

**AccessNI
Customer Survey 2012**

Government

STATISTICAL REPORT



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*This report was compiled by:
Human Resource Consultancy Services
(NISRA)
Level 7A Upper Queen Street
Royston House*

*Belfast
BT1 6FD*



*For further information, please contact:
Telephone: 02890 542049; int. 42049*

Executive Summary

Executive Summary

Introduction

The AccessNI Customer Survey was issued in electronic and paper form to 3,768 customers identified by AccessNI. Out of the 3,724 eligible customers, 1,078 had responded by the closing date, giving an overall response rate of 29%.

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

In general, customers' views were similar to 2011.

Section 1 Applications to AccessNI

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

Most 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 (11%) or a Basic application (15%). This was mirrored throughout the different types of organisation, although the proportion of Responsible Bodies that had made a Basic applications (49%) was much larger than the proportion of other organisations that had done so.

Customers who had made Basic and Standard applications were most likely to have made fewer than 10 of this sort of application (57% and 68% respectively) with 10-49 applications being the next most frequent category. Customers who had made an Enhanced application were most likely to have made between 10 and 49 applications (44%) or fewer than 10 (29%).

Whilst 13% 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 (12%). Of those customers that had used the disclosure information to refuse someone employment, the majority (83%) refused one or more applications due to the specific nature of the conviction information or other information and 47% due to the application having misled the employer regarding the presence of conviction information. Nine in ten AccessNI customers (90%) found the Disclosure Certificate useful in helping them to make a decision about an individual's application/ employment.

More than nine in ten AccessNI customers (92%) had used the service prior to the last 12 months; of these, 76% considered the return of disclosure certificates to be quicker than in the previous period, with 38% describing it as a lot quicker.

Section 2 Contact with AccessNI

The most common form of contact with AccessNI was the 'Telephone Helpline' (51%). Three in ten (31%) used Email, and a quarter (25%) used Telephone (non-Helpline). Some 14% used Letter to contact AccessNI, down from 17% as reported in 2011.

The levels of satisfaction with each method of contact were similar to the 2011 figures. Views were similar by application type and organisation type throughout this section.

More than nine out of ten customers (91%) were satisfied with the Telephone Helpline and non-Helpline Telephone services (92%), with similar views found for Email and Letter (89% and 90% respectively).

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 (32%) would prefer to use the Telephone Helpline.

The level of preference stated for each form of contact was similar to 2011.

Section 3 AccessNI Finance

Eight new questions on AccessNI Finance were asked in this section.

Just less than nine in ten respondents were satisfied that the layout of the invoice is easy to understand (88%), that the charges on the invoice are accurate (87%), and with the level of detail provided on the invoice (87%). Customers in Statutory and Voluntary Health organisations were generally more satisfied than those in Education.

One in ten respondents (11%) had reason to contact the finance staff. Of these respondents, the majority were satisfied with the service from finance staff in terms of politeness/ courtesy (93%), helpfulness of staff (92%), knowledge/ professionalism (91%) and their commitment to resolving issues (88%). Views on the contact with finance staff were similar by organisation and application type.

Section 4 Communication with AccessNI

The level of satisfaction was similar to 2011 for all aspects of Communication with AccessNI.

The highest level of satisfaction in this section was with the statement 'staff respond in a timely manner' (87%), similar to the figure reported in 2011 (88%). 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 (85%). Three quarters (75%) knew who to contact. More than three in five considered the AccessNI Newsletter to be useful (63%).

Views were similar by application type but varied by organisation type in this section.

Section 5 Customer Services Helpline

Just over half (51%) of AccessNI customers had used the Telephone Helpline to contact AccessNI.

Of the respondents who had used the Telephone Helpline, more than nine in ten were satisfied with the speed of their call being answered, and the helpfulness of staff (both 92%). Nine in ten respondents (90%) were satisfied with the professional knowledge of staff and their commitment to dealing with your query. Slightly fewer (89%) were confident that staff could deal with their query.

These figures were similar to those reported in 2011. On the whole, views on the Customer Service Helpline were similar across organisation and application type.

Section 6 AccessNI Staff

Just under a third (32%) of AccessNI customers had spoken to a non-Helpline staff member, continuing the gradual fall in the proportion of customers doing so (35% in 2011, 38% in 2010 and 42% in 2008).

Nearly all customers who had spoken to non-Helpline staff were satisfied with the politeness and courtesy of staff (99%). Fewer were satisfied with staffs knowledge/ professionalism (96%). Similar proportions were satisfied that staff treat customers fairly (94%) and that information is treated confidentially (95%).

Some 93% of AccessNI Customers were satisfied with regards to AccessNI staff respecting a customer's privacy and their commitment to resolving issues, and 89% were satisfied with staffs organisation (i.e. sufficiently prepared for meetings/discussions). All views were similar to 2011.

Section 7 Complaints to AccessNI

Only a small proportion of AccessNI customers (5%) had made a complaint about the service provided by AccessNI, significantly lower than the figures reported in 2010 (8%) and 2008 (22%), but similar to 2011 (4%).

Of the customers who had made a complaint, 43% were satisfied with how AccessNI dealt with their complaint, and more than two thirds (68%) reported that their complaint had been resolved satisfactorily.

Section 8 AccessNI Website

Most AccessNI respondents had used the AccessNI website (76%), lower than in 2011 (84%).

The majority of customers who had used the AccessNI website were satisfied with it. Nine in ten (90%) were satisfied with the information it contains, slightly fewer (88%) were satisfied with its layout and 82% were satisfied with its ability to address their query.

Section 9 Overall

Nine out of ten AccessNI customers (90%) were satisfied with the service provided, similar to 2011 (89%) and 2010 (87%) but significantly more than in 2008 (60%). Only 1% were dissatisfied, and less than 1% very dissatisfied.

Views were similar by organisation and application type.

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.

2012 is the fourth 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 2012. 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, 29% completed the questionnaire.

Number of customers surveyed	3,768
Ineligible (invalid e-mail address)	44
Eligible	3,724
Completed the questionnaire	1,078

Margin of error ¹

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

The 'standard error' of the estimate of the proportion of customers who were satisfied with the service provided is 0.009 or 0.9%. So the 95% confidence interval for the proportion is 90% \pm 1.8%.

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.

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

Abbreviations

The following abbreviations are used in tables and charts:

Resp Body : Responsible Body

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

Stat & vol : Statutory and Voluntary

Contact

All media inquiries should be directed to the Department of Justice Press Office,
Telephone: 02890 526444

Further statistical information can be obtained from:-

Amanda Alexander,
NISRA Human Resource Consultancy Services,
Level 7A,
Royston House,
34 Upper Queen Street,
BELFAST,
BT1 6FD

Telephone: 028 9054 2049

Fax: 028 9054 2048

E-mail: Amanda.Alexander@dfpni.gov.uk

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	15%
Standard	11%
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	13%
place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment	12%

% of respondents who had refused at least one person employment	
due to the specific nature of conviction information or other information	83%
due to the application having misled the employer regarding the presence of conviction information or other information	47%

% 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?	90%

Level of Agreement (Yes)	Access NI Overall
Did you use AccessNI prior to the last 12 months?	92%

Section 1: Applications to AccessNI

How is AccessNI performing in respect of returning disclosure certificates compared to the period January to December 2010?

% Of the respondents who had used Access NI prior to the last 12 month	
A lot quicker	38%
A bit quicker	38%
About the same	20%
A bit slower	3%
A lot slower	2%

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 (11%) or a Basic application (15%). This was mirrored throughout the different types of organisation, although Responsible Bodies had made a higher number of Basic applications than other organisations (49%).

Customers who had made Basic and Standard applications were most likely to have made less than 10 of this sort of application (57% and 68% respectively) with 10-49 applications being the next most frequent category. Customers who had made an Enhanced application were most likely to have made between 10 and 49 applications (44%) or fewer than 10 (29%).

Whilst 13% 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 (12%). Of those customers that had used the disclosure information to refuse someone employment, the majority (83%) refused one or more applications due to the specific nature of the conviction information and 47% due to the application having misled the employer regarding the presence of conviction information or other information. Nine in ten AccessNI customers (90%) found the Disclosure Certificate useful in helping them to make a decision about an individual's application/ employment.

More than nine in ten AccessNI customers (92%) had used the service prior to the last 12 months; of these, 76% considered the return of disclosure certificates to be quicker than in the previous period, with 38% describing it as a lot quicker. This was lower than in 2011 (90%).

Section 1: Applications to AccessNI

Type of Application sent to AccessNI

Figure 1.1: Type of Application (AccessNI Customers)

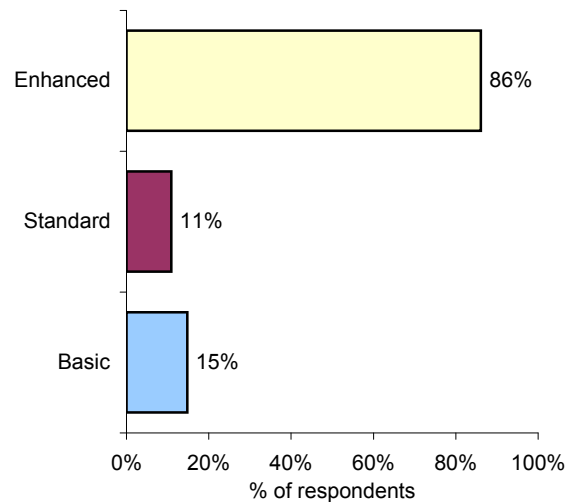


Figure 1.2: Distribution by Organisation Type

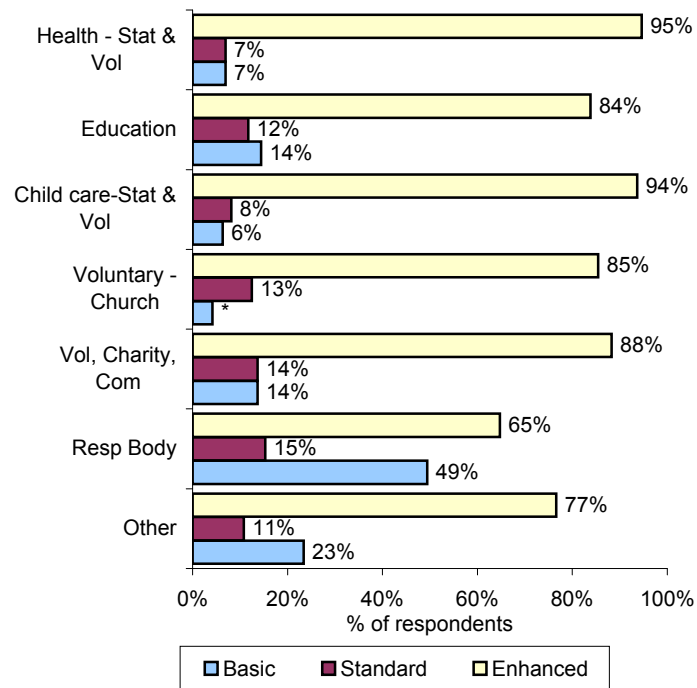
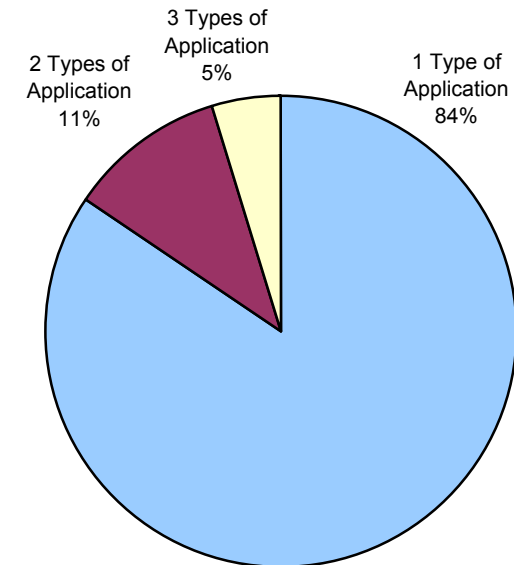


Figure 1.3: Multiple types of Application



Summary

The majority of AccessNI customers (86%) had made one or more Enhanced applications. Considerably fewer (11%) had made at least one Standard application or a Basic application (15%). This is mirrored throughout the different types of organisation, although nearly half of Responsible Bodies had made a Basic application.

Most customers had made only one type of application (84%), 11% had made two and the remaining 5% made all three types.

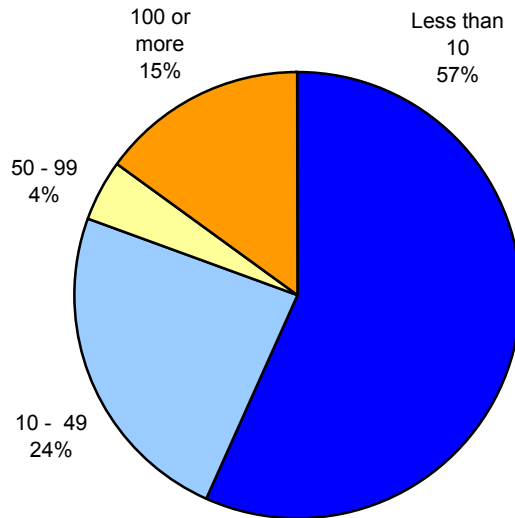
* the number of respondents is less than 5 and therefore deemed too small to release.

Section 1: Applications to AccessNI

How many applications have you sent to AccessNI?

Basic

Figure 1.4: Number of Basic Applications (AccessNI Overall)

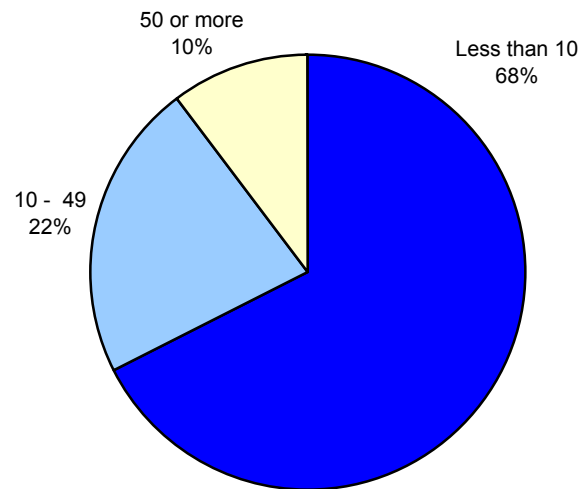


Summary

Just less than six in ten customers (57%) 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)

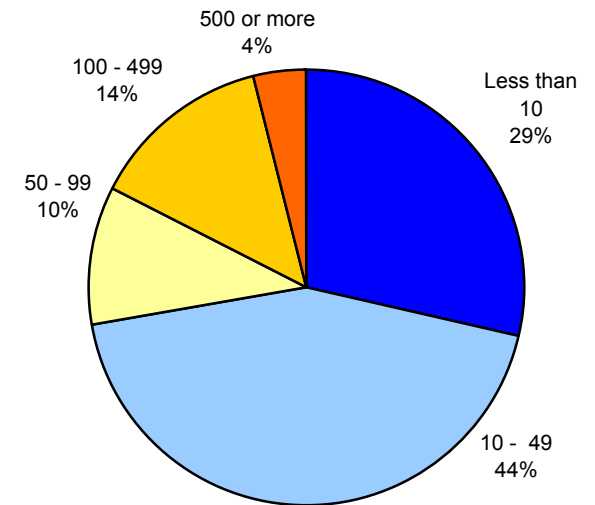


Summary

Almost seven in ten customers (68%) who had made a Standard application had made fewer than 10 applications. More than a fifth (22%) made between 10 and 49 Standard applications.

Enhanced

Figure 1.6: Number of Enhanced Applications (AccessNI Overall)



Summary

Less than three in ten customers who had made an Enhanced application had made fewer than 10 (29%), with 44% making between 10 and 49 applications.

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)

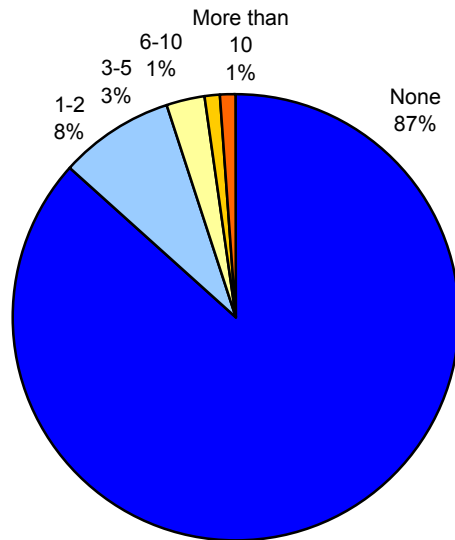


Figure 1.8: Distribution by Application Type (1+ application)

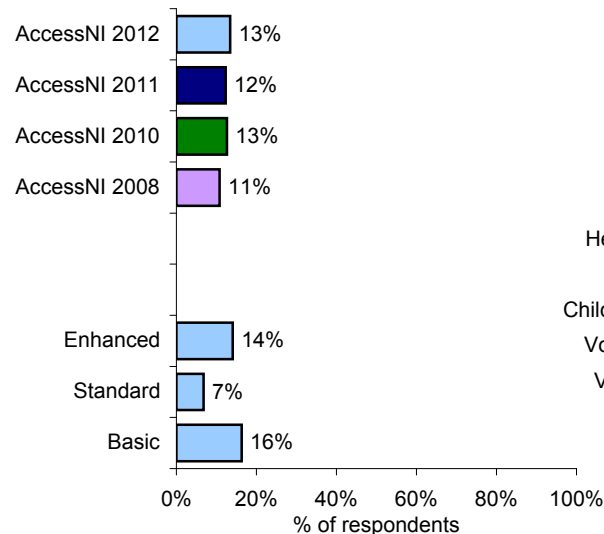
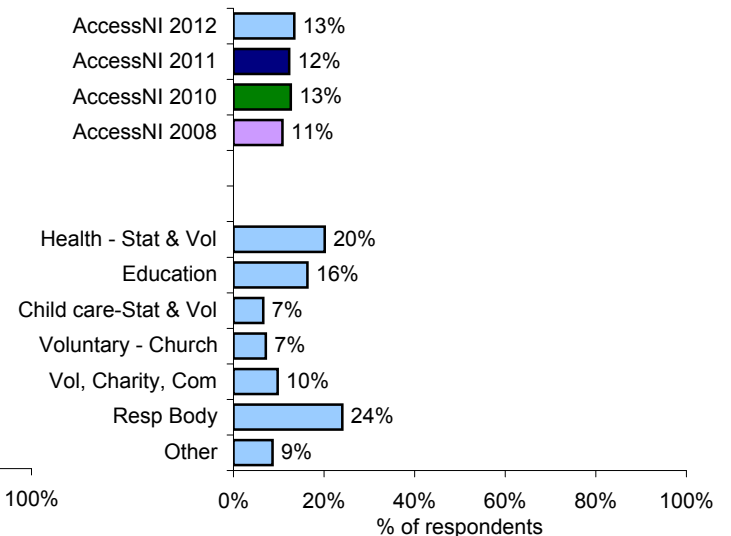


Figure 1.9: Distribution by Type of Organisation (1+ application)



Summary

Some 13% of AccessNI customers had refused someone employment because of the disclosure information provided by AccessNI, similar to 2011 (12%) and the previous years.

Almost one quarter of Responsible Bodies (24%) had refused someone employment, the highest of any type of organisation, as did one in five (20%) from the Statutory and Voluntary Health 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% and 10% respectively).

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)

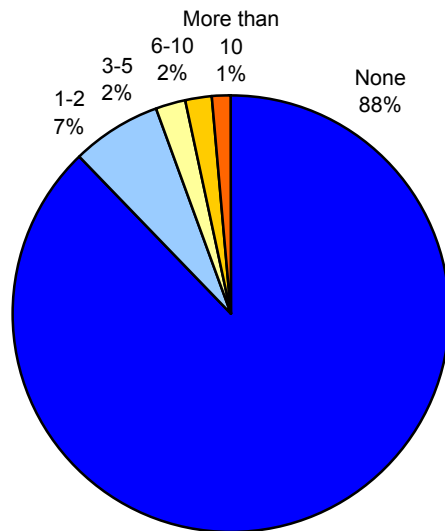


Figure 1.11: Distribution by Application Type (1+ application)

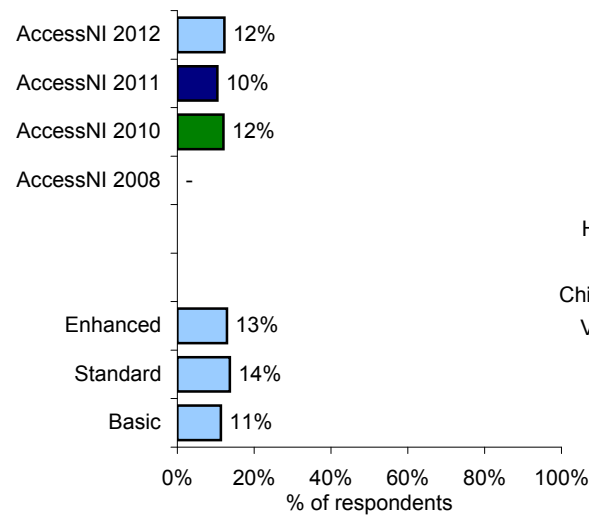
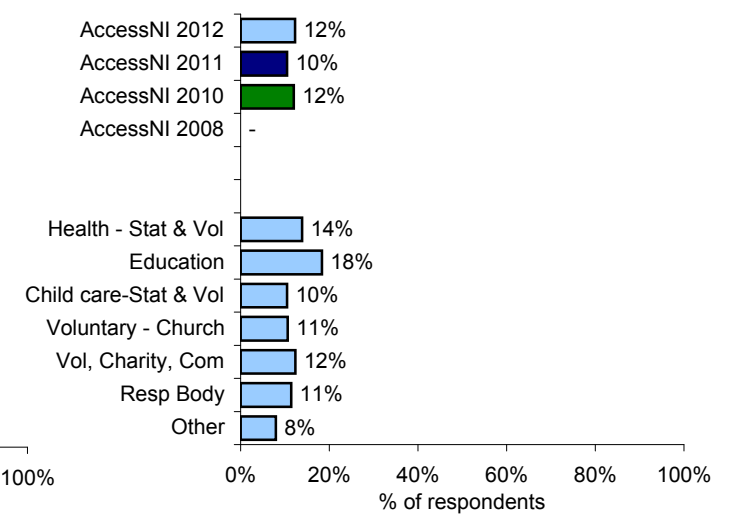


Figure 1.12: Distribution by Type of Organisation (1+ application)



Summary

More than one in ten (12%) 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 2011 (10%).

