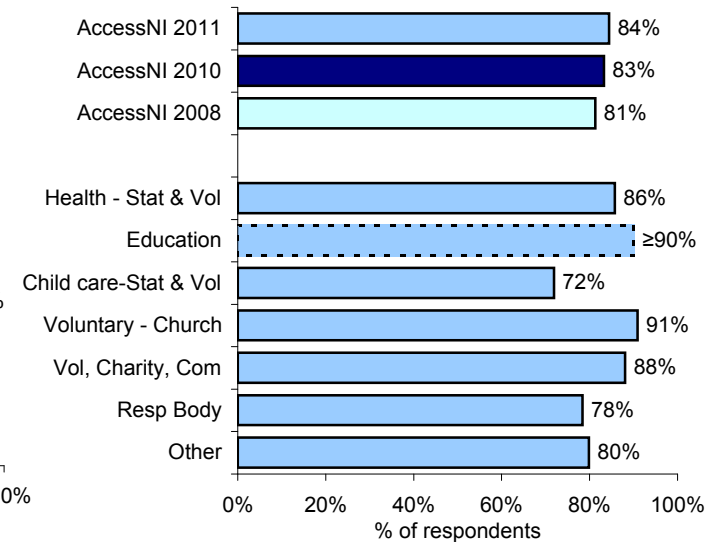


Figure 7.3: Distribution by Organisation



### Summary

More than eight in ten AccessNI customers (84%) had used the AccessNI website, similar to previous years (83% in 2010 and 81% in 2008 respectively).

Customers who had made an Enhanced Application were most likely to have used the website (88%) with Basic Application customers the least likely (77%). Customers in Statutory and Voluntary Child Care organisations (72%) were less likely to have used the website than those in Education (≥90%) Church (91%) and Voluntary, Charity and Community groups (88%).

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

## Section 7: AccessNI Website

*How satisfied or dissatisfied are you with the AccessNI website in terms of...*

**Its layout**

Figure 7.4: Respondents who use AccessNI website (AccessNI overall)

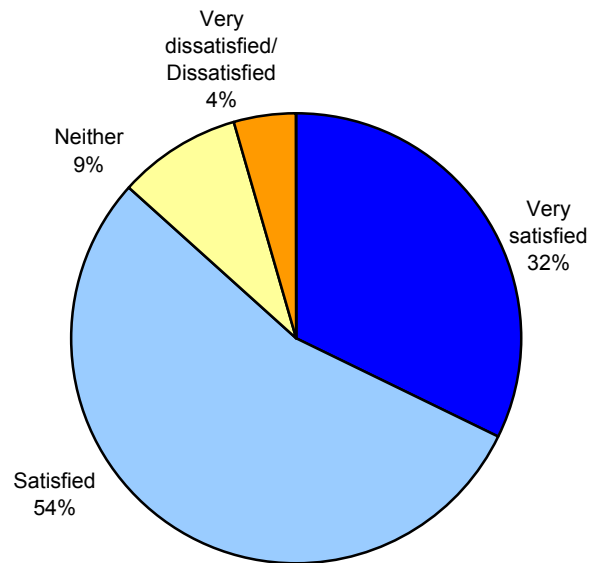


Figure 7.5: Distribution by Application Type

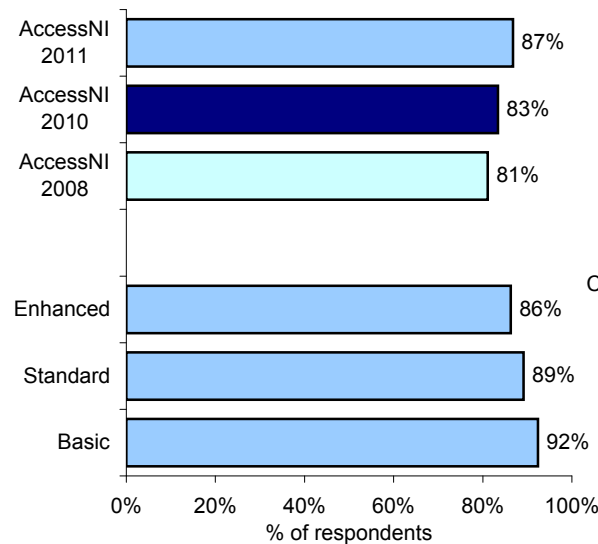
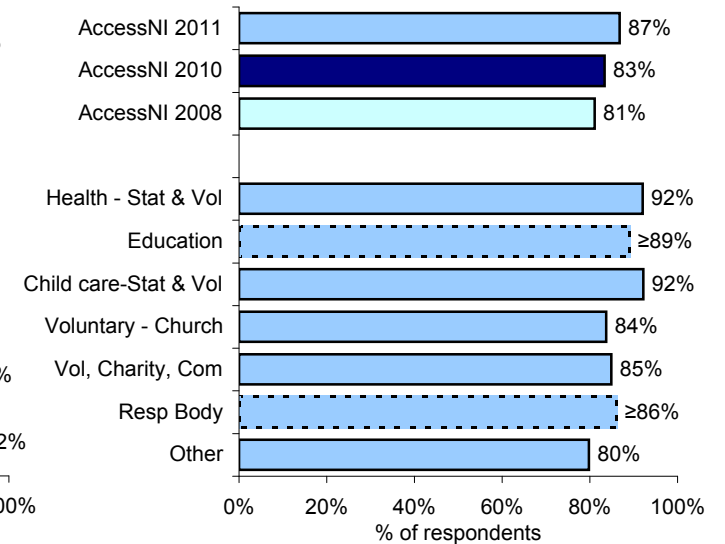