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)

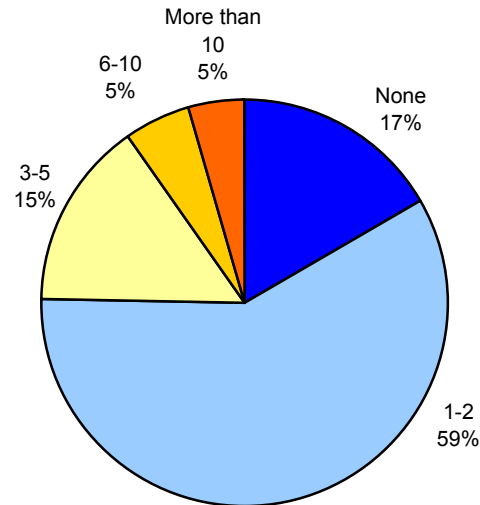


Figure 1.14: Distribution by Application Type (1+refused)

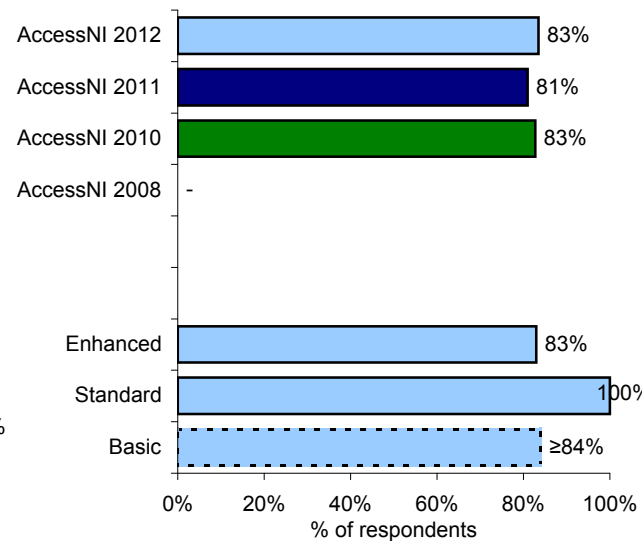
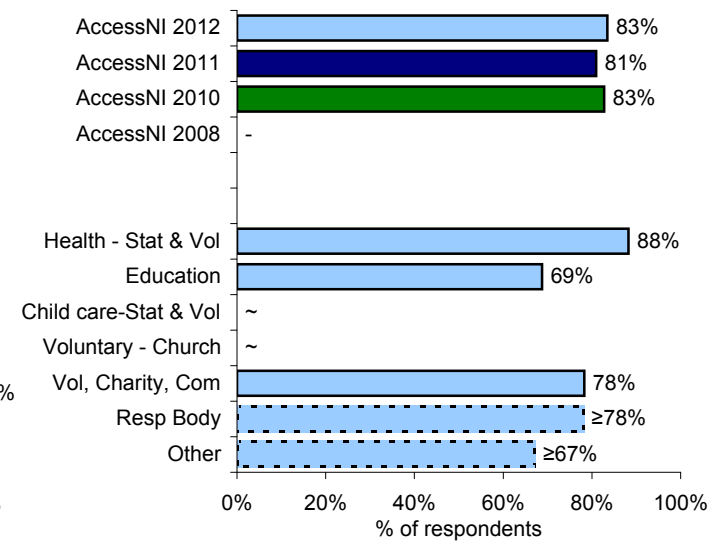


Figure 1.15: Distribution by Type of Organisation (1+refused)



Summary

Of those customers who had refused someone employment due to the disclosure information, the majority (83%) were 'due to the specific nature of conviction information or other information', similar to 2011 (81%) and 2010 (83%).

More than eight in ten customers (83%) who had submitted an Enhanced Application and who had refused a job application due to disclosure information, did so because of the specific nature of conviction information or other information.

~ Due to small numbers in this category no breakdown is available.

- not asked in 2008.

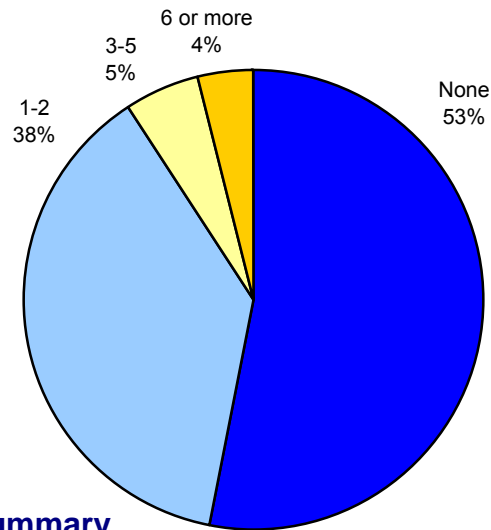
≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

Section 1: Applications to AccessNI

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

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

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



Summary

Less than half of respondents (47%) who had refused someone employment due to disclosure information agreed that it was 'due to the application having misled the employer regarding the presence of conviction information or other information', similar to 2011 (55%).

Views were broadly similar by application type and organisation.

Figure 1.17: Distribution by Application Type (1+refused)

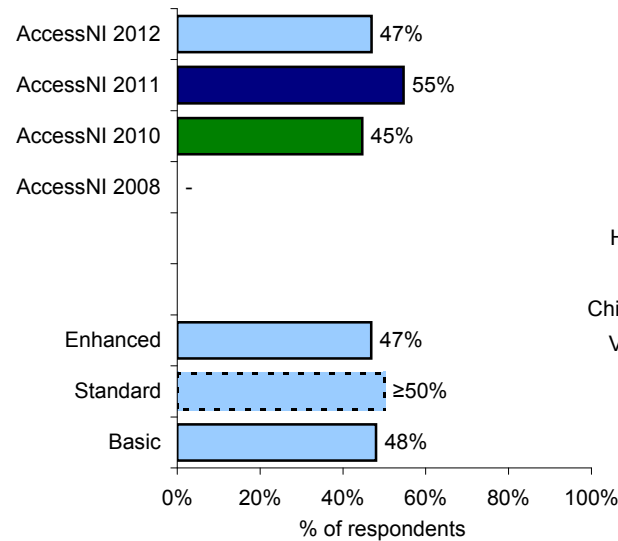
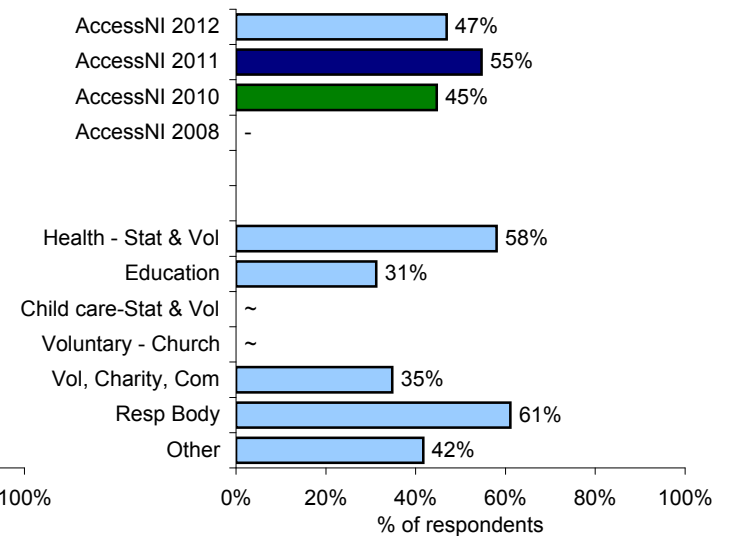


Figure 1.18: Distribution by Type of Organisation (1+refused)



~ Due to small numbers in this category no breakdown is available.

≥ '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

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)

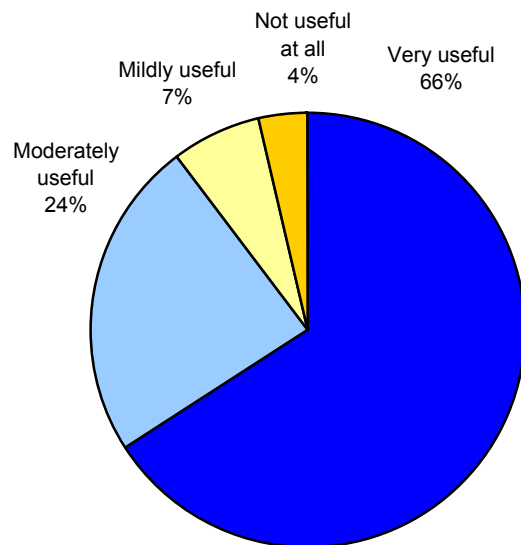


Figure 1.20: Distribution by Application Type (Very/Moderately useful)

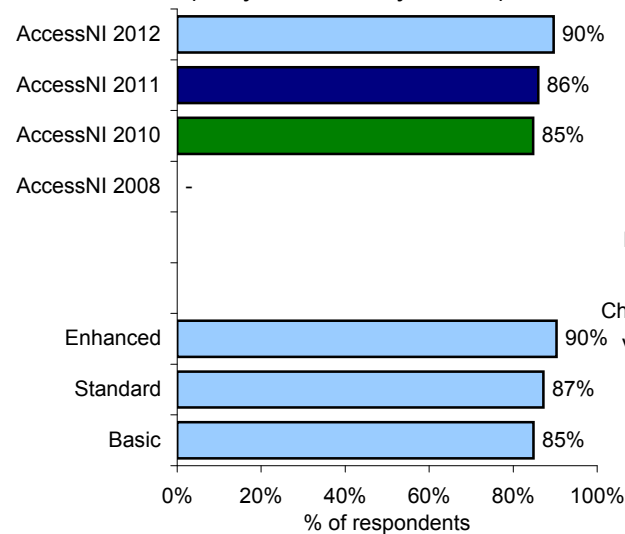
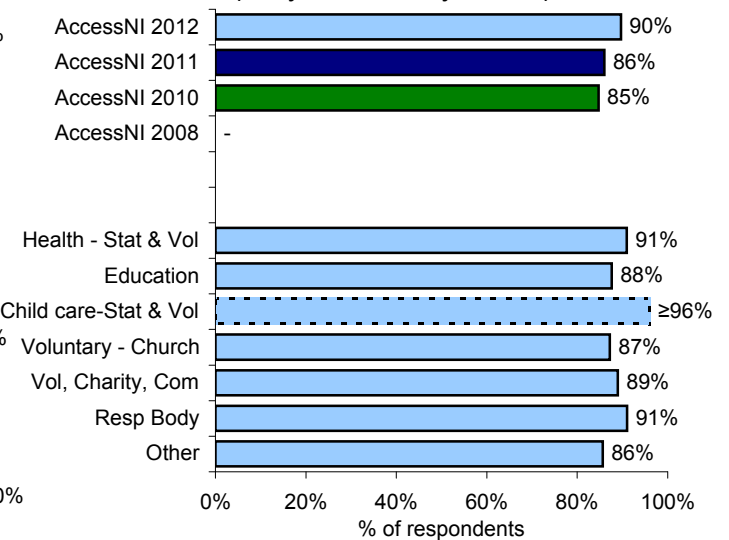


Figure 1.21: Distribution by Type of Organisation (Very/Moderately useful)



Summary

The majority of AccessNI customers (90%) found the Disclosure Certificate very or moderately useful in helping them make a decision about an individual's application/employment, higher than in 2011 (86%).

≥ '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)

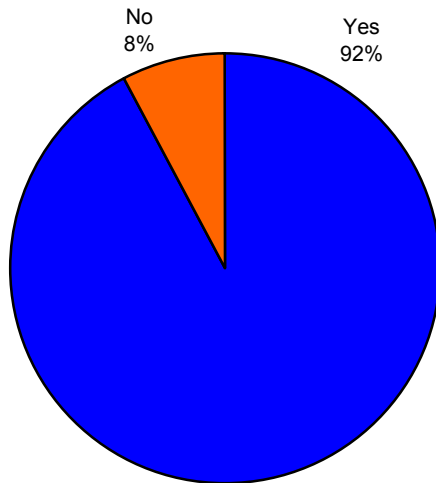


Figure 1.23: Distribution by Application Type (Yes)

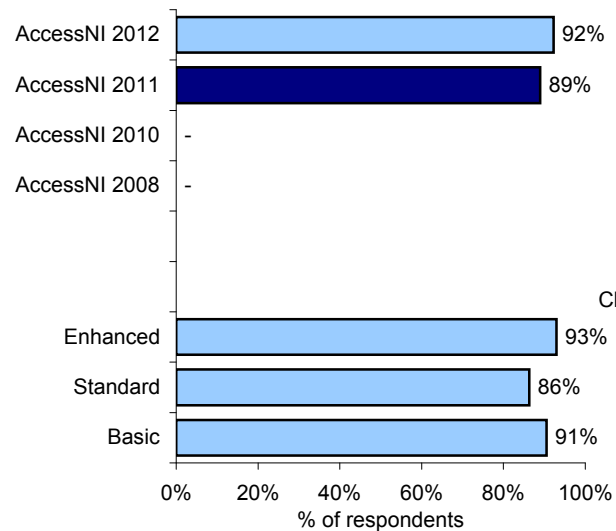
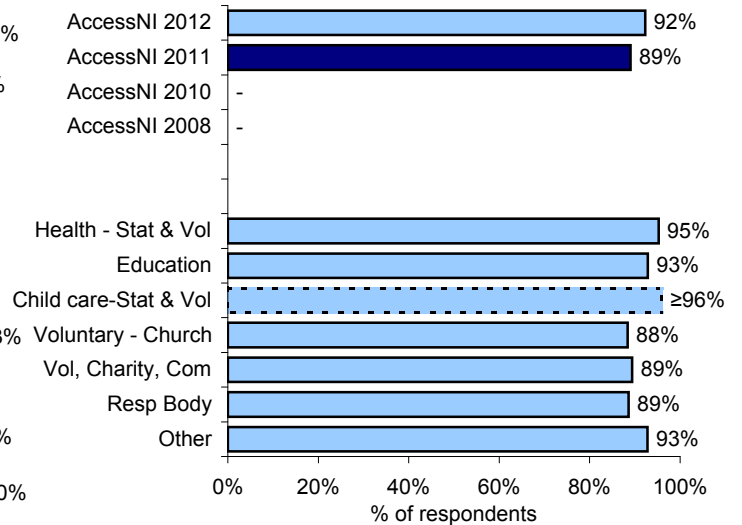


Figure 1.24: Distribution by Type of Organisation (Yes)



Summary

More than nine in ten customers (92%) had used AccessNI prior to the last 12 months, higher than the figure reported in 2011 (89%). Those who submitted Enhanced Applications were more likely to have done so (93%) than those who submitted Standard Applications (86%).

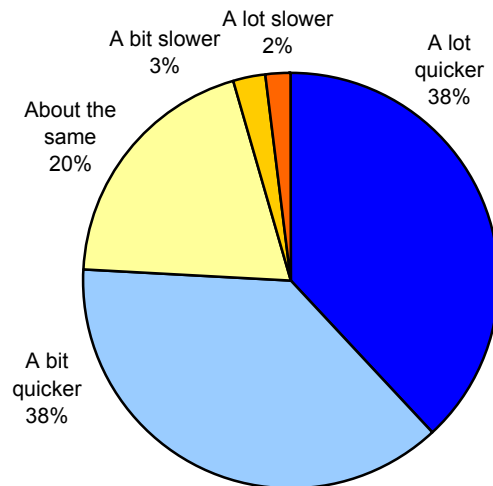
≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.

- 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 2010?

Figure 1.25: Return of disclosure certificates (AccessNI Overall)



Summary

More than three quarters of respondents (76%) 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 2010, lower than the figure reported in 2011 (90%). Customers who had submitted Basic Applications were more likely to have rated it to be quicker (79%).

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

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

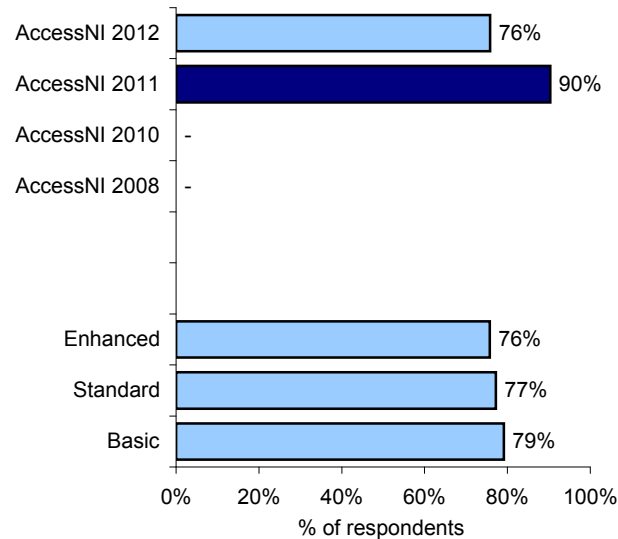
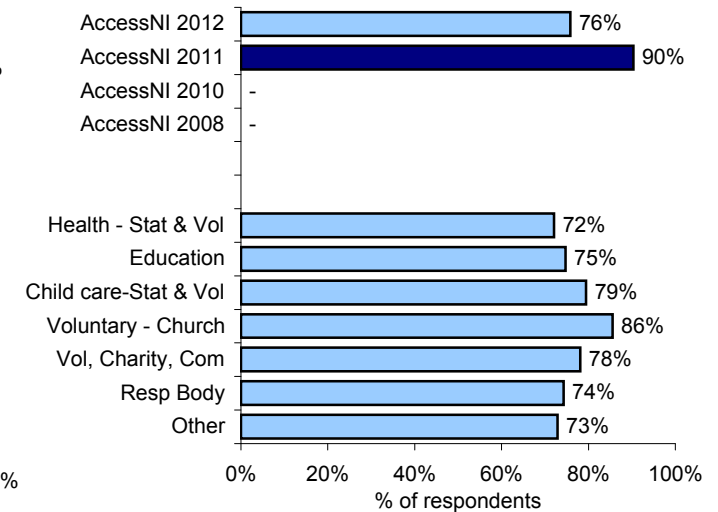


Figure 1.27: Distribution by Type of Organisation (A lot quicker/ A bit quicker)



- 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
Telephone Helpline	51%
Telephone (other, not Helpline)	25%
Email	31%
Letter	14%
Other	1%

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	91%
Telephone	92%
Email	89%
Letter	90%
Other	≥56%

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	32%
Telephone	25%
Email	39%
Letter	2%
Other	2%

≥ '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' (51%). Three in ten (31%) used email, and a quarter (25%) used Telephone (non-Helpline). Some 14% used letter to contact AccessNI, down from 17% as reported in 2011, but the same as in 2010 (14%).

The levels of satisfaction with each method of contact were similar to the 2011 figures.

More than nine out of ten customers (91%) were satisfied with the Telephone Helpline and non-Helpline Telephone services (92%), with similar views found for Email and Letter (89% and 90% respectively).

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 (32%) would prefer to use the Telephone Helpline.

The level of preference stated for each form of contact was similar to 2011.

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)

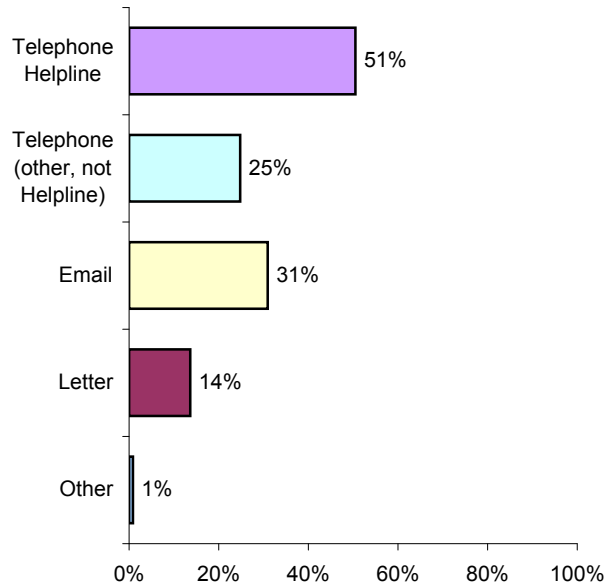


Figure 2.2: Distribution by Application Type

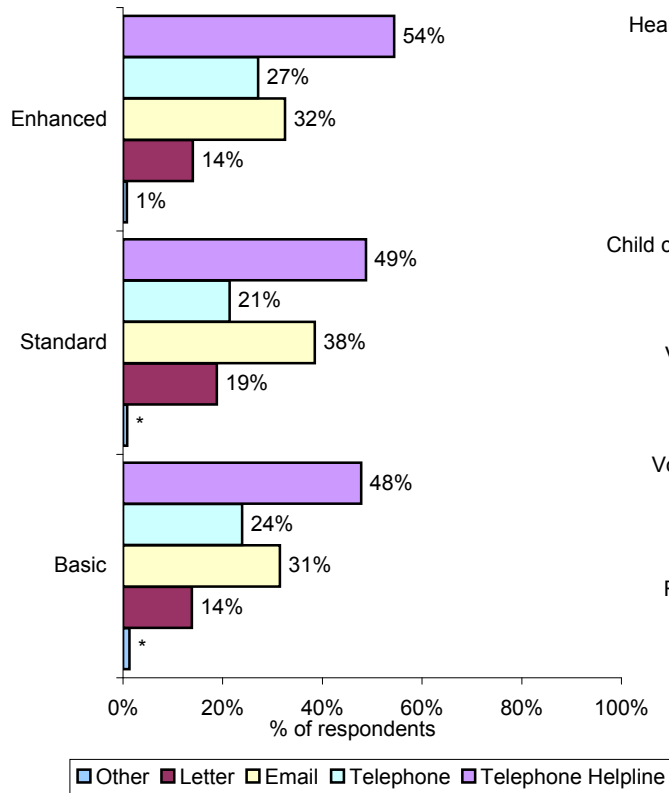
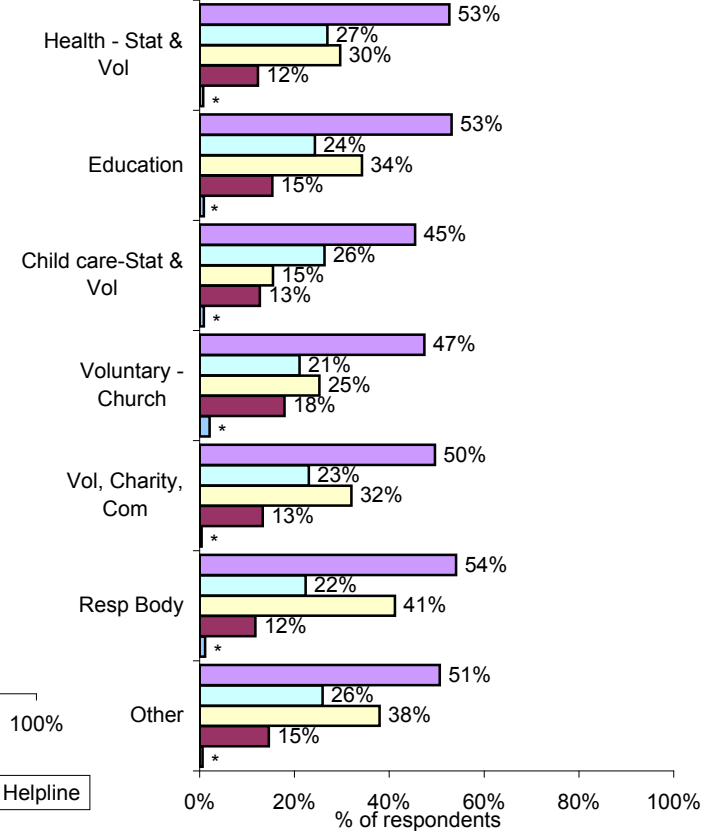


Figure 2.3: Distribution by Organisation Type



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 (51%), with Email being the next most popular (31%). A quarter (25%) contacted AccessNI by Telephone (non-Helpline) and 14% by Letter, down from 17% in 2011. The Telephone Helpline was the most utilised way of contacting AccessNI across all organisations and Application types.

* 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)

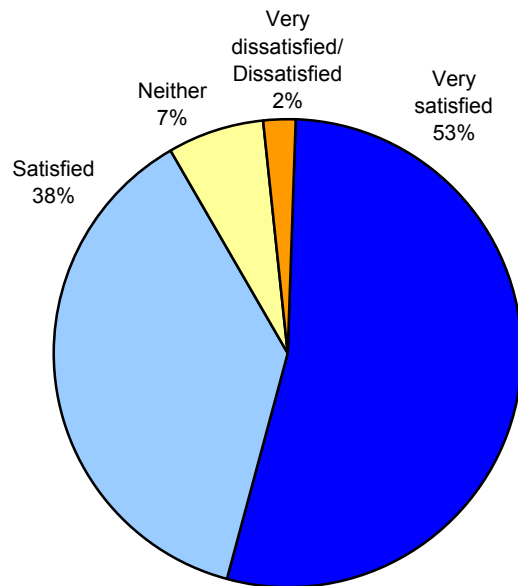


Figure 2.5: Distribution by Application Type

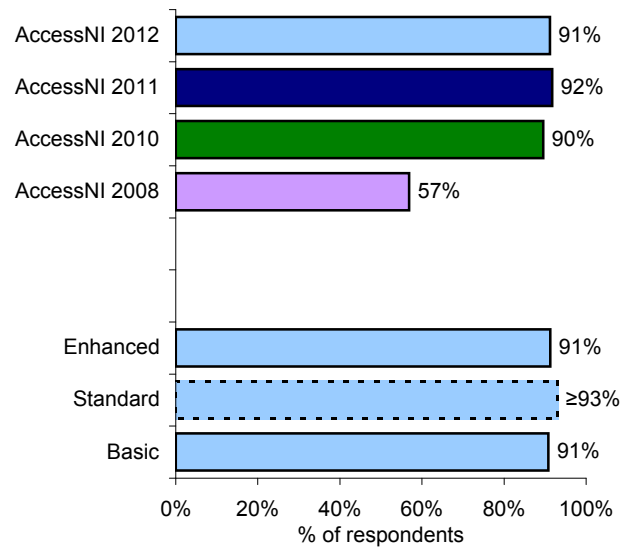
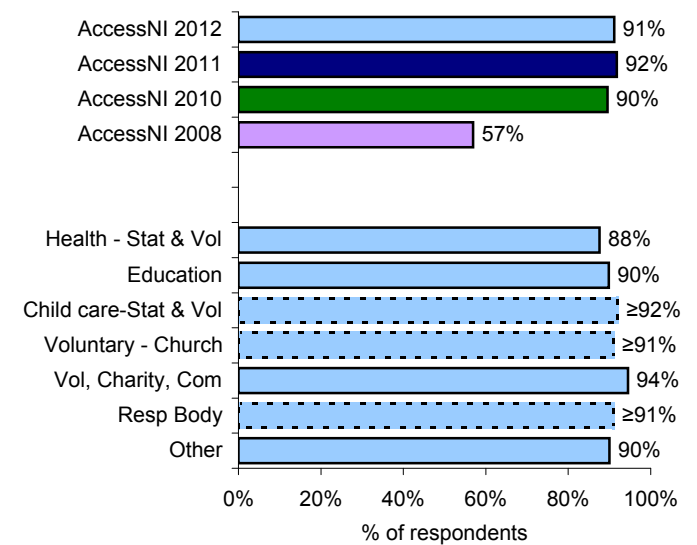


Figure 2.6: Distribution by Organisation



Summary

More than nine in ten respondents (91%) who had used the Telephone Helpline reported that they were satisfied with it (with 53% selecting Very satisfied), similar to 92% in 2011. Views were similar by Application type and organisation.

≥ '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 ...

Telephone

Figure 2.7: Level of Satisfaction (AccessNI overall)

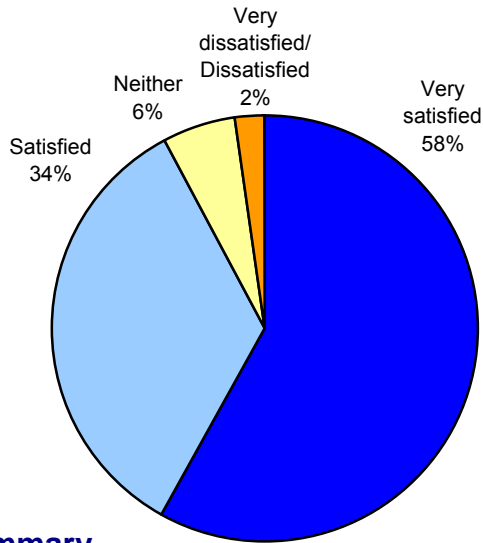


Figure 2.8: Distribution by Application Type

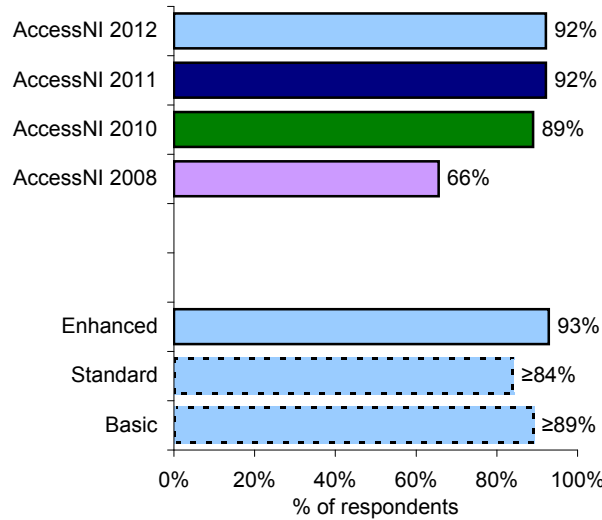
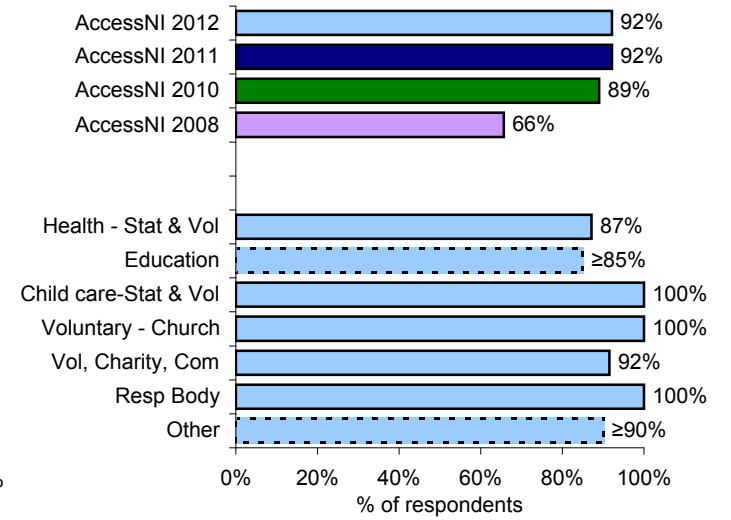


Figure 2.9: Distribution by Organisation



Summary

Most AccessNI customers (92%) who had used the Telephone method of contact reported that they were satisfied with it. The same figure was reported in 2011. Views were similar by Application type and organisation.

≥ '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 ...

Email

Figure 2.10: Level of Satisfaction (AccessNI overall)

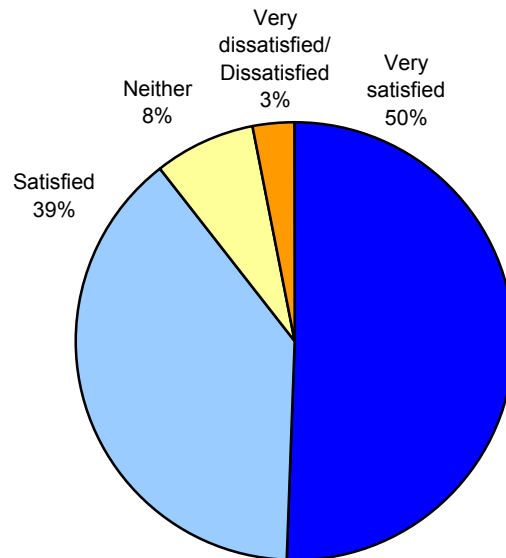


Figure 2.11: Distribution by Application Type

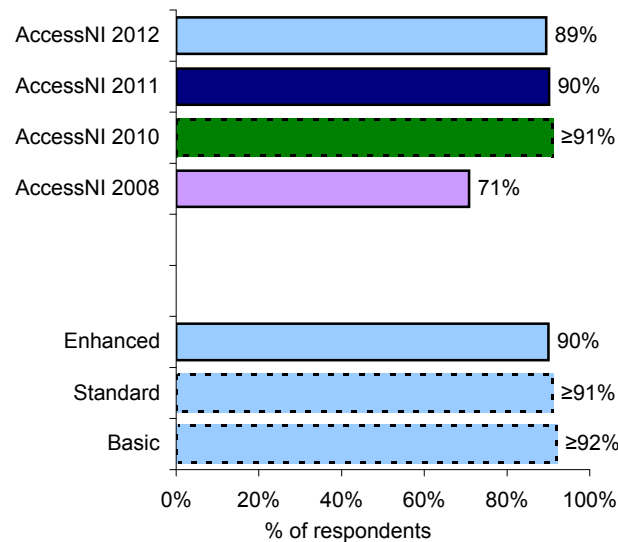
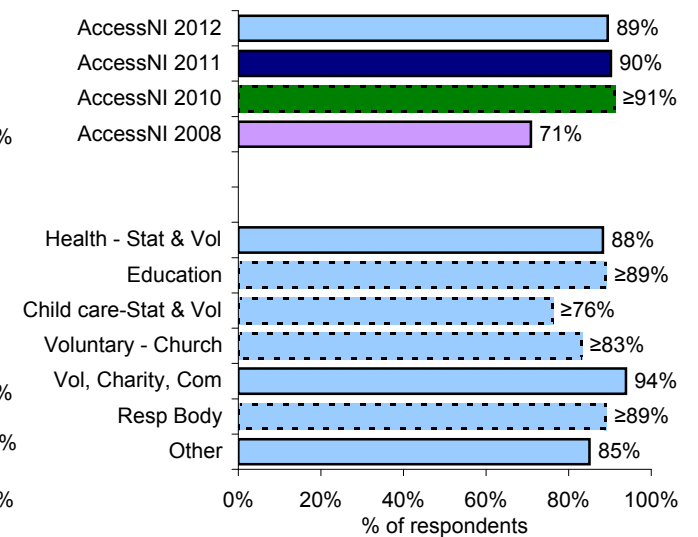


Figure 2.12: Distribution by Organisation



Summary

Almost nine out of ten (89%) of customers who had used Email to contact AccessNI were satisfied, similar to 2011 (90%).

Views were similar by Application type and organisation.

≥ '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 ...

Letter

Figure 2.13: Level of Satisfaction (AccessNI overall)

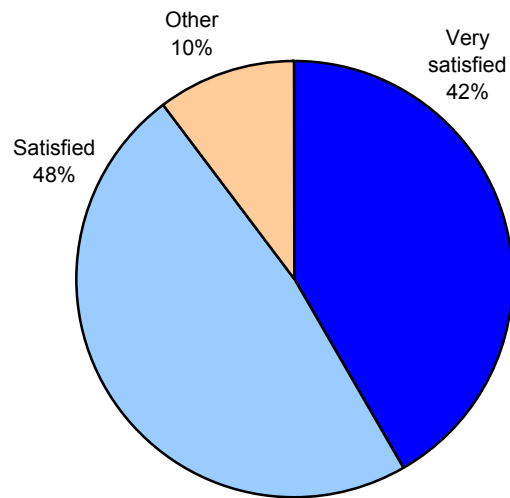


Figure 2.14: Distribution by Application Type

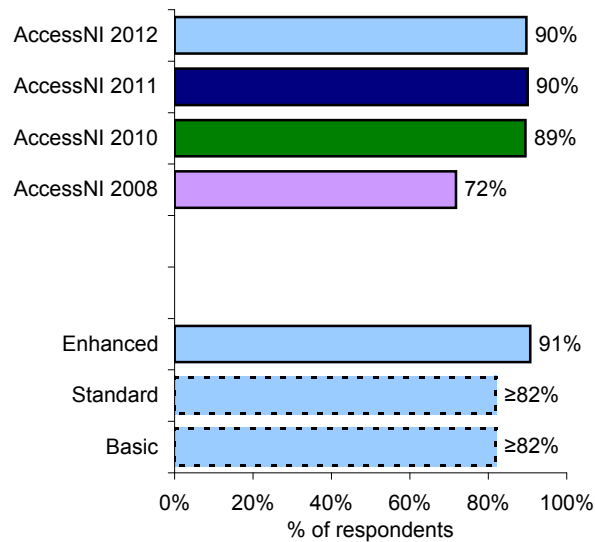
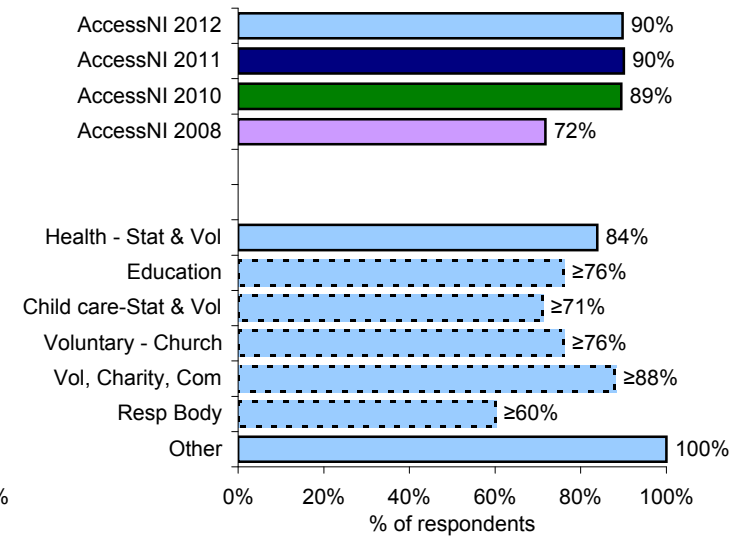


Figure 2.15: Distribution by Organisation



Summary

Nine out of ten (90%) AccessNI customers who had used a Letter to contact AccessNI were satisfied with it, similar to 2011 (90%). Views were similar by Application type and organisation.

≥ '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 ...

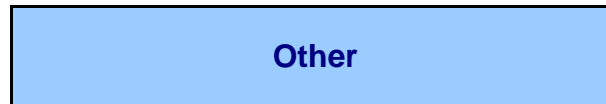
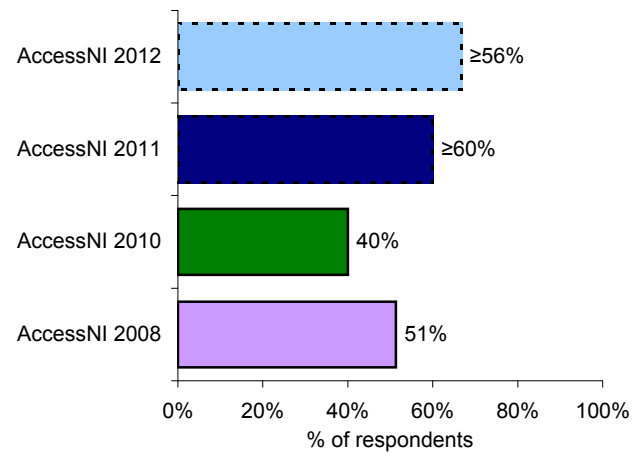


Figure 2.16: Distribution by Year



Summary

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

≥ '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

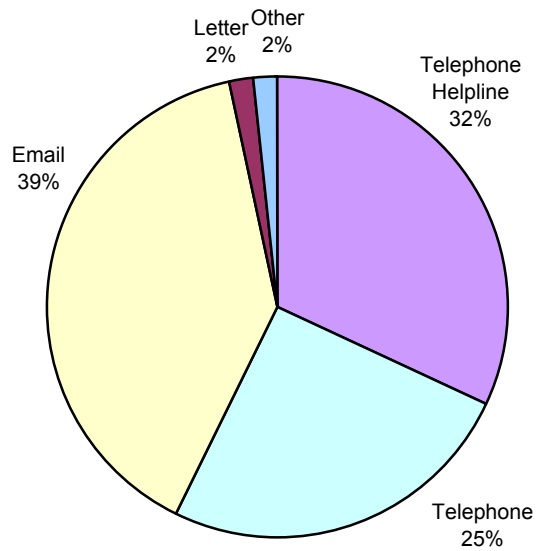


Figure 2.18: Distribution by Application Type

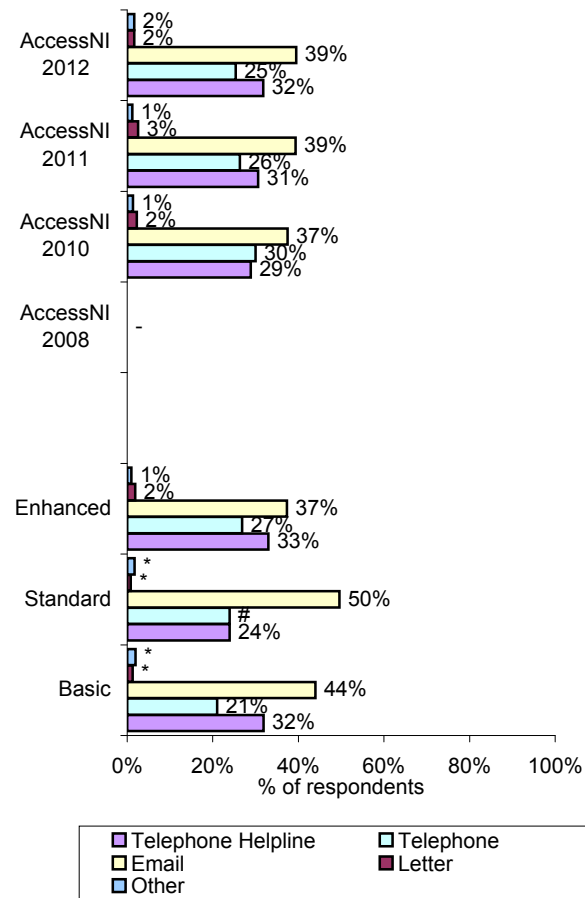
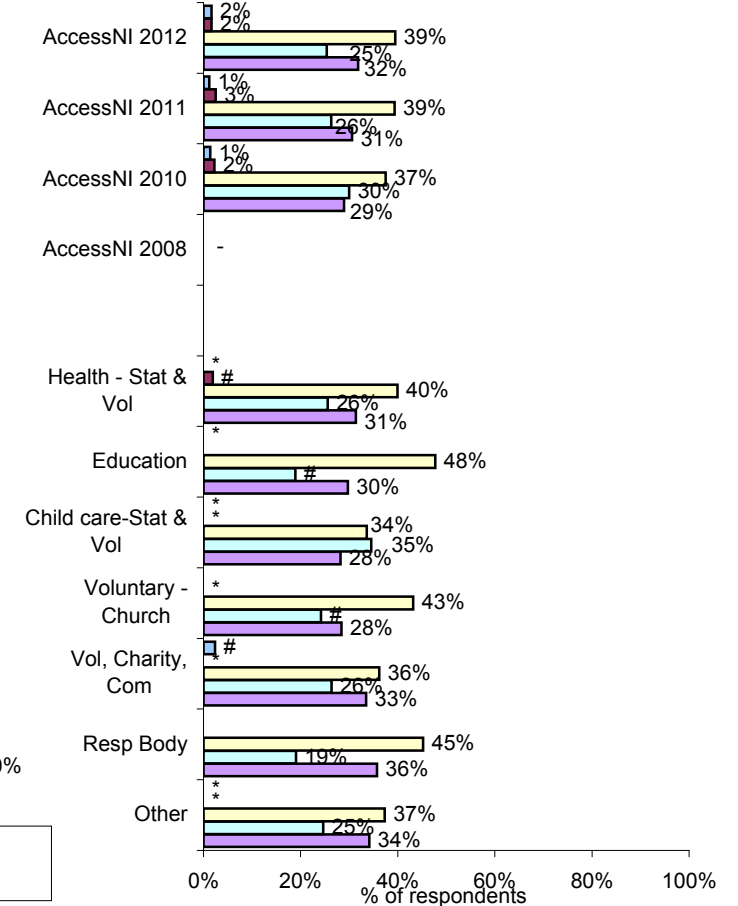


Figure 2.19: Distribution by Organisation



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, whilst more than three in ten (32%) chose the Telephone Helpline.

- not asked in 2008.

* 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: AccessNI Finance

Section 3 : AccessNI Finance

Key Findings

How satisfied or dissatisfied are you with our invoices in terms of...