Figure 7.6: Distribution by Organisation



### Summary

Most AccessNI website users (87%) were satisfied with the layout of the website.

Levels of satisfaction were relatively consistent across organisation type.

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

## Section 7: AccessNI Website

*How satisfied or dissatisfied are you with the AccessNI website in terms of...*

**The information it contains**

Figure 7.7: Respondents who use AccessNI website (AccessNI overall)

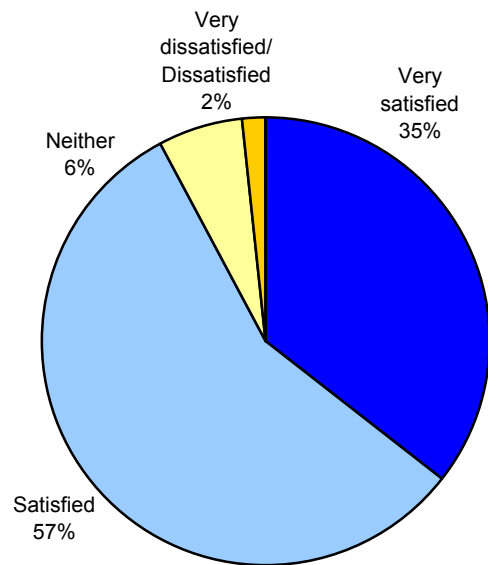


Figure 7.8: Distribution by Application Type

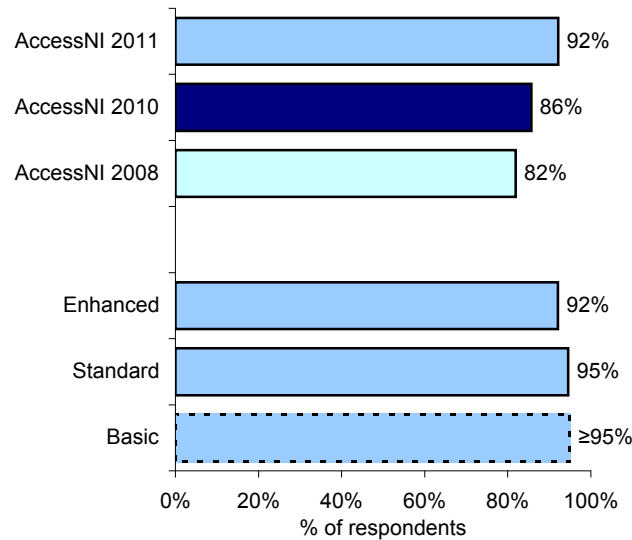
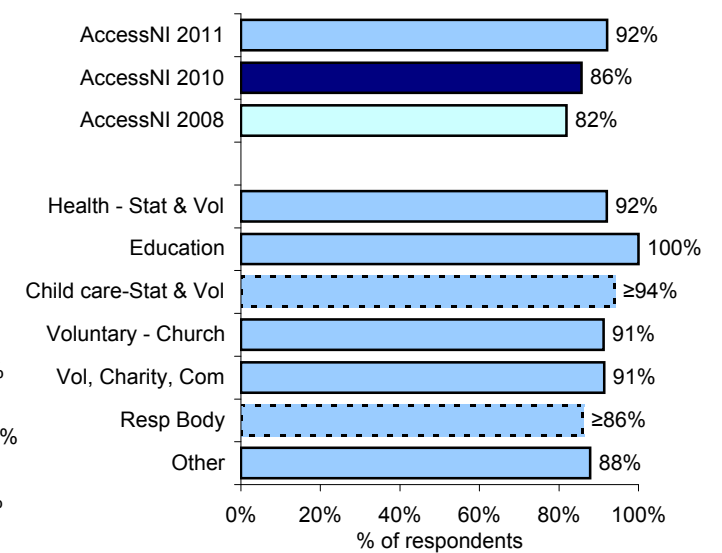


Figure 7.9: Distribution by Organisation



### Summary

Just over nine in ten (92%) AccessNI website users were satisfied with the information that the AccessNI website contains, an improvement on 2010 (86%).

Satisfaction was consistent across Application and organisation types.