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI Overall
The layout of the invoice is easy to understand	88%
The charges on the invoice are accurate	87%
The level of detail provided	87%

Level of Agreement (Yes)	AccessNI Overall
Have you had reason to contact the finance staff?	11%

How satisfied or dissatisfied were you with the service from the finance staff in terms of...

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI Overall
Politeness/ courtesy	93%
Helpfulness of staff	92%
Knowledge/professionalism	91%
Commitment to resolving issues	88%

Section 3 : AccessNI Finance

Summary of Findings

Eight new questions on AccessNI Finance were asked in this is section.

Just less than nine in ten respondents were satisfied that the layout of the invoice is easy to understand (88%), that the charges on the invoice are accurate (87%), and with the level of detail provided on the invoice (87%).

Around, one in ten respondents (11%) had reason to contact the finance staff. Of these respondents, the majority were satisfied with the service from finance staff in terms of politeness/ courtesy (93%), helpfulness of staff (92%), knowledge/ professionalism (91%) and their commitment to resolving issues (88%).

Section 3 : AccessNI Finance

How satisfied or dissatisfied are you with our invoices in terms of...

The layout of the invoice is easy to understand

Figure 3.1: Level of Satisfaction (AccessNI overall)

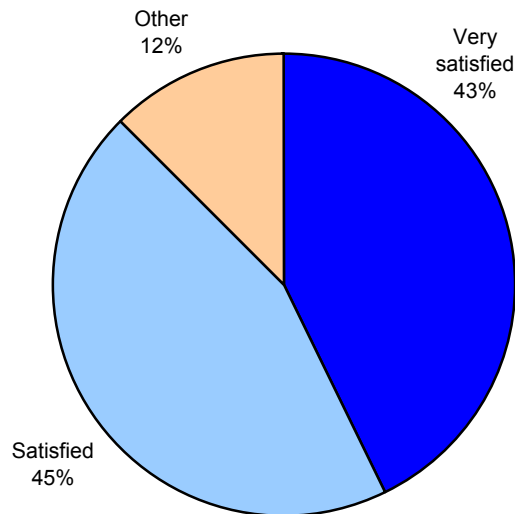


Figure 3.2: Distribution by Application Type

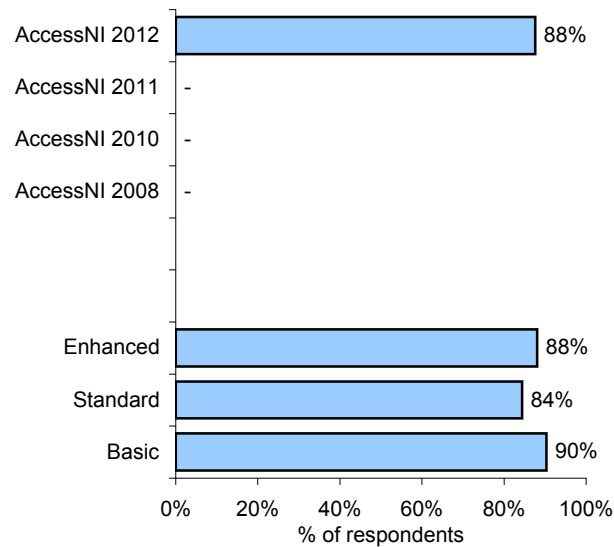
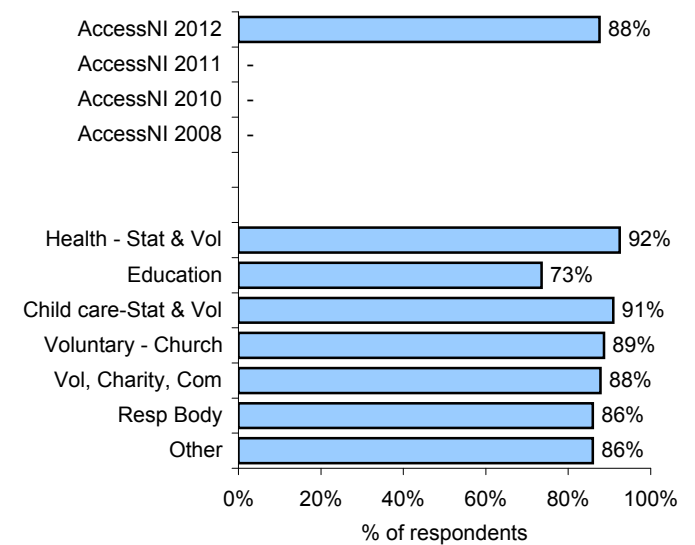


Figure 3.3: Distribution by Organisation



Summary

Almost nine in ten respondents (88%) were satisfied that the layout of the invoice is easy to understand.

There was some variation in this view by organisation, with Statutory and Voluntary Health organisations (92%) more likely to be satisfied than those in Education (73%).

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

- not asked in 2008, 2010 or 2011.

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 3 : AccessNI Finance

How satisfied or dissatisfied are you with our invoices in terms of...

The charges on the invoice are accurate

Figure 3.4: Level of Satisfaction (AccessNI overall)

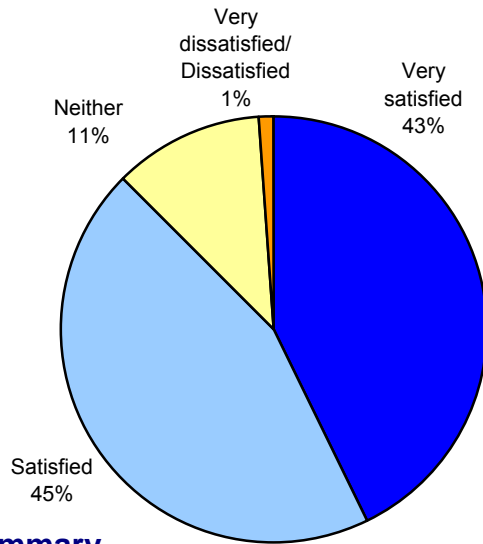


Figure 3.5: Distribution by Application Type

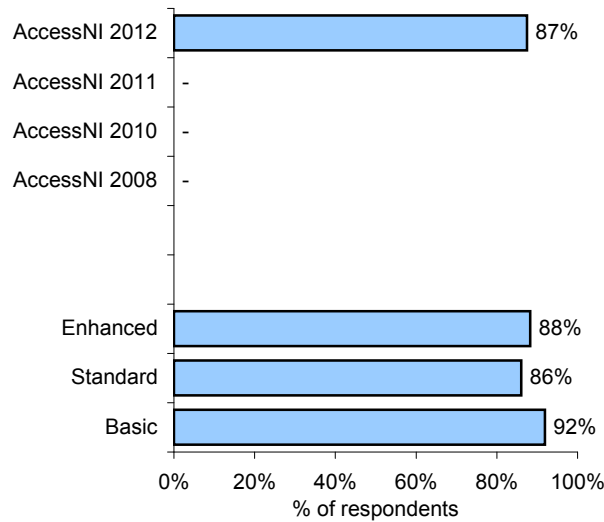
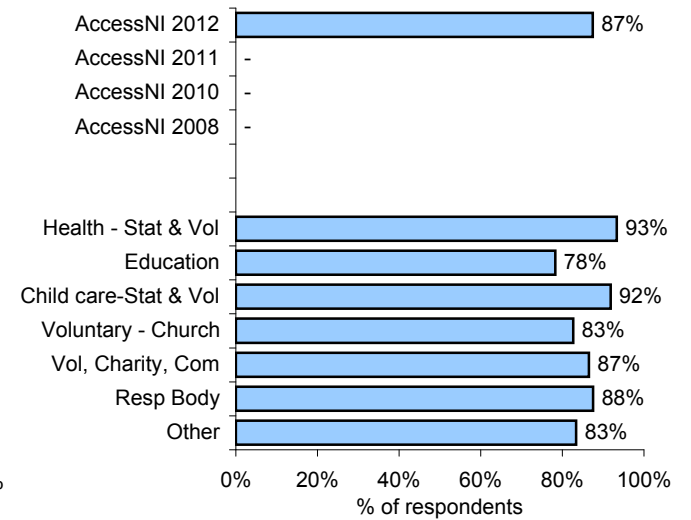


Figure 3.6: Distribution by Organisation



Summary

Some 87% of respondents were satisfied that the charges on the invoices are correct.

Again, satisfaction within Statutory and Voluntary Health organisations was significantly higher than those in Education, (93% compared to 78%).

- not asked in 2008, 2010 or 2011.

Section 3 : AccessNI Finance

How satisfied or dissatisfied are you with our invoices in terms of...

The level of detail provided

Figure 3.7: Level of Satisfaction (AccessNI overall)

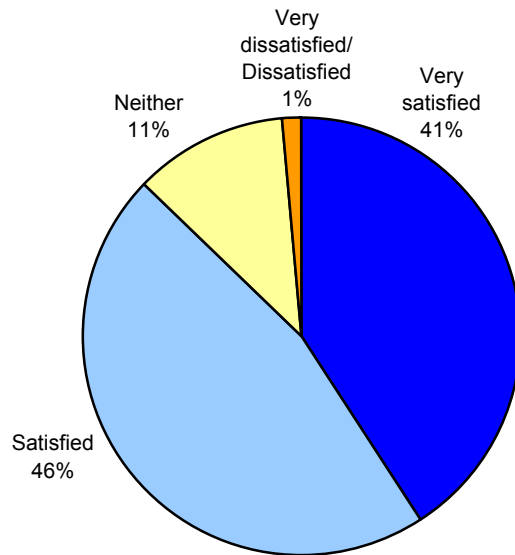


Figure 3.8: Distribution by Application Type

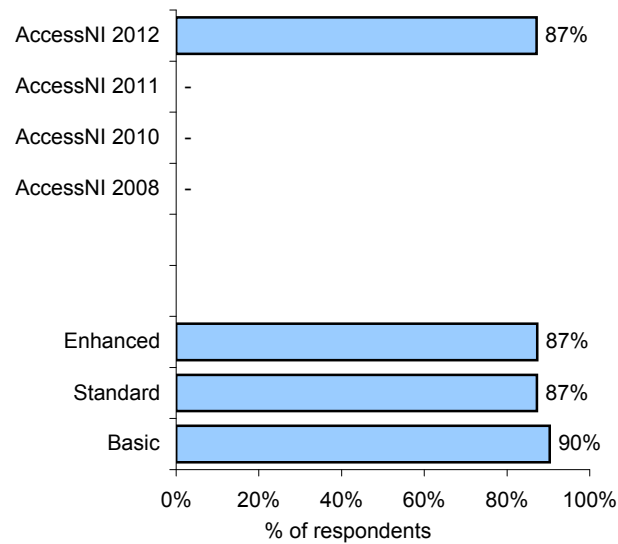
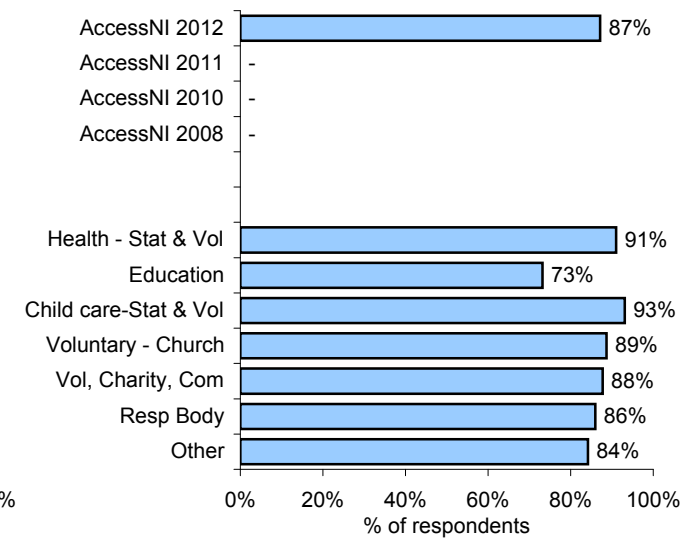


Figure 3.9: Distribution by Organisation



Summary

Some 87% of respondents were satisfied with the invoices in terms of the level of detail provided.

Satisfaction was highest with those respondents in Statutory and Voluntary Child Care organisations (93%) and Statutory and Voluntary Health organisations (91%), both significantly higher than those in Education (73%).

- not asked in 2008, 2010 or 2011.

Section 3 : AccessNI Finance

Have you had reason to contact the finance staff?

Figure 3.10: Respondents who had reason to contact the finance staff (AccessNI overall)

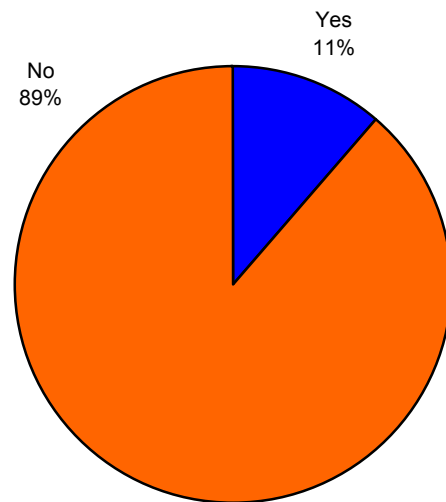


Figure 3.11: Distribution by Application Type

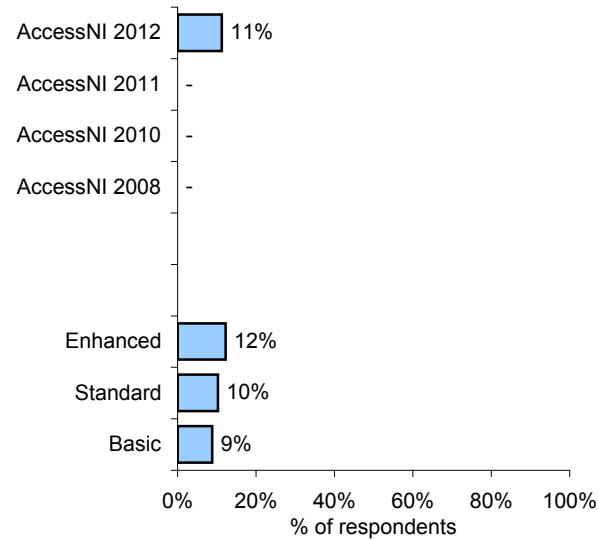
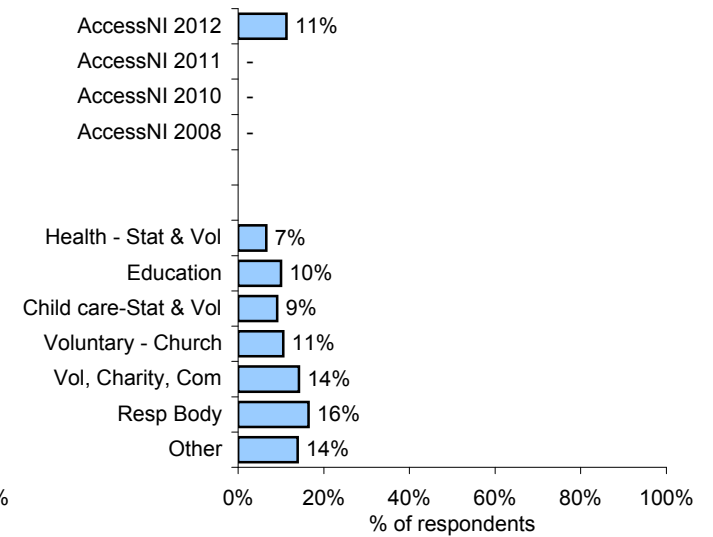


Figure 3.12: Distribution by Organisation



Summary

Just over one in ten respondents (11%) had reason to contact the finance staff.

Views were similar by Application type and organisation.

- not asked in 2008, 2010 or 2011.

Section 3 : AccessNI Finance

How satisfied or dissatisfied were you with the service from the finance staff in terms of...

Politeness/ courtesy

Figure 3.13: Level of Satisfaction (AccessNI overall)

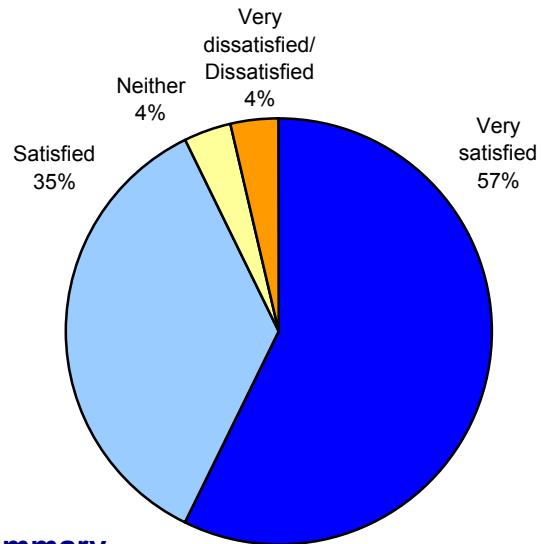


Figure 3.14: Distribution by Application Type

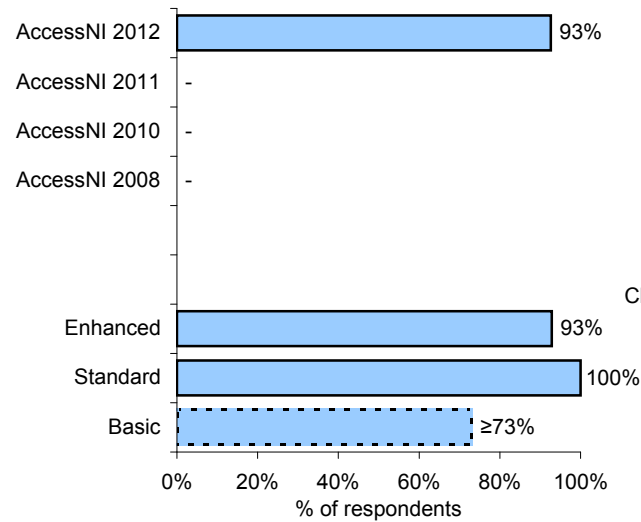
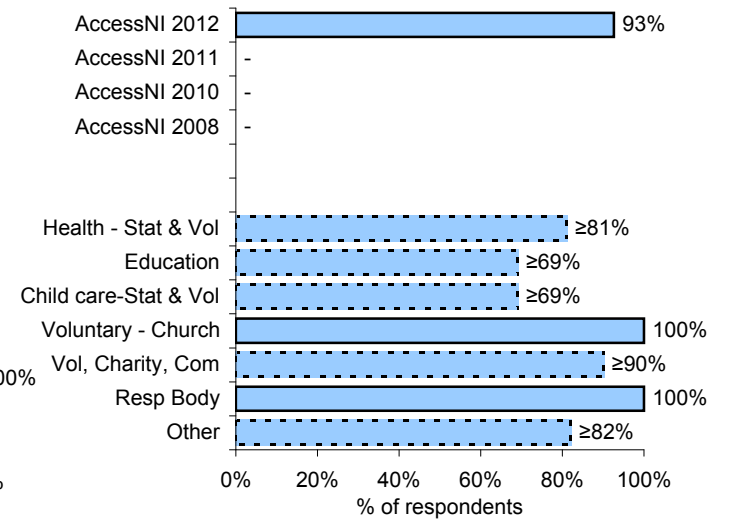


Figure 3.15: Distribution by Organisation



Summary

Most AccessNI customers (93%) were satisfied with the service from finance staff in terms of politeness/ courtesy.

Views were broadly similar by Application type and organisation.

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

- not asked in 2008, 2010 or 2011.

Section 3 : AccessNI Finance

How satisfied or dissatisfied were you with the service from the finance staff in terms of...

Helpfulness of staff

Figure 3.16: Level of Satisfaction (AccessNI overall)

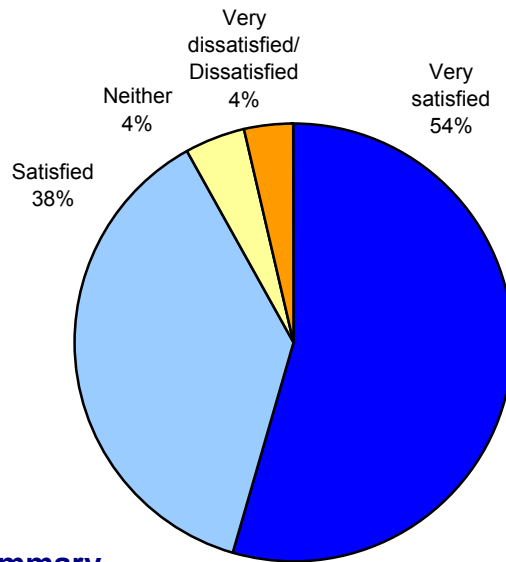


Figure 3.17: Distribution by Application Type

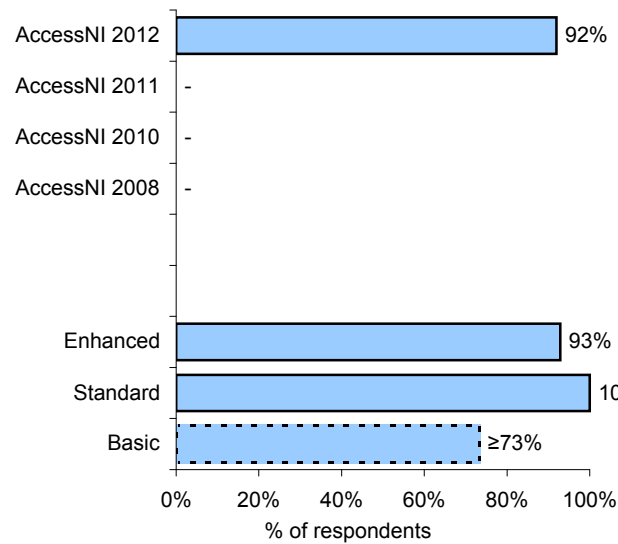
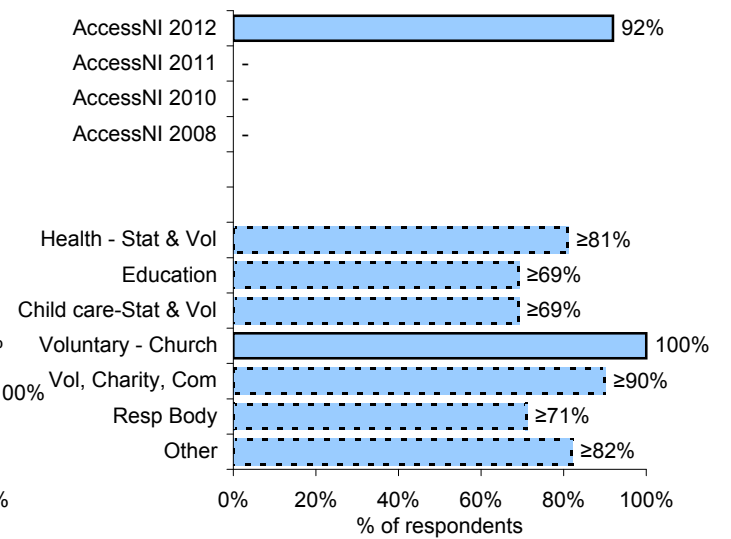


Figure 3.18: Distribution by Organisation



Summary

More than nine in ten respondents (92%) were satisfied with the service from finance staff in terms of the helpfulness of staff.

≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.
 - not asked in 2008, 2010 or 2011.

Section 3 : AccessNI Finance

How satisfied or dissatisfied were you with the service from the finance staff in terms of...

Knowledge/professionalism

Figure 3.19: Level of Satisfaction (AccessNI overall)

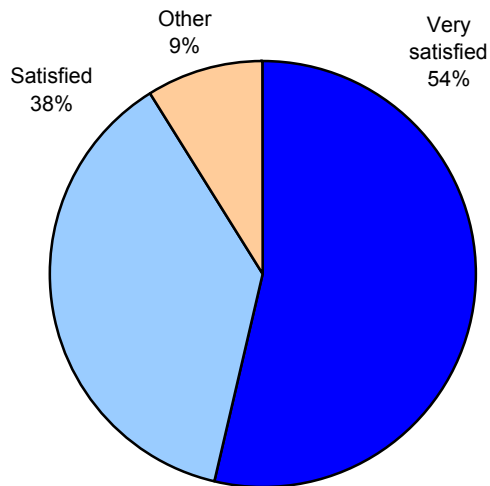


Figure 3.20: Distribution by Application Type

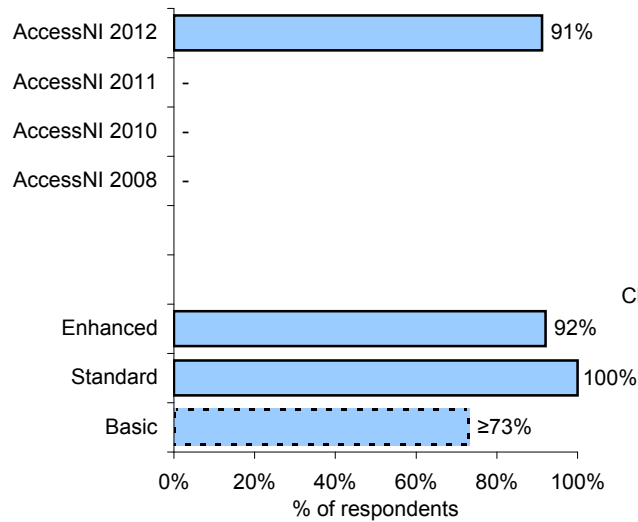
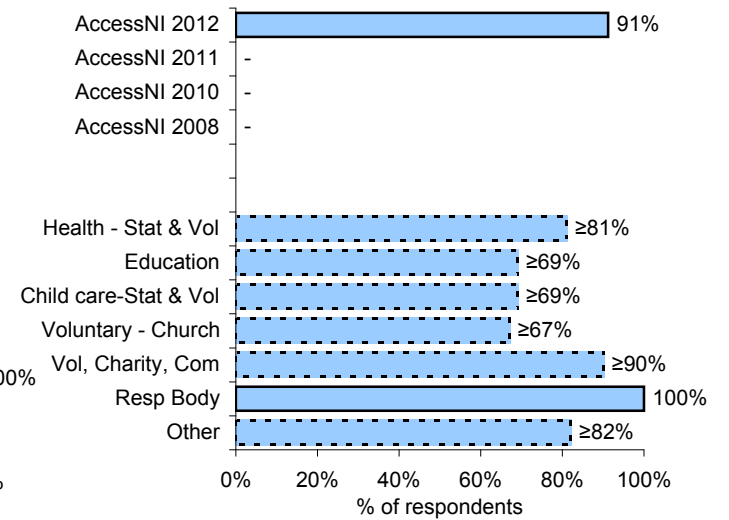


Figure 3.21: Distribution by Organisation



Summary

More than nine in ten respondents (91%) were satisfied with the service from finance staff in terms of knowledge/ professionalism.

- not asked in 2008, 2010 or 2011.

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 3 : AccessNI Finance

How satisfied or dissatisfied were you with the service from the finance staff in terms of...

Commitment to resolving issues

Figure 3.22: Level of Satisfaction (AccessNI overall)

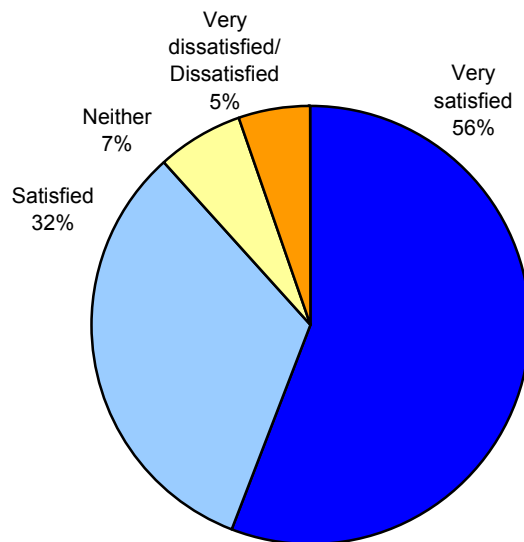


Figure 3.23: Distribution by Application Type

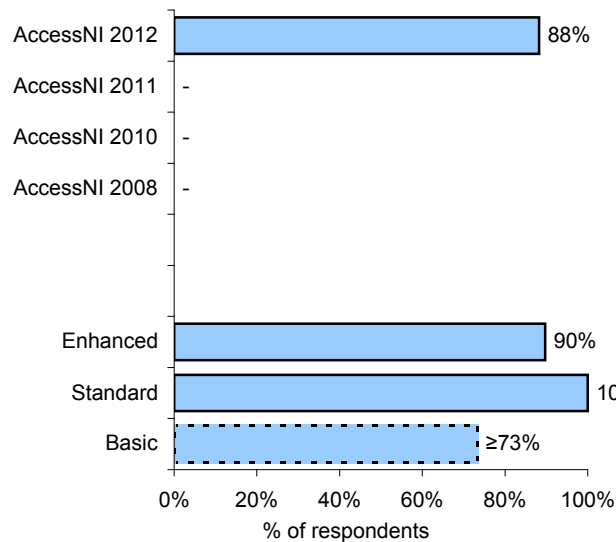
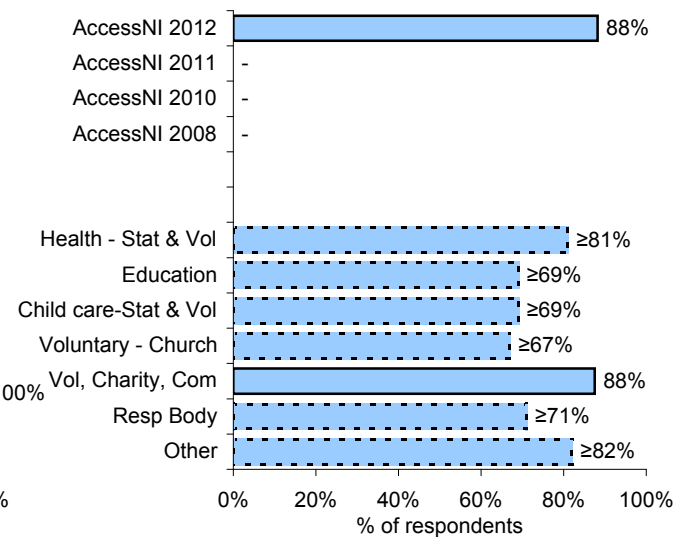


Figure 3.24: Distribution by Organisation



Summary

Just less than nine in ten respondents (88%) were satisfied with the service from finance staff in terms of their commitment to resolving issues.

≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.
- not asked in 2008, 2010 or 2011.

Section 4: Communication with AccessNI

Section 4: Communication with AccessNI

Key Findings

How satisfied or dissatisfied are you that..

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI Overall
You know who to contact	75%
Staff respond in a timely manner	87%
The information you have been given is accurate	86%
The information you have been given is clear and to the point	85%

(Very useful and useful combined)	AccessNI Overall
What are your views on the Access NI Newsletter?	63%

Summary of Findings

The levels of satisfaction were similar to 2011 for all aspects of Communication with AccessNI.

The highest level of satisfaction in this section was with the statement 'staff respond in a timely manner' (87%), similar to the figure reported in 2011 (88%). 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 (85%). Three quarters (75%) knew who to contact.

More than three in five considered the AccessNI Newsletter to be useful (63%).

Section 4: Communication with AccessNI

Section 4: Communication with AccessNI

How satisfied or dissatisfied are you that..

You know who to contact

Figure 4.1: Level of Satisfaction (AccessNI overall)

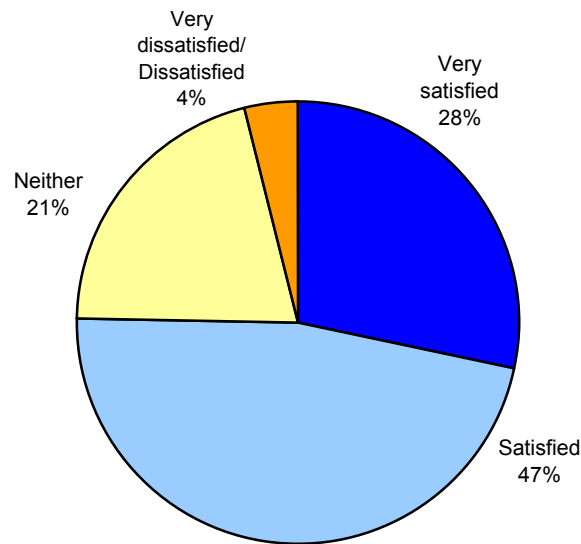


Figure 4.2: Distribution by Application Type

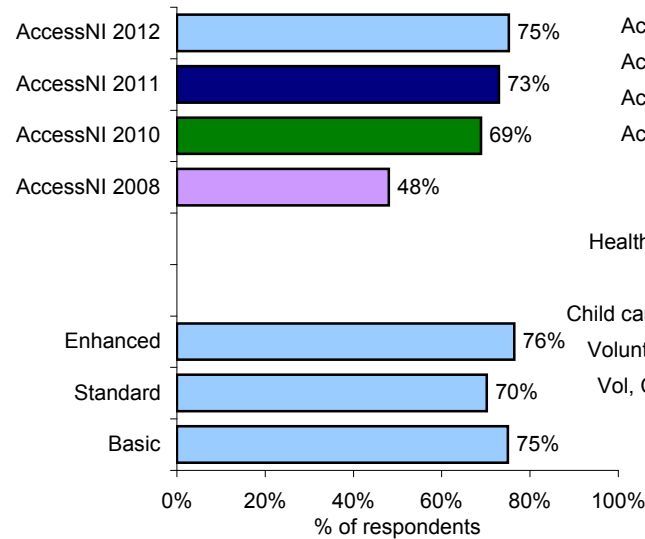
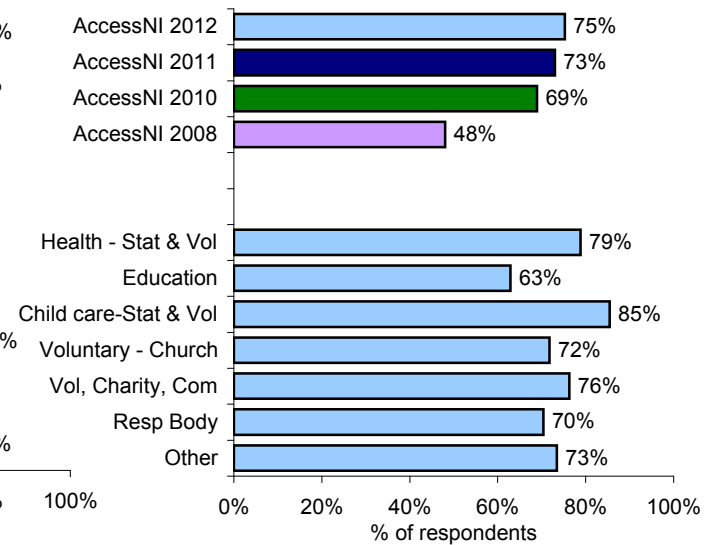


Figure 4.3: Distribution by Organisation



Summary

Three quarters of customers (75%) were satisfied that they know who to contact, similar to 2011 (73%). Only 4% were dissatisfied.

Satisfaction was consistent across Application types but varied by organisation. Statutory and Voluntary Child Care organisations (85%) and Statutory and Voluntary Health organisations (79%) reported higher levels of satisfaction than those in Education (63%).

Section 4: Communication with AccessNI

How satisfied or dissatisfied are you that..

Staff respond in a timely manner

Figure 4.4: Level of Satisfaction (AccessNI overall)

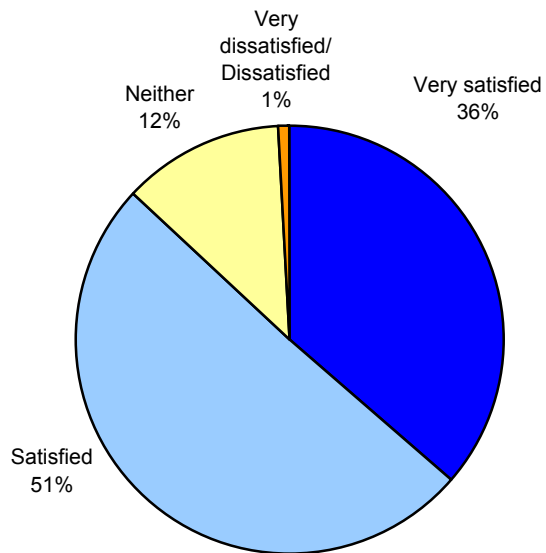


Figure 4.5: Distribution by Application Type

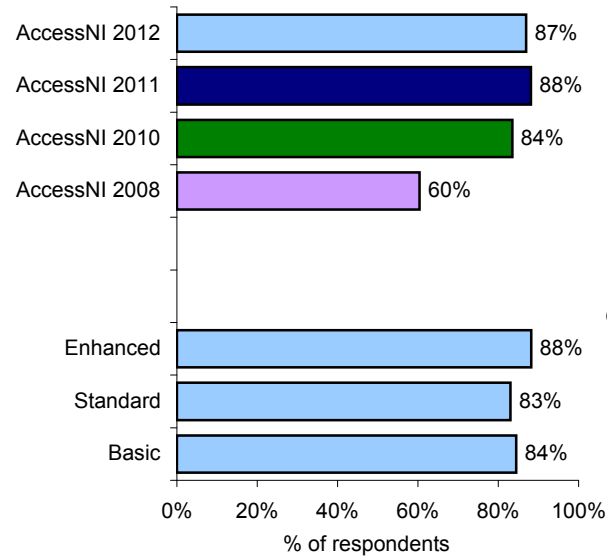
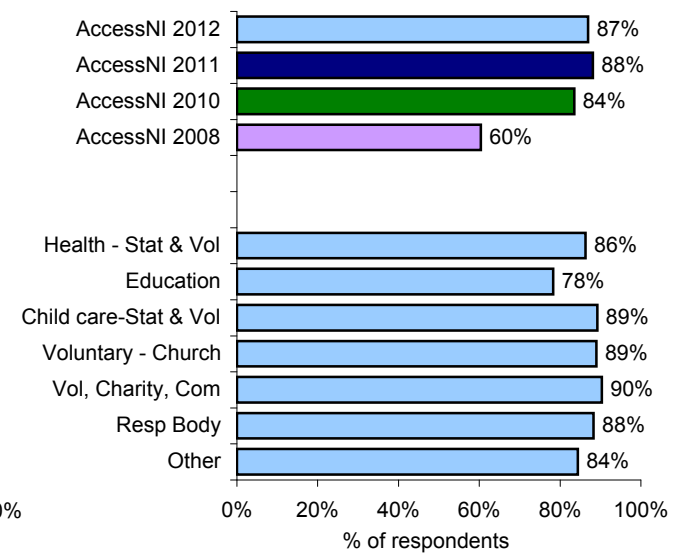


Figure 4.6: Distribution by Organisation



Summary

Some 87% of AccessNI customers were satisfied that staff respond in a timely manner, similar to 2011 (88%).

Satisfaction was broadly similar by organisation and application type.

Section 4: Communication with AccessNI

How satisfied or dissatisfied are you that..

The information you have been given is accurate

Figure 4.7: Level of Satisfaction (AccessNI overall)

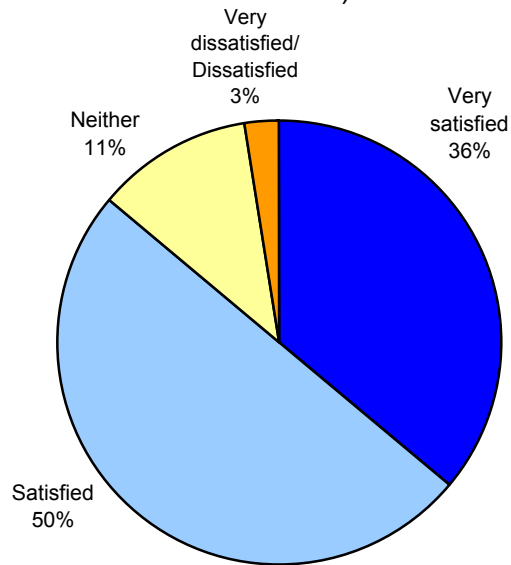


Figure 4.8: Distribution by Application Type

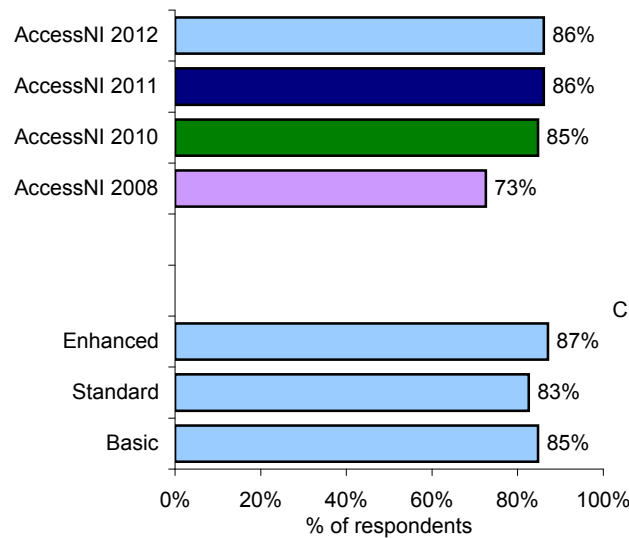
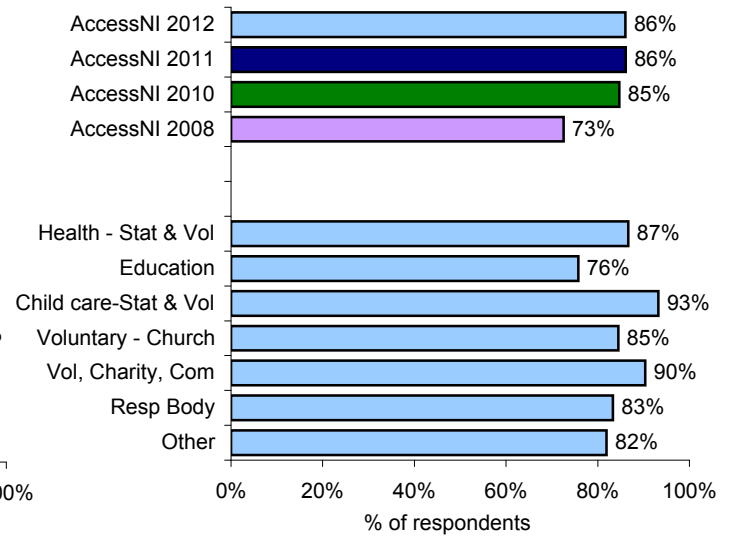


Figure 4.9: Distribution by Organisation



Summary

Most AccessNI customers (86%) were satisfied that the information they have been given is accurate, the same figure was reported in 2011.

Voluntary, Charity and Community Groups (90%) and Statutory and Voluntary Child Care organisations (93%) reported higher levels of satisfaction than Education organisations (76%).

Section 4: Communication with AccessNI

How satisfied or dissatisfied are you that..

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

Figure 4.10: Level of Satisfaction (AccessNI overall)

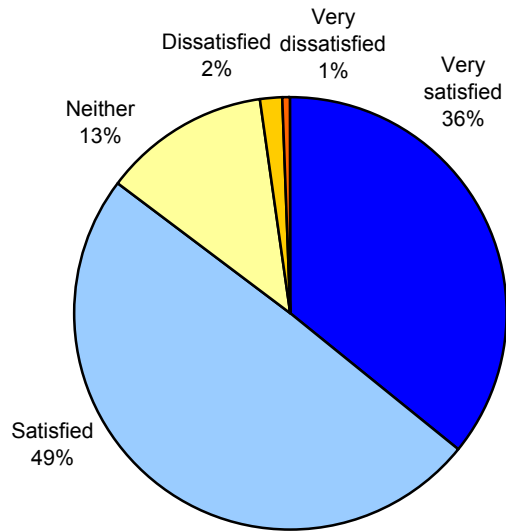


Figure 4.11: Distribution by Application Type

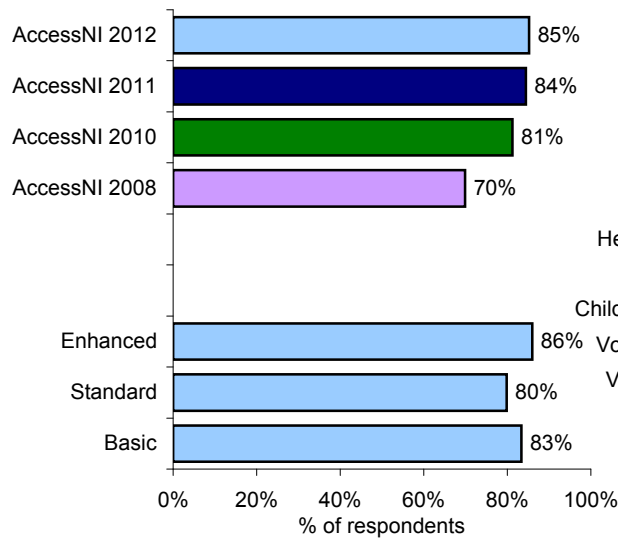
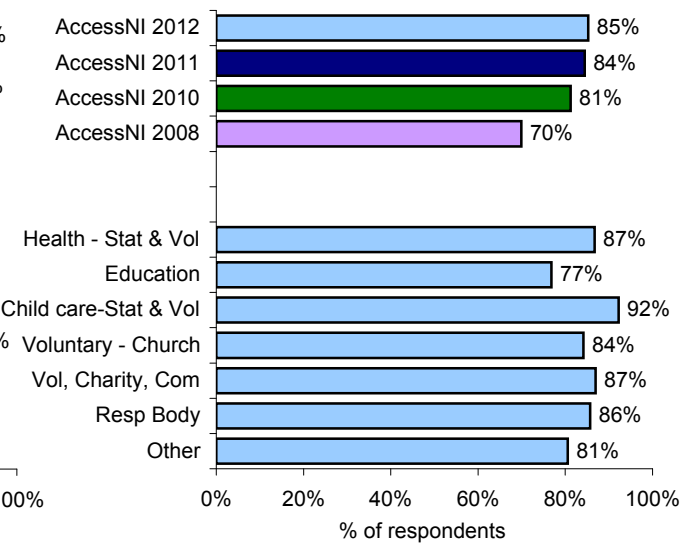


Figure 4.12: Distribution by Organisation



Summary

More than eight out of ten AccessNI customers (85%) were satisfied that the information they have been given is clear and to the point, similar to 2011 (84%).

Levels of satisfaction were similar by application type, but varied by organisation.

Section 4: Communication with AccessNI

What are your views on the AccessNI Newsletter?

Figure 4.13: Views on Newsletter (AccessNI overall)

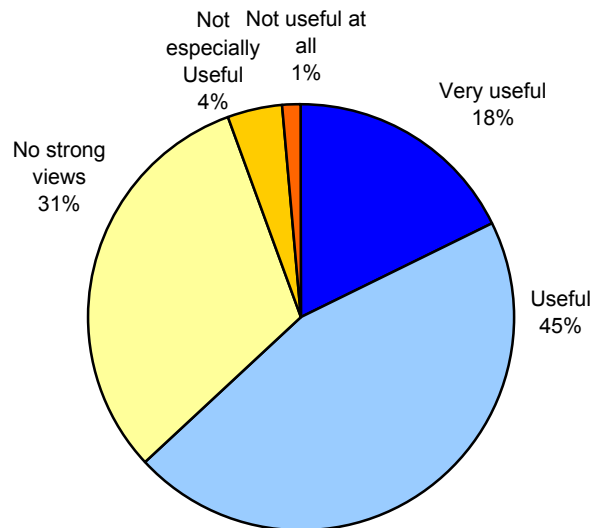


Figure 4.14: Distribution by Application Type

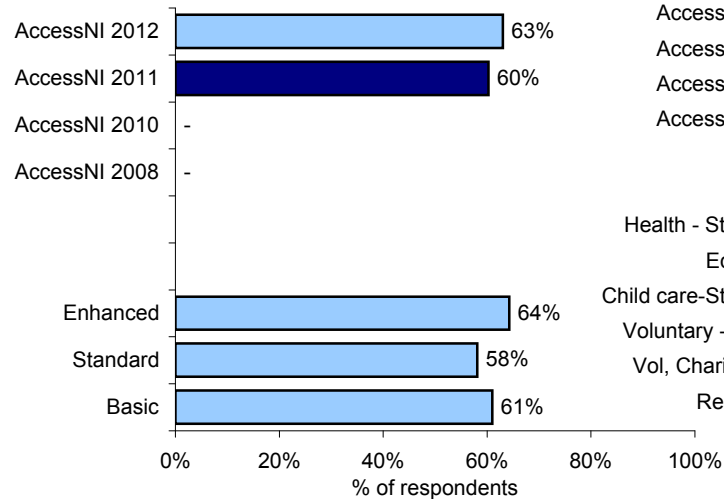
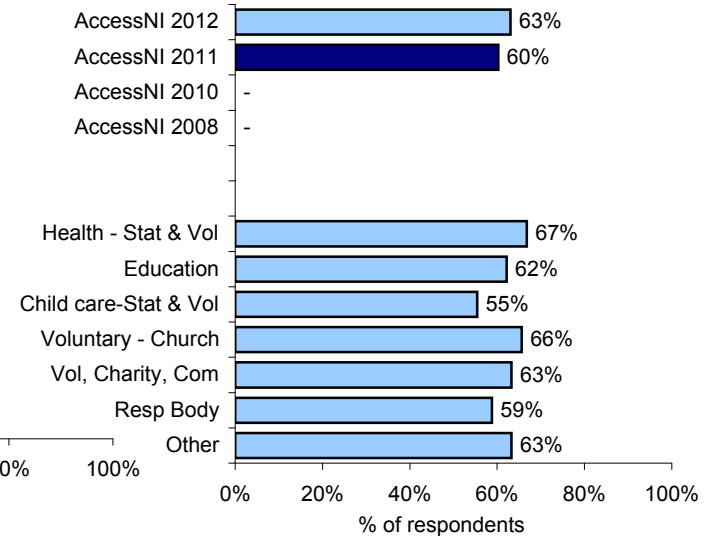


Figure 4.15: Distribution by Organisation



Summary

More than six in ten respondents (63%) rated the AccessNI Newsletter as Very useful/ Useful, similar to 2011 (60%). More than three in ten (31%) selected the 'No strong views' option.

Views were broadly similar by Application type and across organisations.

Section 5: Customer Services Helpline

Section 5: Customer Services Helpline

Key Findings

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

Level of Satisfaction (Very satisfied and satisfied combined)	Helpline users
Speed at your call being answered	92%
Helpfulness of staff	92%
Professional knowledge of staff	90%
Commitment to dealing with your query	90%
Confident that the staff could deal with your query	89%

Summary of Findings

Just over half (51%) of AccessNI customers had used the Telephone Helpline to contact AccessNI.

Of the respondents who had used the Telephone Helpline, more than nine in ten were satisfied with the speed of their call being answered, and the helpfulness of staff (both 92%). Nine in ten respondents (90%) were satisfied with the professional knowledge of staff and their commitment to dealing with your query. Slightly fewer (89%) were confident that staff could deal with their query.

These figures were similar to those reported in 2011.

Section 5: Customer Services Helpline

Section 5: 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 5.1: Level of Satisfaction (AccessNI overall)

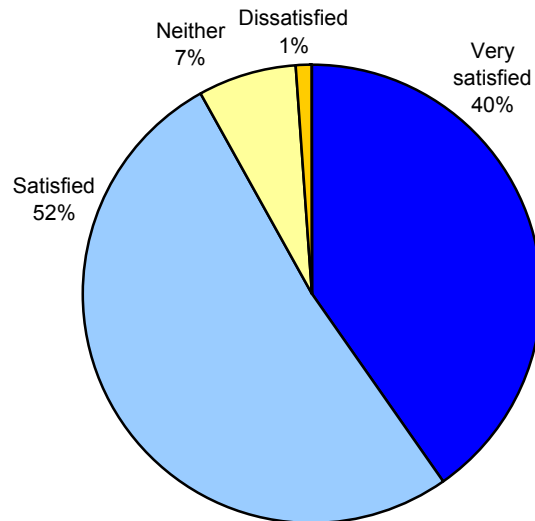


Figure 5.2: Distribution by Application Type

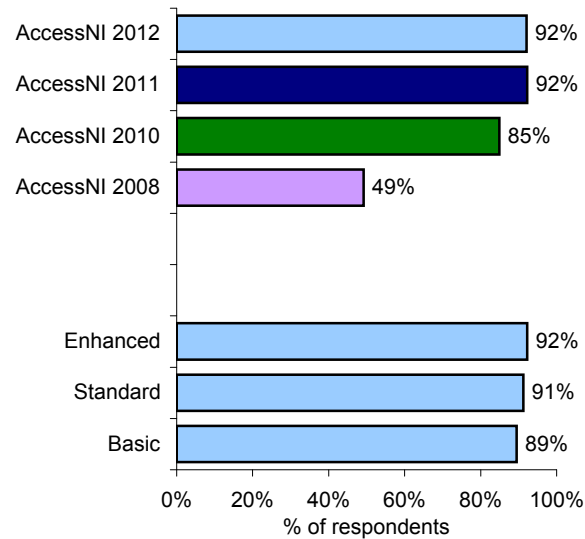
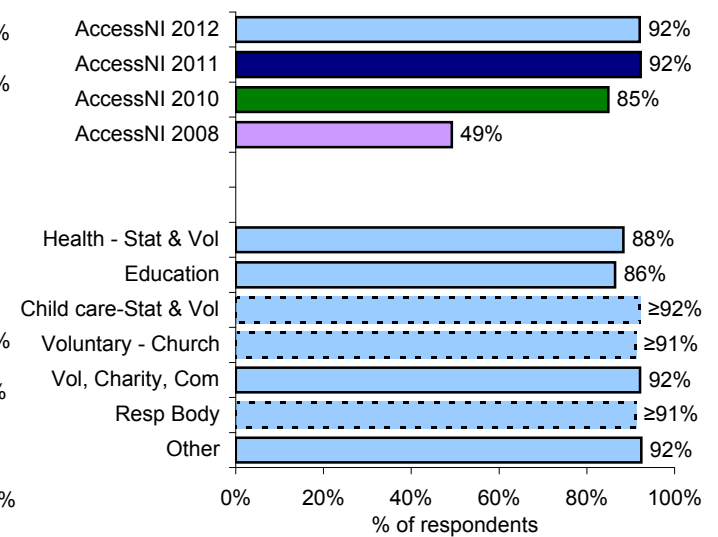


Figure 5.3: Distribution by Organisation



Summary

The majority of AccessNI customers (92%) who had used the Helpline were satisfied with the speed at which their call was answered, similar to 2011.

Views were broadly similar by Application type and across organisations.

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

Section 5: Customer Services Helpline

How satisfied or dissatisfied are you with..

Helpfulness of staff

Figure 5.4: Level of Satisfaction (AccessNI overall)

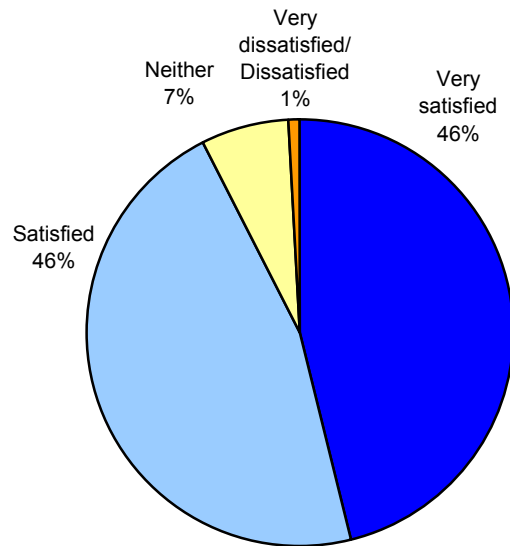


Figure 5.5: Distribution by Application Type

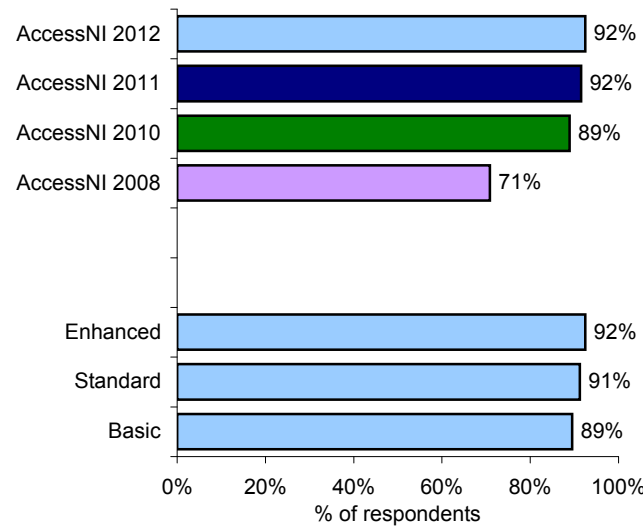
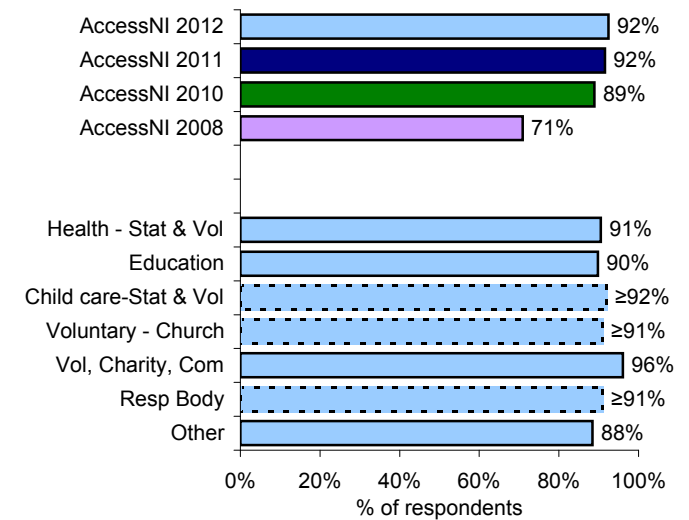


Figure 5.6: Distribution by Organisation



Summary

More than nine out of ten (92%) Helpline customers were satisfied with the helpfulness of staff, again similar to the figure reported in 2011.

Views were similar by organisation or application type.

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

Section 5: Customer Services Helpline

How satisfied or dissatisfied are you with..

Professional knowledge of staff

Figure 5.7: Level of Satisfaction (AccessNI overall)

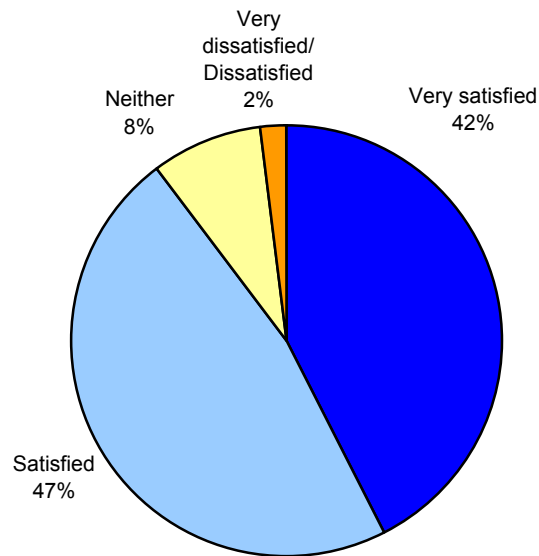


Figure 5.8: Distribution by Application Type

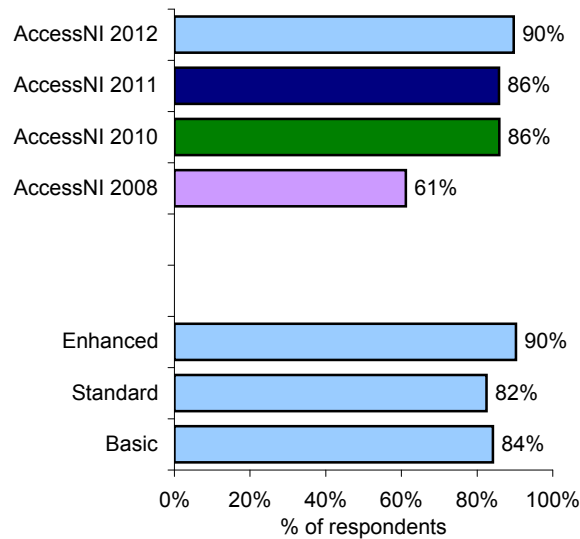
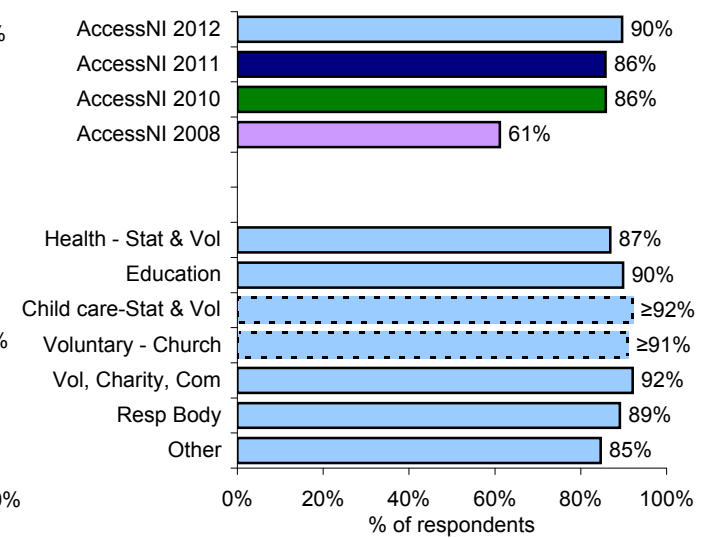


Figure 5.9: Distribution by Organisation



Summary

Nine in ten Helpline customers (90%) were satisfied with the professional knowledge of staff, similar to the figure reported in 2011 (86%).

Views were similar by organisation and application type.

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

Section 5: Customer Services Helpline

How satisfied or dissatisfied are you with..

Commitment to dealing with your query

Figure 5.10: Level of Satisfaction (AccessNI overall)

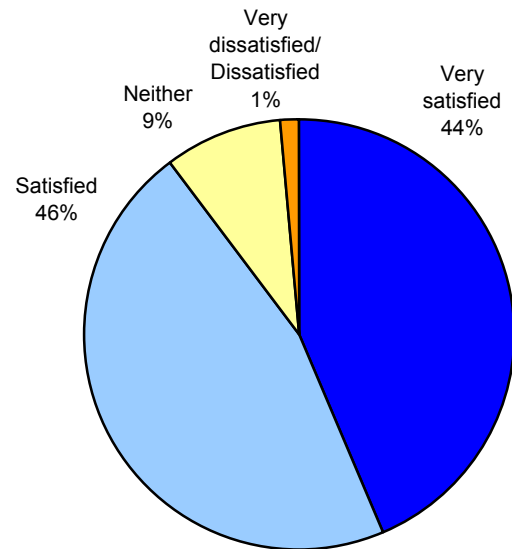


Figure 5.11: Distribution by Application Type

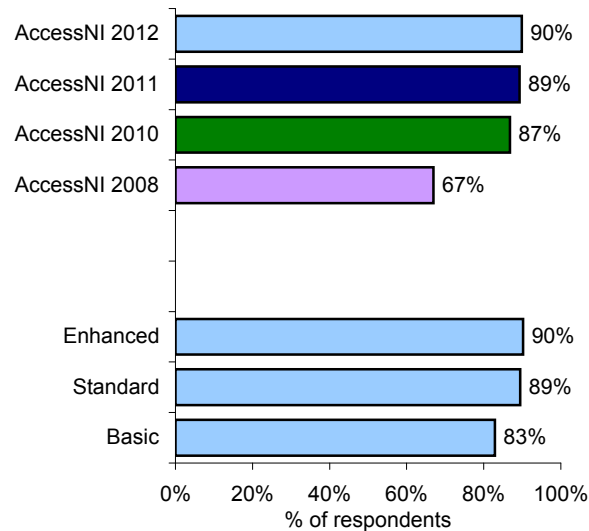
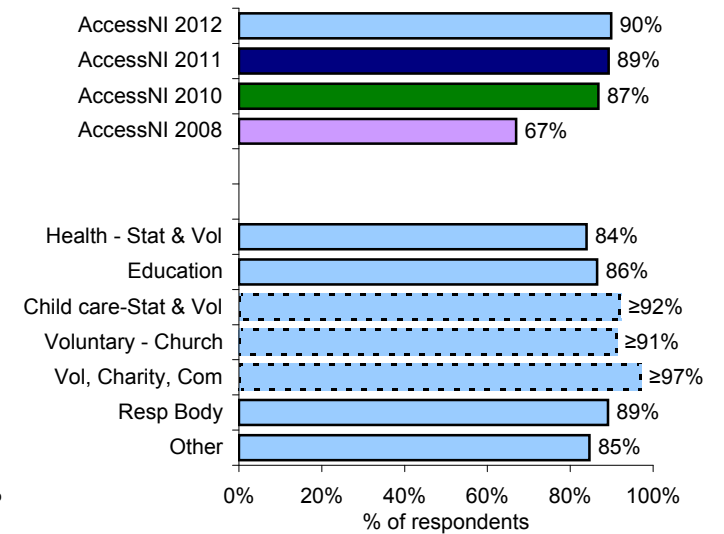


Figure 5.12: Distribution by Organisation



Summary

Nine out of ten customers (90%) were satisfied with the commitment of staff to dealing with their query, similar to 2011 (89%).

Respondents from Voluntary, Charity and Community groups were significantly more likely to be satisfied (≥97%) than those from Statutory and Voluntary Health organisations (84%) and the 'Other' group (85%).

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

Section 5: Customer Services Helpline

How satisfied or dissatisfied are you with..