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

## Section 7: AccessNI Website

*How satisfied or dissatisfied are you with the AccessNI website in terms of...*

**Its ability to address your query**

Figure 7.10: Respondents who use AccessNI website (AccessNI overall)

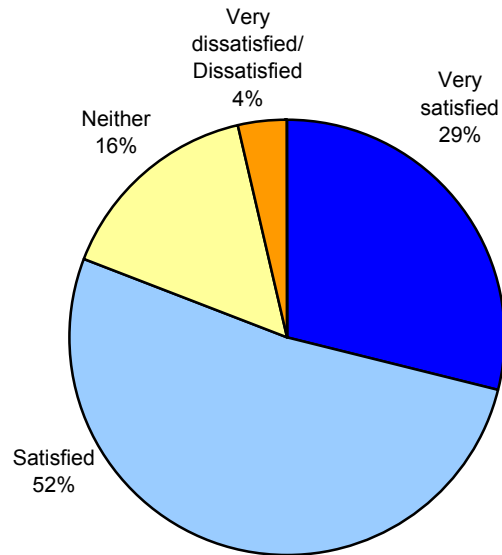


Figure 7.11: Distribution by Application Type

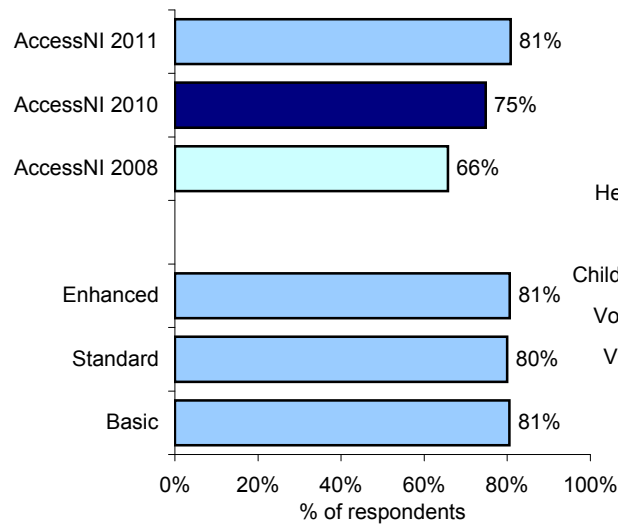
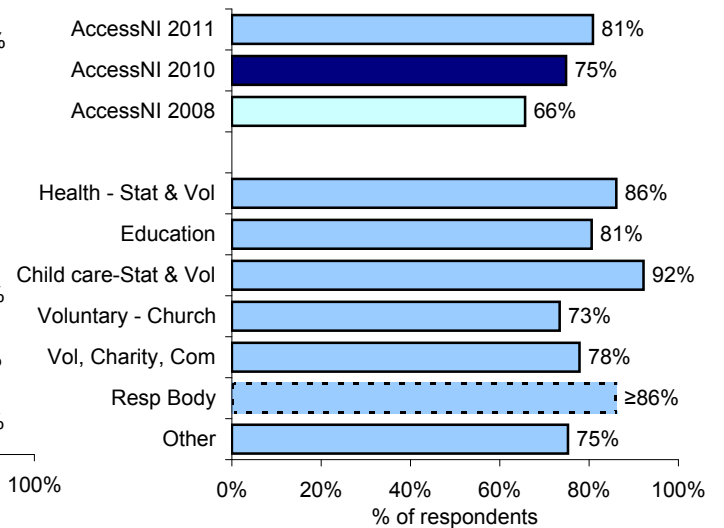


Figure 7.12: Distribution by Organisation



### Summary

More than eight in ten (81%) were satisfied with the website's ability to address customers' queries, significantly higher than in 2010 (75%).

Whilst there were no significant differences by Application type, there was some variation by organisation type. Voluntary Church customers (73%) and Others (75%) were the least likely to be satisfied, with Responsible Bodies (≥86%) and Statutory and Voluntary Child Care organisations (92%) the most satisfied.

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

## **Section 8: Overall**



## Section 8: Overall

### Key Findings

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI Overall
Overall, how satisfied or dissatisfied have you been with the service provided?	89%

### Summary of Findings

Almost nine out of ten AccessNI customers (89%) were satisfied with the service provided, similar to 2010 (87%) and significantly more than in 2008 (60%) . Only 1% were dissatisfied.