Confident that the staff could deal with your query

Figure 5.13: Level of Satisfaction (AccessNI overall)

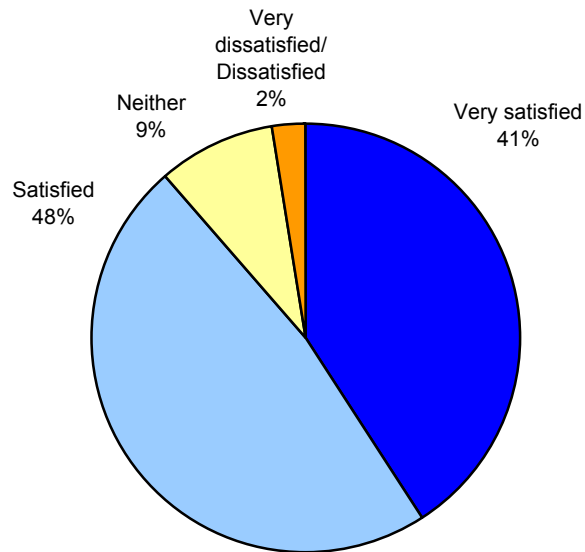


Figure 5.14: Distribution by Application Type

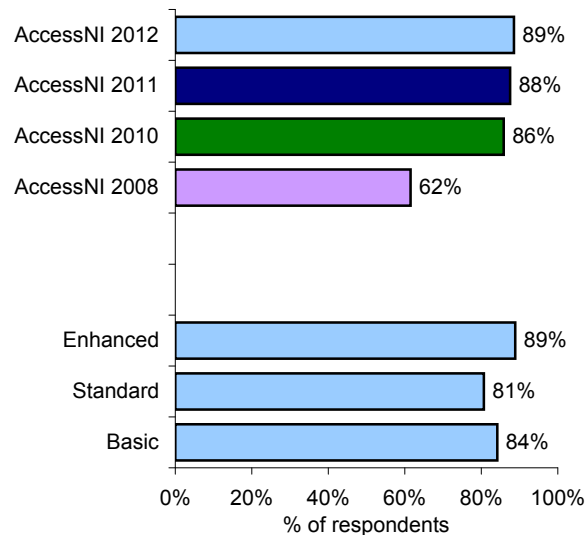
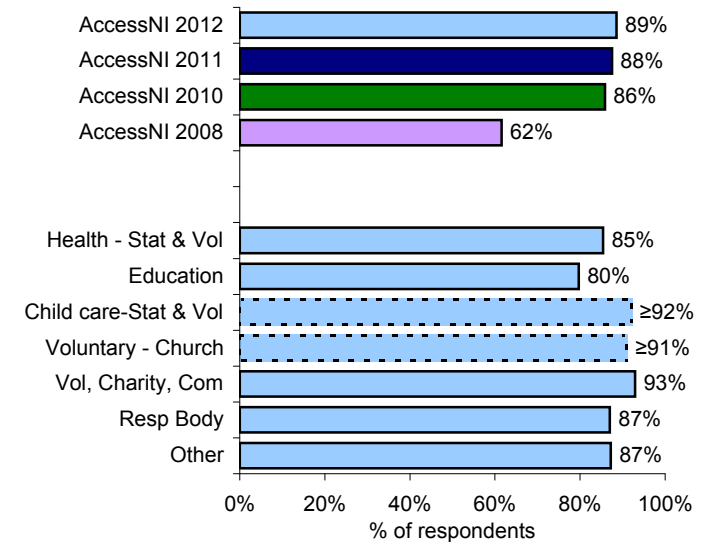


Figure 5.15: Distribution by Organisation



Summary

Just under nine in ten (89%) Helpline customers were confident that staff could deal with their query, similar in 2011 (88%).

Views were similar by organisation and application type.

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

Section 6: AccessNI Staff

Section 6: AccessNI Staff

Key Findings

Level of Agreement (Yes)	AccessNI Overall
Have you spoken to any member of staff other than the Helpline Team?	32%

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	99%
Knowledge/Professionalism	96%
Organisation (i.e. sufficiently prepared for meetings/discussions)	89%
Commitment to resolving issues	93%
Treating customers fairly	94%
Treating information confidentially	95%
Respecting a customer's privacy	93%

Summary of Findings

Just under a third (32%) of AccessNI customers had spoken to a non-Helpline staff member, continuing the gradual fall in the proportion of customers doing so (35% in 2011, 38% in 2010 and 42% in 2008).

Nearly all customers who had spoken to non-Helpline staff were satisfied with the politeness and courtesy of staff (99%). Fewer were satisfied with staffs knowledge/ professionalism (96%). Similar proportions were satisfied that staff treat customers fairly (94%) and that information is treated confidentially (95%).

Some 93% of AccessNI Customers were satisfied with regards to AccessNI staff respecting a customer's privacy and their commitment to resolving issues, and 89% were satisfied with staffs organisation (i.e. sufficiently prepared for meetings/discussions). All views were similar to 2011.

Section 6: AccessNI Staff

Section 6: AccessNI Staff

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

Figure 6.1: Respondents who spoke to any other member of staff (AccessNI)

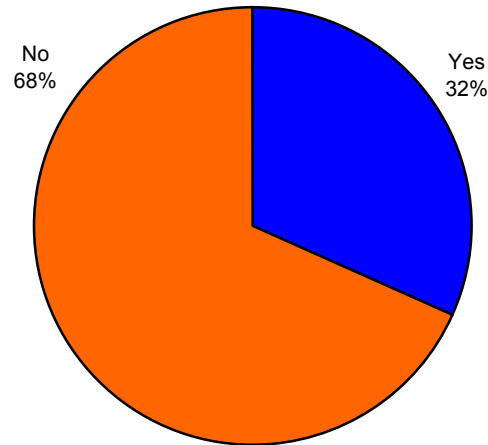


Figure 6.2: Distribution by Application Type (Yes)

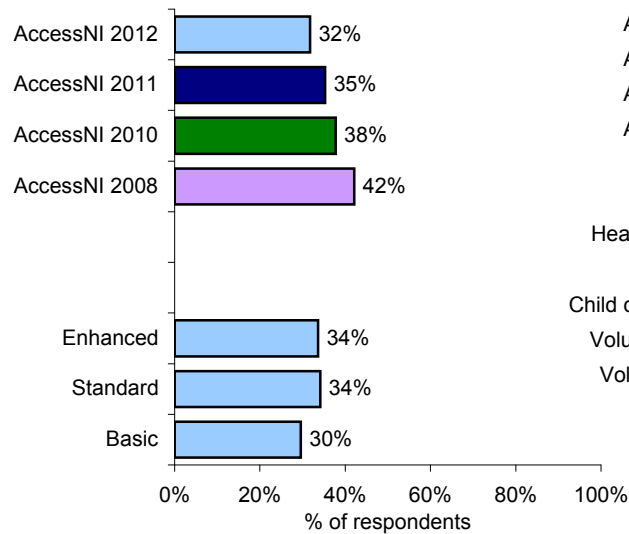
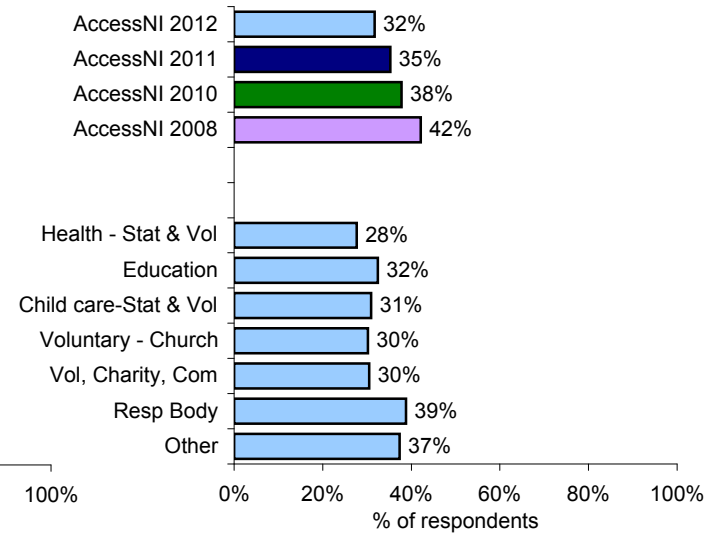


Figure 6.3: Distribution by Organisation (Yes)



Summary

Just under a third of customers (32%) had spoken with a member of staff not on the Helpline team, continuing the gradual fall in the number of people doing so (35% in 2011, 38% in 2010 and 42% in 2008).

Section 6: 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 6.4: Respondents who spoke to any other member of staff (AccessNI)

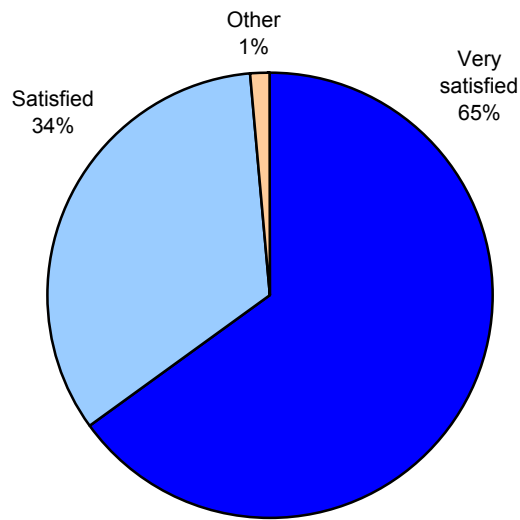


Figure 6.5: Distribution by Application Type

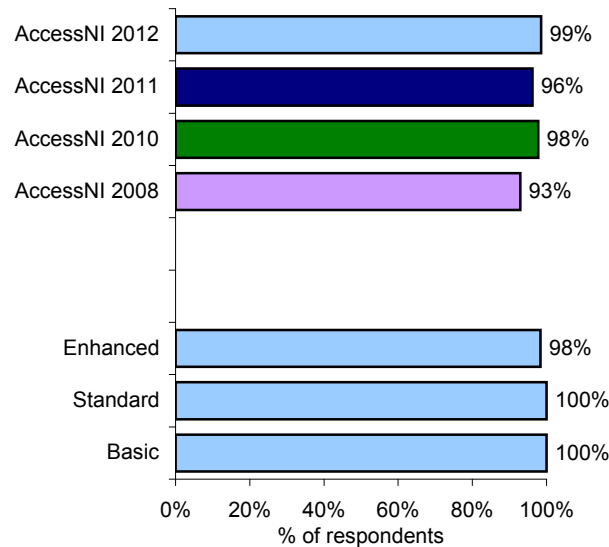
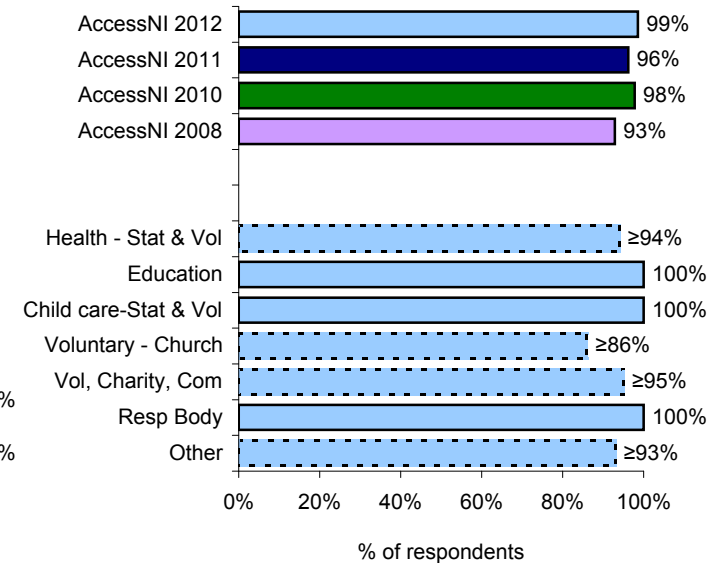


Figure 6.6: Distribution by Organisation



Summary

Nearly all customers (99%) were satisfied with the Politeness/Courtesy of the non-Helpline staff, similar to the figure for 2011 (96%).

All Basic and Standard Application customers were satisfied (100%), as well as all Responsible Bodies, Statutory and Voluntary Child Care and Education organisations.

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

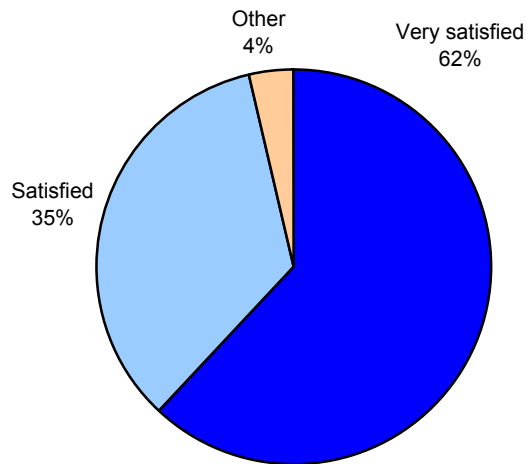


Figure 6.8: Distribution by Application Type

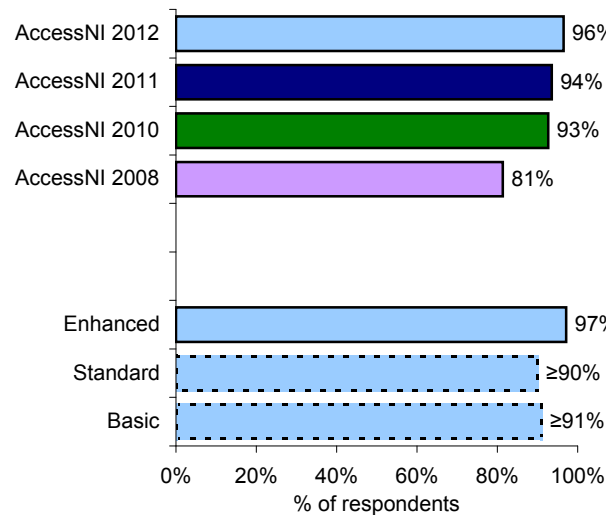
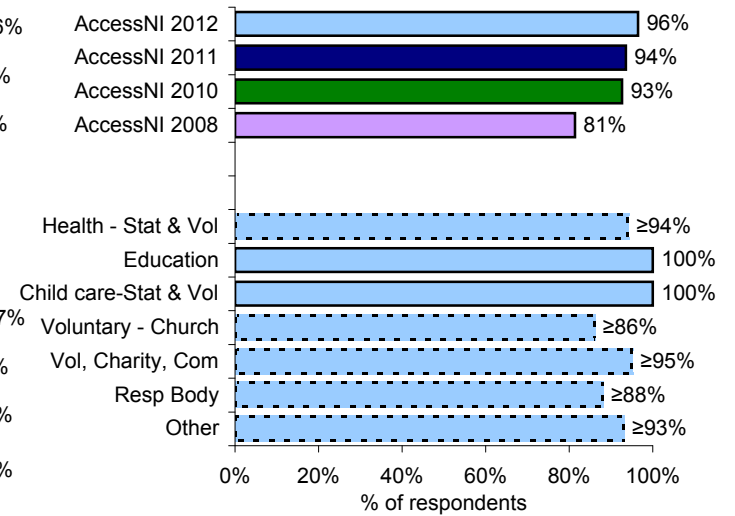


Figure 6.9: Distribution by Organisation



Summary

Most (96%) customers were satisfied with the non-Helpline staff's knowledge and professionalism, similar to 2011 (94%).

More than six in ten were very satisfied (62%). All customers who were from Statutory and Voluntary Child Care organisations and Education 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 6: 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 6.10: Respondents who spoke to any other member of staff (AccessNI)

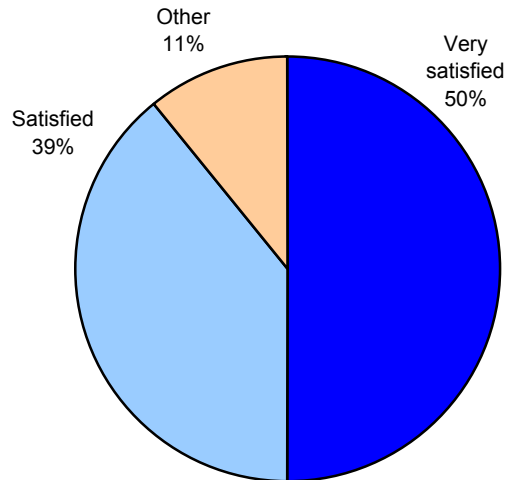


Figure 6.11: Distribution by Application Type

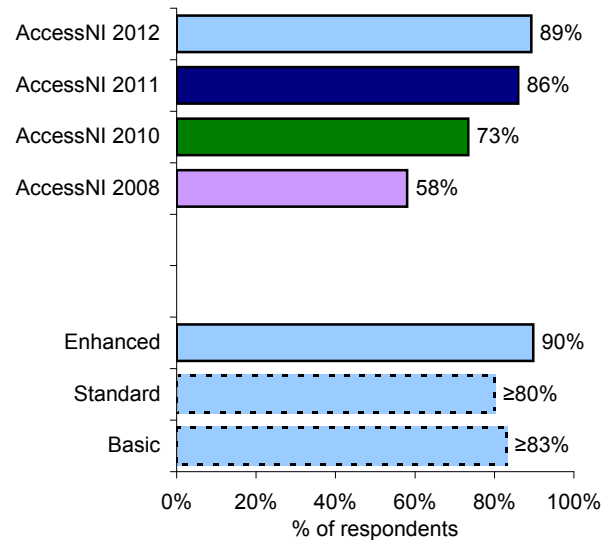
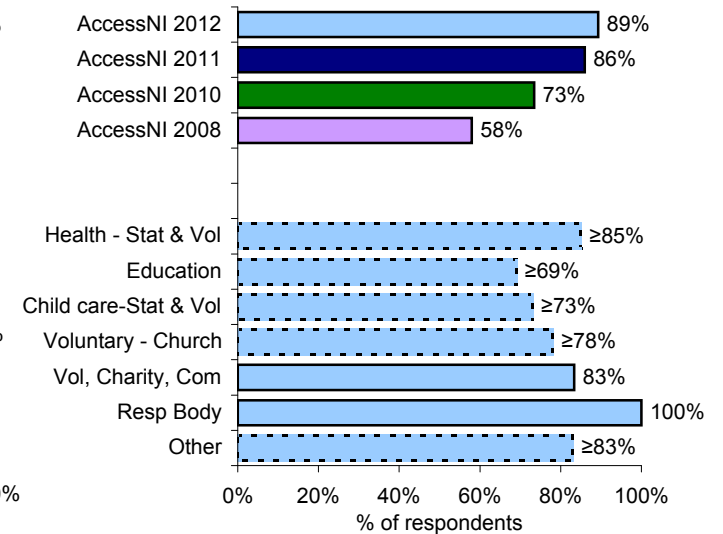


Figure 6.12: Distribution by Organisation



Summary

Less than nine in ten customers (89%) who had spoken to non-Helpline staff were satisfied with their 'organisation' (i.e. being sufficiently prepared for meetings/discussions), similar to the figure reported in 2011 (86%).

All respondents from Statutory and Voluntary Child Care 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 6: 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 6.13: Respondents who spoke to any other member of staff (AccessNI)

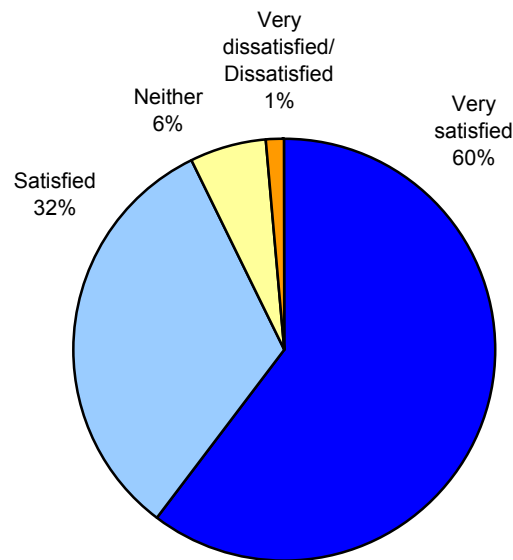


Figure 6.14: Distribution by Application Type

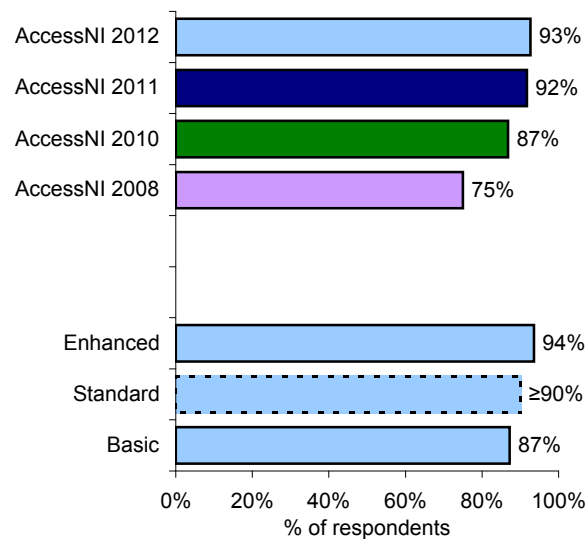
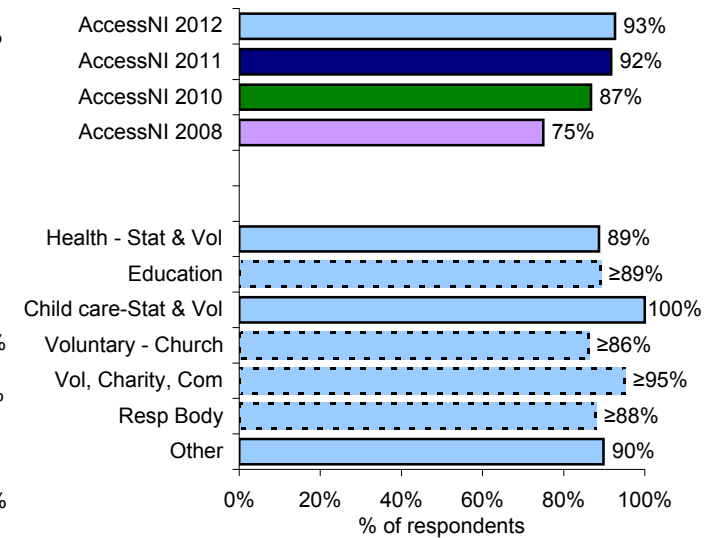


Figure 6.15: Distribution by Organisation



Summary

More than nine tenths of AccessNI customers (93%) were satisfied that non-Helpline staff were committed to resolving issues, similar to 2011 (92%). Six in ten were very satisfied (60%).

Again, all respondents from Statutory and Voluntary Child Care organisations were satisfied.