## Section 8: Overall



## Section 8: Overall

### Overall, how satisfied or dissatisfied have you been with the service provided?

Figure 8.1: Level of satisfaction (AccessNI overall)

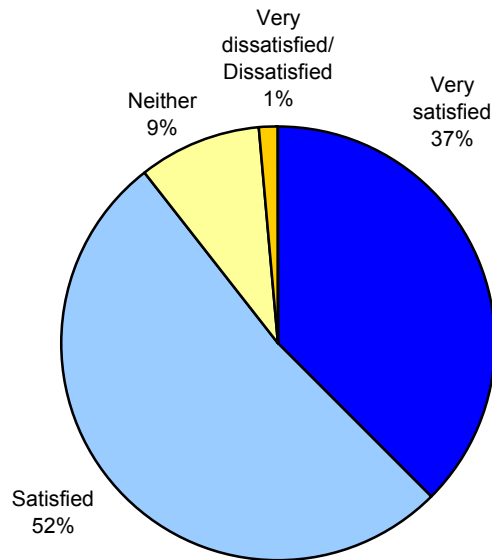


Figure 8.2: Distribution by Application Type

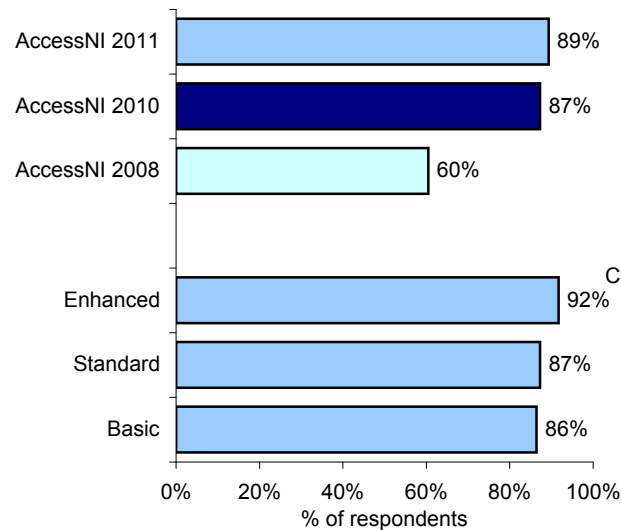
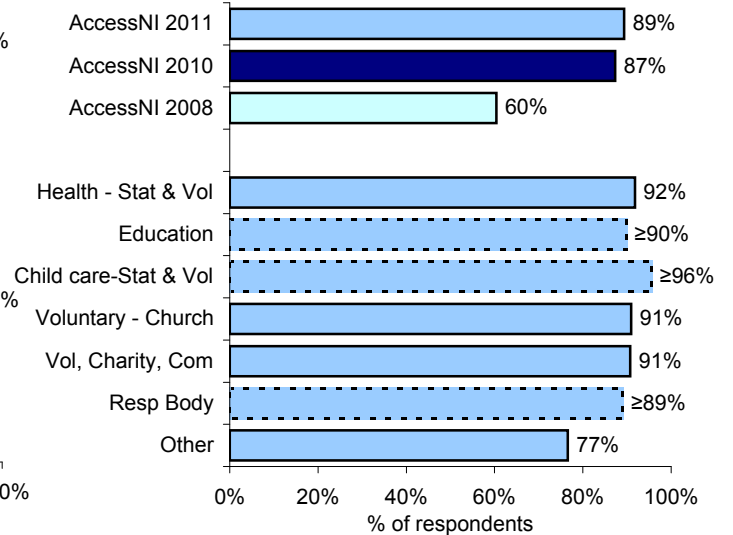


Figure 8.3: Distribution by Organisation



### Summary

The majority of AccessNI customers (89%) were satisfied with the service provided, similar to the figure reported 2010 (87%), but significantly more than the number satisfied in 2008 (60%). Almost one in ten (9%) chose the neutral option, with 1% being Very dissatisfied/ Dissatisfied.

Customers who had submitted Enhanced Applications were the most likely to be satisfied (92%), compared to 87% (Standard Applications) and 86% (Basic Applications).

By organisation type, customers from 'Other' organisations were the least likely to be satisfied (77%), significantly less than Statutory and Voluntary Health and Child Care organisations (92% and ≥96% respectively), and Voluntary, Charity and Community Groups (91%).

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



## **Appendix I: Respondent Profile**



### Respondent profile by:-

Type of Organisation	n=750
Health - Statutory & Voluntary	20%
Education	5%
Child care - Statutory & Voluntary	12%
Voluntary - Church	12%
Voluntary & Community groups	30%
Responsible Body	5%
Other	17%

\*2 respondents did not give an organisation



## **Appendix II: Breakdown by Organisation**





## Section 1: Applications to AccessNI

How many applications have you sent to AccessNI? (% respondents who had sent at least one)

Q2		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
a	Basic	14%	5%	21%	*	6%	15%	35%	26%
b	Standard	15%	10%	21%	13%	9%	18%	14%	18%
c	Enhanced	86%	93%	≥90%	94%	89%	88%	73%	71%

Have you used disclosure information to...

Q3		AccessNI Overall n=698	Health Stat & Vol n=143	Education n=35	Child Care Stat & Vol n=88	Voluntary Church n=81	Vol, Charity, Com n=210	Resp Body n=35	Other n=106
a	refuse someone employment?	12%	24%	17%	7%	*	7%	*	19%
b	place conditions (e.g. 'under supervision') or restrictions (e.g. 'probation') on someone's employment?	10%	13%	17%	7%	*	10%	*	13%

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

≥ '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.

## Section 1: Applications to AccessNI (continued)

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

Q4		AccessNI Overall n=86	Health Stat & Vol n=35	Education n=6	Child Care Stat & Vol n=6	Voluntary Church n=*	Vol, Charity, Com n=15	Resp Body n=*	Other n=20
a	Due to the specific nature of conviction information or other information	81%	79%	*	100%	*	≥73%	*	≥80%
b	Due to the application having misled the employer regarding the presence of conviction information or other information	55%	60%	*	*	0%	60%	*	55%

Q5		AccessNI Overall n=698	Health Stat & Vol n=143	Education n=35	Child Care Stat & Vol n=88	Voluntary Church n=81	Vol, Charity, Com n=210	Resp Body n=35	Other n=106
<i>% Very/ moderately useful</i>									
a	How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/employment?	86%	88%	≥89%	≥95%	81%	84%	83%	82%

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

≥ '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.

Q6		AccessNI Overall n=700	Health Stat & Vol n=144	Education n=35	Child Care Stat & Vol n=87	Voluntary Church n=81	Vol, Charity, Com n=210	Resp Body n=35	Other n=106
% Yes									
a	Did you use AccessNI prior to the last 12 months?	89%	94%	≥89%	92%	78%	90%	83%	87%

Q7		AccessNI Overall n=752	Health Stat & Vol n=135	Education n=32	Child Care Stat & Vol n=80	Voluntary Church n=63	Vol & Comm groups n=189	Resp Body n=29	Other n=92
% Yes									
	A lot quicker/A bit quicker	90%	93%	≥88%	≥95%	89%	92%	83%	83%

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

## Section 2: Contact with AccessNI

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

Q8		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
a	Telephone Helpline	53%	54%	56%	62%	52%	51%	62%	49%
b	Telephone	27%	22%	44%	19%	28%	27%	32%	32%
c	Email	33%	24%	33%	21%	40%	31%	57%	42%
d	Letter	17%	15%	*	20%	19%	15%	30%	20%
e	Other	1%	*	0%	*	*	*	*	*

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

Q9†		AccessNI Overall	Health Stat & Vol	Education	Child Care Stat & Vol	Voluntary Church	Vol, Charity, Com	Resp Body	Other
<i>% satisfied</i>									
a	Telephone Helpline	92%	≥95%	≥82%	≥93%	≥91%	91%	≥83%	82%
b	Telephone	92%	≥88%	≥76%	≥76%	100%	92%	≥67%	≥90%
c	Email	90%	≥89%	≥69%	100%	≥89%	87%	≥81%	88%
d	Letter	90%	≥82%	*	≥78%	≥76%	85%	100%	≥84%
e	Other	60%	-	-	-	-	-	-	-

\* 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.

≥ '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.

† 'n' is not available in this question.

- No breakdown by Organisation is available as the number of respondents were too small to show any meaningful figures.

## Section 2: Contact with AccessNI

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

Q10		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
a	Telephone Helpline	31%	30%	36%	43%	#	29%	27%	31%
b	Telephone	26%	25%	33%	#	34%	27%	#	25%
c	Email	39%	41%	31%	34%	38%	40%	51%	40%
d	Letter	3%	*	0%	*	*	#	0%	*
e	Other	1%	*	0%	*	0%	*	*	*

---

\* 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 3: Communication with AccessNI

How satisfied or dissatisfied are you that..

Q11		AccessNI Overall n=752 <sup>1</sup>	Health Stat & Vol n=147 <sup>1</sup>	Education n=39 <sup>1</sup>	Child Care Stat & Vol n=89 <sup>1</sup>	Voluntary Church n=88 <sup>1</sup>	Vol, Charity, Com n=226 <sup>1</sup>	Resp Body n=37 <sup>1</sup>	Other n=124 <sup>1</sup>
<i>% satisfied</i>									
a	You know who to contact	73%	77%	75%	74%	74%	71%	78%	68%
b	Staff respond in a timely manner	88%	88%	86%	89%	90%	88%	≥89%	85%
c	The information you have been given is accurate	86%	88%	87%	92%	86%	88%	81%	78%
d	The information you have been given is clear and to the point	84%	88%	79%	92%	83%	84%	≥89%	77%

Q12		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
<i>% Very useful/ Useful</i>									
a	What are your views on the Access NI Newsletter?	60%	59%	69%	57%	56%	62%	59%	60%

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

<sup>1</sup>Respondents were able to select N/A as an option in this question, therefore 'n' may vary between questions.

## Section 4: Customer Services Helpline

How satisfied or dissatisfied are you with the following aspects of the Customer Services Helpline...

Q13		AccessNI Overall n=401	Health Stat & Vol n=79	Education n=22	Child Care Stat & Vol n=55	Voluntary Church n=46	Vol, Charity, Com n=115	Resp Body n=23	Other n=61
<i>% satisfied</i>									
a	Speed at you call being answered	92%	≥95%	≥82%	91%	≥91%	90%	≥83%	92%
b	Helpfulness of staff	92%	≥95%	≥82%	≥93%	≥91%	90%	≥83%	85%
c	Professional knowledge of staff	86%	≥95%	≥82%	89%	87%	82%	≥83%	79%
d	Commitment to dealing with your query	89%	≥95%	77%	89%	85%	90%	100%	82%
e	Confident that the staff could deal with you query	88%	≥95%	73%	91%	≥91%	85%	≥83%	82%

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

## Section 5: AccessNI Staff

Q14		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
% Yes									
	Have you spoken to any other member of staff other than the Helpline Team?	35%	25%	41%	27%	42%	36%	35%	46%
Q15		AccessNI Overall n=265	Health Stat & Vol n=37	Education n=16	Child Care Stat & Vol n=24	Voluntary Church n=37	Vol, Charity, Com n=81	Resp Body n=13	Other n=57
% satisfied									
a	Politeness/Courtesy	96%	100%	100%	≥83%	≥89%	≥95%	100%	≥93%
b	Knowledge/Professionalism	94%	≥89%	≥75%	≥83%	≥89%	90%	100%	≥93%
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	86%	≥79%	≥64%	≥56%	≥78%	81%	*	≥73%
d	Commitment to resolving issues	92%	100%	≥75%	≥83%	≥89%	88%	100%	≥93%
e	Treating customers fairly	91%	≥89%	≥75%	≥83%	≥89%	86%	≥69%	91%
f	Treating information confidentially	91%	≥89%	100%	≥83%	≥89%	88%	≥69%	91%
g	Respecting a customer's privacy	91%	100%	100%	≥83%	≥89%	86%	≥69%	89%

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

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



## Section 6: Complaints to AccessNI

		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
<b>%Yes</b>									
<b>Q16</b>	Have you complained about any aspect of the service provide by AccessNI?	4%	*	13%	7%	*	2%	*	6%
<b>% satisfied</b>		<b>n=33</b>							
<b>Q17^</b>	How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?	52%							
<b>%Yes</b>									
<b>Q18^</b>	Has you complaint been resolved satisfactorily?	76%							

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

^Due to small numbers no organisational breakdown is available

## Section 7: AccessNI Website

		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
<b>% Yes</b>									
<b>Q19</b>	Do you use the AccessNI Website?	84%	86%	≥90%	72%	91%	88%	78%	80%
<b>% satisfied</b>		<b>n=635</b>	<b>n=126</b>	<b>n=37</b>	<b>n=64</b>	<b>n=80</b>	<b>n=199</b>	<b>n=29</b>	<b>n=99</b>
<b>Q20</b>	Its Layout	87%	92%	≥89%	92%	84%	85%	≥86%	80%
	The information it contains	92%	92%	100%	≥94%	91%	91%	≥86%	88%
	Its ability to address your query	81%	86%	81%	92%	73%	78%	≥86%	75%

## Section 8: Overall

Q22		AccessNI Overall n=752	Health Stat & Vol n=147	Education n=39	Child Care Stat & Vol n=89	Voluntary Church n=88	Vol, Charity, Com n=226	Resp Body n=37	Other n=124
<b>% satisfied</b>									
	Overall, how satisfied or dissatisfied have you been with the service provided?	89%	92%	≥90%	≥96%	91%	91%	≥89%	77%

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

## **Appendix III: Comparison with 2010**



## Comparison with 2010 results

This section compares the 2011 results with those from the previous surveys completed in 2010 (involving 724 respondents).

In the following tables a ↓ in the 'Change' column indicates that the percentage of respondents 'satisfied' with a particular question has decreased<sup>1</sup> in 2011 compared with 2009. A ↑ in the 'Change' column indicates that the percentage of respondents 'satisfied' with a particular question has increased<sup>1</sup> in 2011 compared with 2010.

### Section 1: Applications to AccessNI

*How many applications have you sent to AccessNI? (%respondents who had sent at least one)*

Q2		2008	2010	2011	Change 2011 - 2010
a	Basic	9%	13%	14%	
b	Standard	20%	17%	15%	
c	Enhanced	83%	86%	86%	

*Have you used disclosure information to...*

Q3	% yes	2008	2010	2011	Change 2011 - 2010
a	refuse someone employment?	11%	13%	12%	
b	place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment?	-	12%	10%	

<sup>1</sup> I.e. a change that is statistically significant at the 5% level

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

Q4		2008	2010	2011	Change 2011 - 2010
a	due to the specific nature of conviction information or other information?	-	83%	81%	
b	due to the application having misled the employer regarding the presence of conviction information or other information?	-	45%	55%	

Q5	% <i>Very useful/ useful</i>	2008	2010	2011	Change 2011 - 2010
a	How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/ employment?	-	85%	86%	

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- not asked in 2008

## Section 2: Contact with AccessNI

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

Q8		2008	2010	2011	Change 2011 - 2010
a	Telephone Helpline	-	50%	53%	
b	Telephone	-	25%	27%	
c	Email	-	11%	33%	↑
d	Letter	-	14%	17%	
e	Other	-	8%	1%	↓

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

Q9	% satisfied	2008	2010	2011	Change 2011 - 2010
a	Telephone Helpline	57%	90%	92%	
b	Telephone	66%	89%	92%	
c	Email	71%	≥91%	90%	
d	Letter	72%	89%	90%	
e	Other	51%	40%	≥60%	↑

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

Q10		2008	2010	2011	Change 2011 - 2010
a	Telephone Helpline	-	29%	31%	
b	Telephone	-	30%	26%	
c	Email	-	37%	39%	
d	Letter	-	2%	3%	
e	Other	-	1%	1%	

- not asked in 2008

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

### Section 3: Communication with AccessNI

*How satisfied or dissatisfied are you that..*

Q11	% satisfied	2008	2010	2011	Change 2011 - 2010
a	You know who to contact	48%	69%	73%	
b	Staff respond in a timely manner	60%	84%	88%	↑
c	The information you have been given is accurate	73%	85%	86%	
d	The information you have been given is clear and to the point	70%	81%	84%	

### Section 4: Customer Services Helpline

*How satisfied or dissatisfied are you with the following aspects of the Customer Services Helpline...*

Q13	% satisfied	2008	2010	2011	Change 2011 - 2010
a	Speed at you call being answered	49%	85%	92%	↑
b	Helpfulness of staff	71%	89%	92%	
c	Professional knowledge of staff	61%	86%	86%	
d	Commitment to dealing with your query	67%	87%	89%	
e	Confident that the staff could deal with you query	62%	86%	88%	



## Section 5: AccessNI Staff

<b>Q14</b>	<b>% <i>yes</i></b>	<b>2008</b>	<b>2010</b>	<b>2011</b>	<b>Change 2011 - 2010</b>
	Have you spoken to any other member of staff other than the Helpline Team?	42%	38%	35%	
<b>Q15</b>	<b>% <i>satisfied</i></b>	<b>2008</b>	<b>2010</b>	<b>2011</b>	<b>Change 2011 - 2010</b>
a	Politeness/Courtesy	93%	98%	96%	
b	Knowledge/Professionalism	81%	93%	94%	
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	58%	73%	86%	↑
d	Commitment to resolving issues	75%	87%	92%	
e	Treating customers fairly	76%	89%	91%	
f	Treating information confidentially	80%	92%	91%	
g	Respecting a customer's privacy	78%	92%	91%	

## Section 6: Complaints to AccessNI

% yes		2008	2010	2011	Change 2011 - 2010
Q16	Have you complained about any aspect of the service provide by AccessNI?	22%	8%	4%	↓
% satisfied					
Q17	How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?	39%	54%	52%	
% yes					
Q18	Has you complaint been resolved satisfactorily?	70%	80%	76%	

## Section 7: AccessNI Website

% yes		2008	2010	2011	Change 2011 - 2010
Q19	Do you use the AccessNI Website?	81%	83%	84%	
% satisfied					
Q20	Its Layout	81%	83%	87%	
	The information it contains	82%	86%	92%	↑
	Its ability to address your query	66%	75%	81%	↑

## Section 8: Overall

Q22	% satisfied	2008	2010	2011	Change 2011 - 2010
	Overall, how satisfied or dissatisfied have you been with the service provided?	60%	87%	89%	

## **Appendix IV: Questionnaire**





# AccessNI Customer Survey 2010/11

## BACKGROUND INFORMATION

All information you give in this questionnaire is completely confidential.

Your completed questionnaire will go directly to Human Resource Consultancy Services Branch (NISRA) who have been appointed to manage the survey. The results will be analysed by NISRA who will provide AccessNI with a composite report. Comments will be edited where necessary to protect anonymity.

No individual will be identified through their responses

## COMPLETION INSTRUCTIONS

Please work through the questionnaire reading each question and selecting what you consider to be the most appropriate response from those listed.

There are no right or wrong answers or trick questions, just state your own personal views.

If you do not have any strong views on any particular issue, or do not feel sufficiently well informed to give an opinion, please select the Not Applicable option or, where this is not available, the 'Neither satisfied nor dissatisfied' option.

The closing date for returns is Friday 25th February 2011.

If you have any queries regarding the questionnaire please contact Amanda Alexander on 028 9054 2049 or ext 42049.

## Customer background

### Q1 Please indicate the category that best describes your organisation

- Health - Statutory
- Health - Private/Voluntary
- Further Education
- Child care - Statutory
- Child care - Voluntary
- Sports Association or Body
- Voluntary - Church or Church Based
- Voluntary - Voluntary or Community groups
- Responsible Body
- Other, please specify

## Applications to AccessNI

### Q2 How many applications have you sent to AccessNI in the past 12 months? Please select the number of applications for each type.

	None	Less than 10	10 - 49	50 - 99	100 - 499	500 or more
(a) Basic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Standard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Enhanced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Applications to AccessNI

### Q3 Over the last 12 months please indicate, roughly, the number of job applications in which you used the disclosure information provided by AccessNI to:

	None	1-2	3-5	6-10	More than 10
(a) refuse someone employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Applications to AccessNI

**Q4** Of the Job applications you have refused due to disclosure information please indicate, roughly, the number that were...

	None	1-2	3-5	6-10	More than 10
(a) Due to the specific nature of conviction information or other information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Due to the application having misled the employer regarding the presence of conviction information or other information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Applications to AccessNI

**Q5** How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/employment?

<i>Very useful</i>	<i>Moderately useful</i>	<i>Mildly useful</i>	<i>Not useful at all</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Applications to AccessNI

**Q6** Did you use AccessNI prior to the last 12 months?

<i>Yes</i>	<i>No</i>
<input type="radio"/>	<input type="radio"/>

**Q7** How is AccessNI performing in respect of returning disclosure certificates compared to the period April 2009 to March 2010?

<i>A lot quicker</i>	<i>A bit quicker</i>	<i>About the same</i>	<i>A bit slower</i>	<i>A lot slower</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Contact with AccessNI

**Q8** In the last 12 months, which of the following methods have you used to contact AccessNI? (select all that apply)

- Telephone Helpline
- Telephone (other, not Helpline number)
- Email
- Letter
- Other (please specify in the box below)
- None of these- I have had not needed to contact AccessNI*

Please specify Other type of contact

## Contact with AccessNI (continued)

**Q9** How satisfied or dissatisfied are you with each method of contact you have used....

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>
Telephone Helpline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why were you dissatisfied with the method of contact you used?



## Contact with AccessNI (continued)

**Q10** If the speed of response and availability of each method of contact was identical, which method would you prefer to use? (please select only one)

- |                    |                       |
|--------------------|-----------------------|
| Telephone Helpline | <input type="radio"/> |
| Telephone          | <input type="radio"/> |
| Email              | <input type="radio"/> |
| Letter             | <input type="radio"/> |
| Other              | <input type="radio"/> |

## Communication with AccessNI

**Q11** In terms of communication with AccessNI, how satisfied or dissatisfied are you that...

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>
You know who to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff respond in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information you have been given is accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information you have been given is clear and to the point	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q12** What are your views on the AccessNI Newsletter?

<i>Very useful</i>	<i>Useful</i>	<i>No strong views</i>	<i>Not especially Useful</i>	<i>Not useful at all</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Customer Services Helpline

**Q13** Thinking about your contact with AccessNI through the Customer Services Helpline. How satisfied or dissatisfied are you with the following aspects of this service?

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>
Speed at your call being answered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional knowledge of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commitment to dealing with your query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confident that the staff could deal with your query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## AccessNI Staff

Q14 Have you spoken to any member of staff other than the Helpline Team?

- Yes  
 No

## AccessNI Staff

Q15 How satisfied or dissatisfied were you with the service from the non Helpline staff you have spoken to in terms of....

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>
Politeness/courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge/professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation (i.e. sufficiently prepared for meetings/discussions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commitment to resolving issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating customers fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating information confidentially	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respecting a customer's privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Complaints with AccessNI

**Q16** Have you complained about any aspect of the service provided by AccessNI?

- Yes  
 No

## Complaints with AccessNI (continued)

**Q17** How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?

- |                       |                       |   |                       |                          |
|-----------------------|-----------------------|---|-----------------------|--------------------------|
| <i>Very satisfied</i> | <i>Satisfied</i>      | <i>Neither satisfied nor<br/>dissatisfied</i> | <i>Dissatisfied</i>   | <i>Very dissatisfied</i> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/>                         | <input type="radio"/> | <input type="radio"/>    |

**Q18** Has your complaint with AccessNI been resolved satisfactorily?

- Yes  
 No

## Complaints with AccessNI (continued)

Please give details of any problems you have experienced with the AccessNI complaints process

## AccessNI Website

**Q19** Do you use the AccessNI Website?

- Yes  
 No

## AccessNI Website

**Q20** How satisfied or dissatisfied are you with the AccessNI website in terms of...

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>
Its layout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information it contains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Its ability to address your query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Have you any suggestions for improvements to the website?**

## Overall

If you could change any one thing about the service you have received from AccessNI, what would you change?

Overall, how satisfied or dissatisfied have you been with the service provided?

*Very satisfied*



*Satisfied*



*Neither satisfied nor  
dissatisfied*



*Dissatisfied*



*Very dissatisfied*



## Overall

Please use the space below if you wish to further comment on the service provided by AccessNI or any aspect of this survey.

**Thank you for completing this questionnaire.**

**Please click on submit.**