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

Section 6: 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 6.16: Respondents who spoke to any other member of staff (AccessNI)

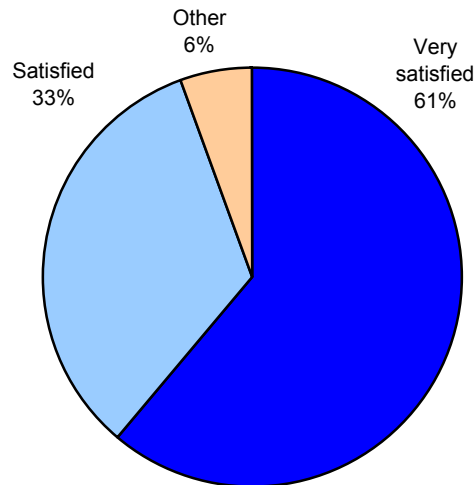


Figure 6.17: Distribution by Application Type

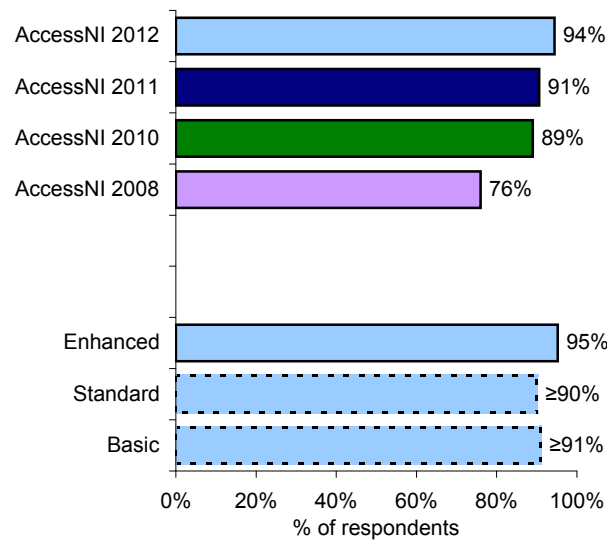
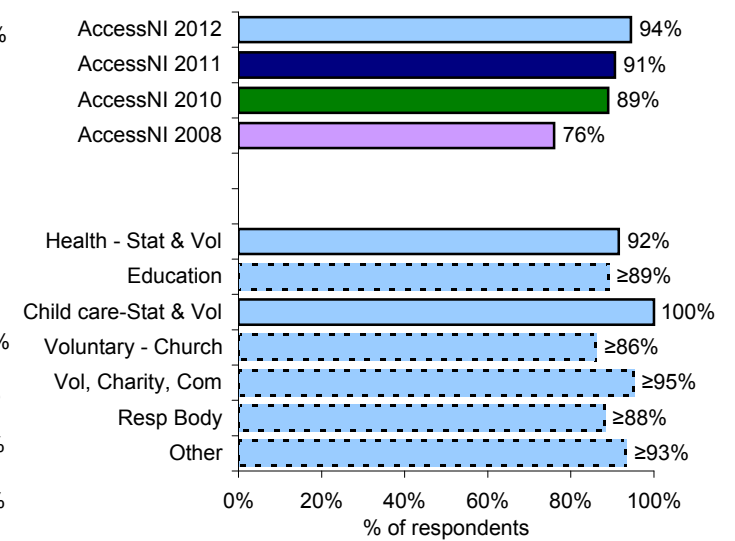


Figure 6.18: Distribution by Organisation



Summary

More than nine in ten customers (94%) were satisfied that non-Helpline staff treat customers fairly; again, similar to 2011 (91%).

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

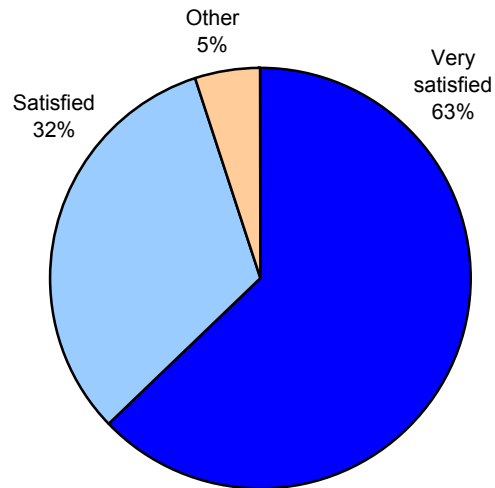


Figure 6.20: Distribution by Application Type

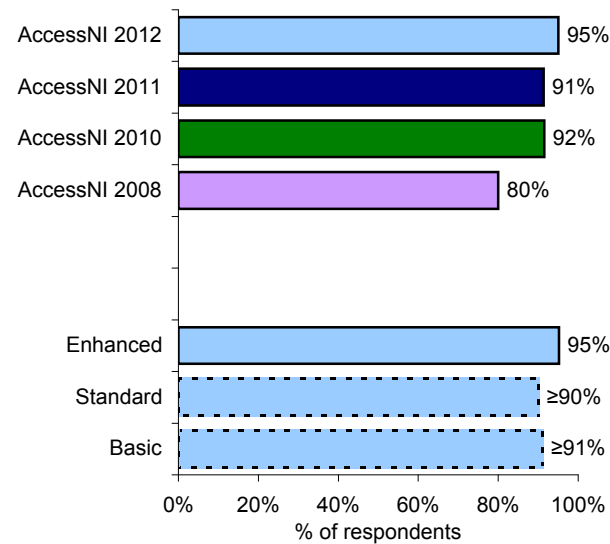
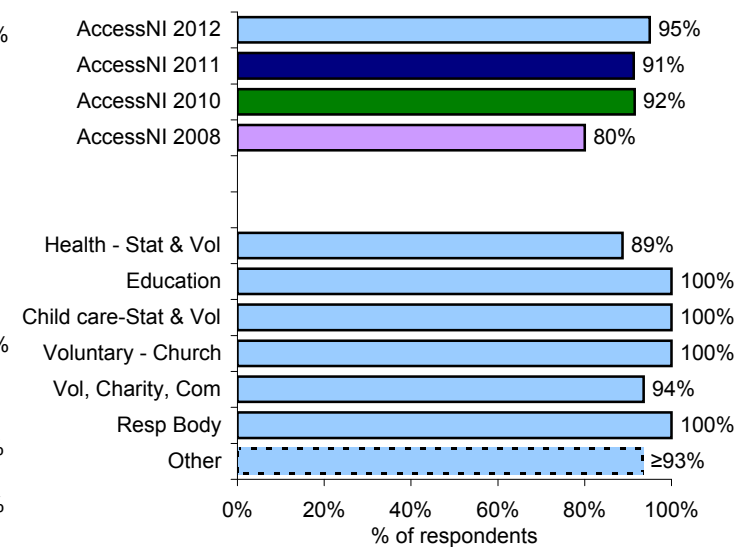


Figure 6.21: Distribution by Organisation



Summary

Some 95% of respondents were satisfied that non-Helpline staff treated information confidentially; similar to 2011 (91%).

All customers from Statutory and Voluntary Child Care organisations, Voluntary Church organisations, Responsible Bodies and Education 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 6: 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 6.22: Respondents who spoke to any other member of staff (AccessNI)

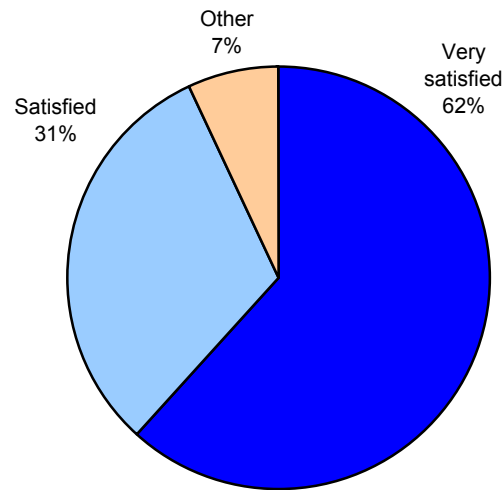


Figure 6.23: Distribution by Application Type

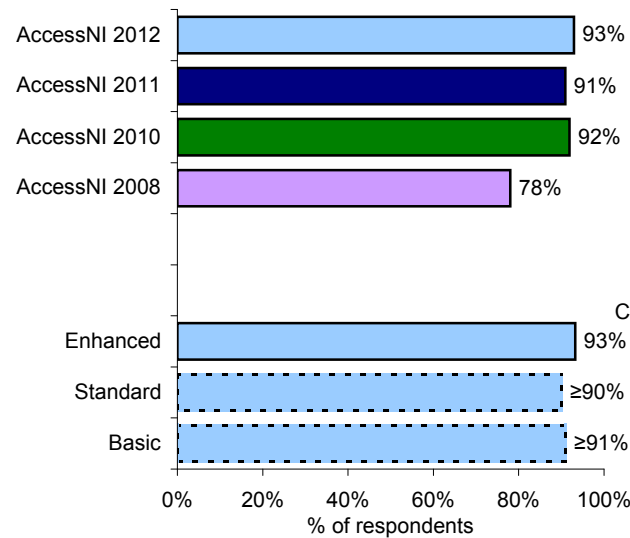
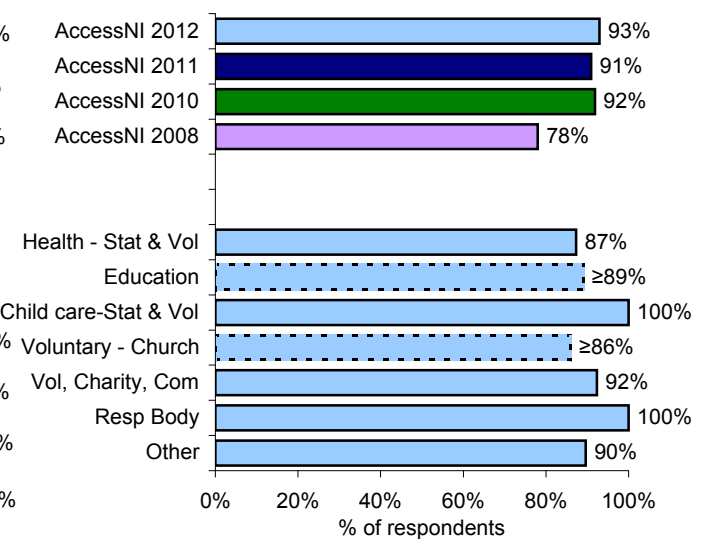


Figure 6.24: Distribution by Organisation



Summary

Just over nine in ten customers (93%) were satisfied that non-Helpline staff respected a customer's privacy.

There were no significant variations by organisation or application type.

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 7: Complaints to AccessNI

Section 7: Complaints to AccessNI

Key Findings

% Yes	AccessNI Overall
Have you complained about any aspect of the service provided by AccessNI?	5%

Level of Satisfaction (Very satisfied and satisfied combined)	AccessNI Customers who had complained
How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?	43%
% Yes	
Has your complaint with AccessNI been resolved satisfactorily?	68%

Summary of Findings

Only a small proportion of AccessNI customers (5%) had made a complaint about the service provided by AccessNI, significantly lower than the figures reported in 2010 (8%) and 2008 (22%), but similar to 2011 (4%).

Of the customers who had made a complaint, 43% were satisfied with how AccessNI dealt with their complaint, and more than two thirds (68%) reported that their complaint had been resolved satisfactorily.

Section 7: Complaints to AccessNI

Section 7: Complaints to AccessNI

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

Figure 7.1: Respondents who have complained (AccessNI overall)

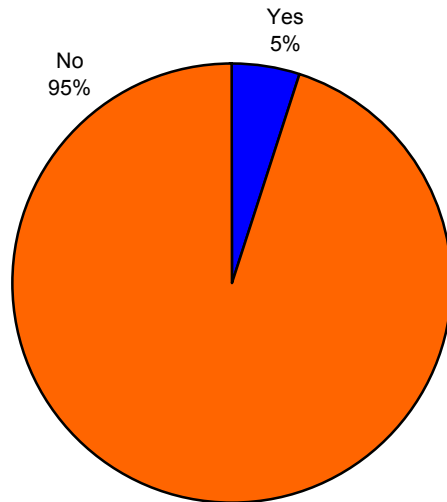


Figure 7.2: Distribution by Application Type

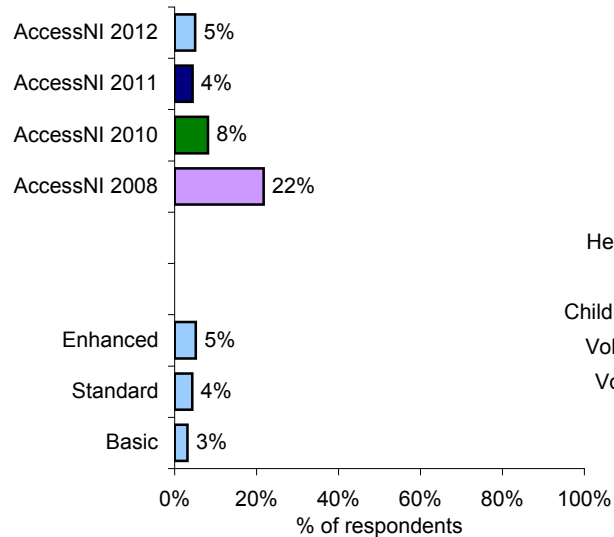
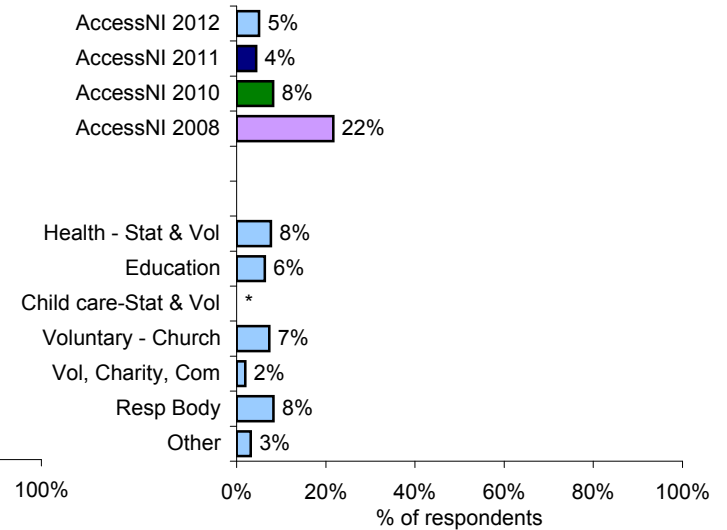


Figure 7.3: Distribution by Organisation



Summary

Only a small proportion of AccessNI customers (5%) had made a complaint about the service provided by AccessNI, significantly lower than the figures reported in 2010 (8%) and 2008 (22%), but similar to 2011 (4%). Views were similar by Application and organisation type.

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

Section 7: Complaints to AccessNI

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

Figure 7.4: Respondents who have complained (AccessNI overall)

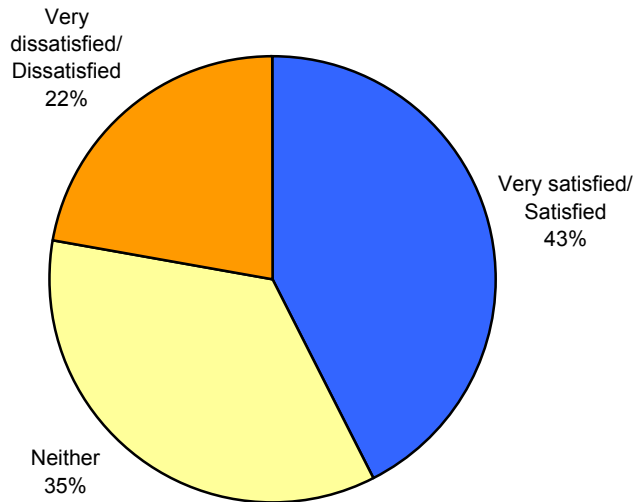
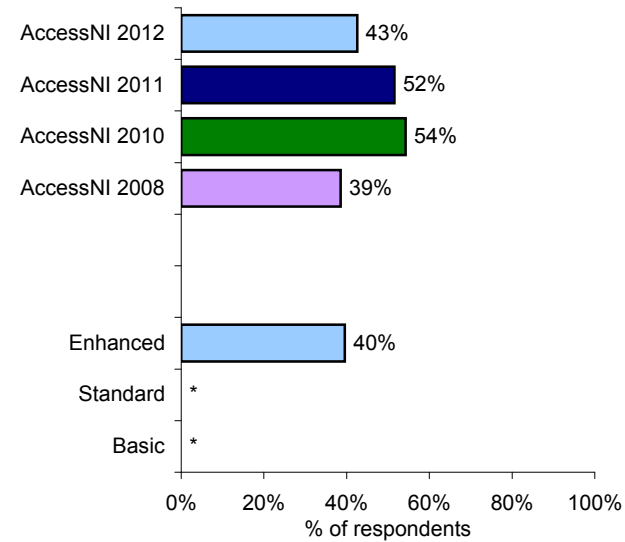


Figure 7.5: Distribution by Application Type



Summary

Of the customers who had complained, 43% were satisfied with how their complaint was dealt with, similar to 2011 (52%). More than a third (35%) selected the Neither option, whilst 22% selected the Very dissatisfied/ Dissatisfied option.

Due to small numbers an organisational breakdown is not available.

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

Section 7: Complaints to AccessNI

Has your complaint with AccessNI been resolved satisfactorily?

Figure 7.6: Respondents who have complained (AccessNI overall)

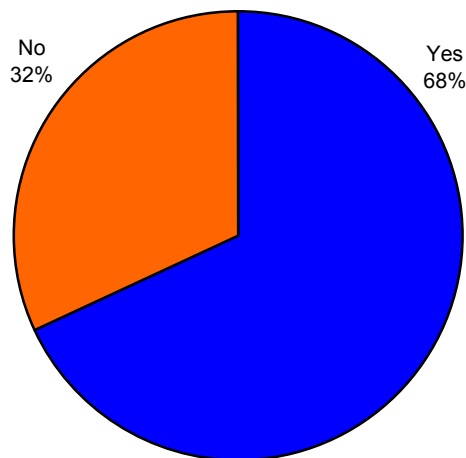
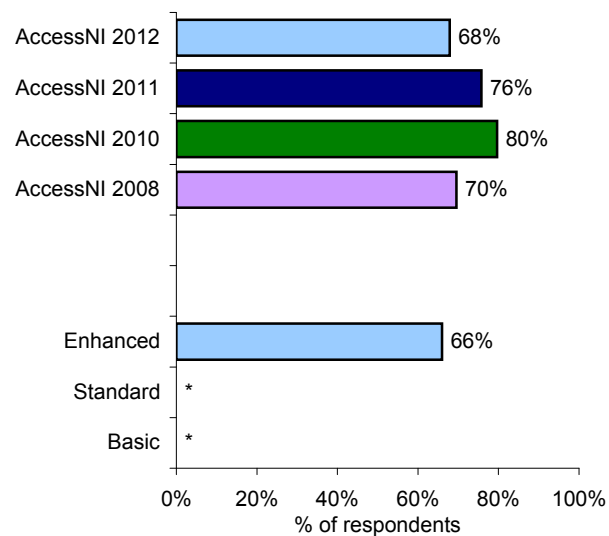


Figure 7.7: Distribution by Application Type



Summary

Just over two thirds of respondents who had complained (68%) agreed that their complaint was resolved satisfactorily, similar to 2011 (76%).

Due to small numbers an organisational breakdown is not available.

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

Section 8: AccessNI Website

Section 8: AccessNI Website

Key Findings

Level of Agreement (Yes)	AccessNI Overall
Do you use the AccessNI website?	76%

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	88%
The information it contains	90%
Its ability to address your query	82%

Summary of Findings

Most AccessNI respondents had used the AccessNI website (76%), lower than in 2011 (84%).

The majority of customers who had used the AccessNI website were satisfied with it. Nine in ten (90%) were satisfied with the information it contains, slightly fewer (88%) were satisfied with its layout and 82% were satisfied with its ability to address their query.

Section 8: AccessNI Website

Section 8: AccessNI Website

Do you use the AccessNI Website?

Figure 8.1: Respondents who use AccessNI website (AccessNI overall)

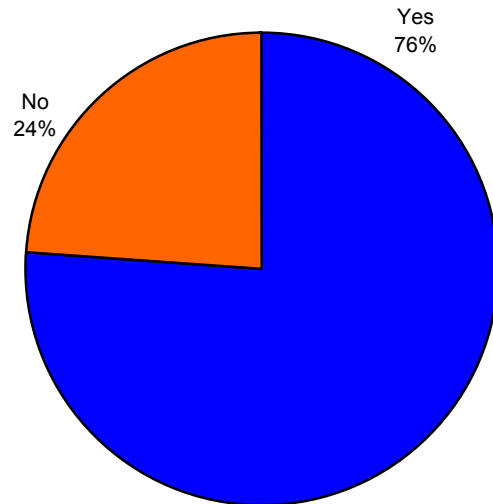


Figure 8.2: Distribution by Application Type

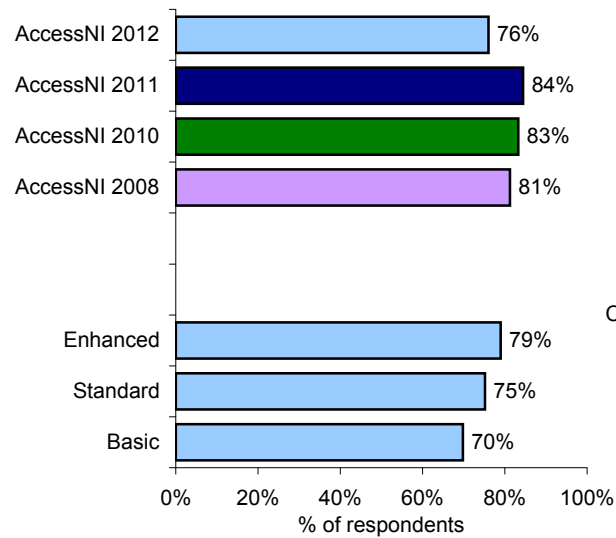
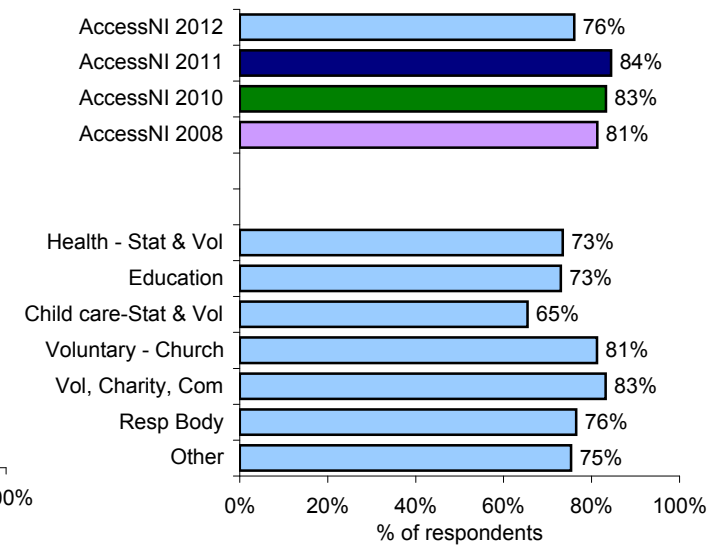


Figure 8.3: Distribution by Organisation



Summary

More than three quarters of AccessNI customers (76%) had used the AccessNI website, lower than reported for 2011 (84%).

Customers in Voluntary, Charity and Community organisations were more likely to use the AccessNI website than those in Statutory and Voluntary Child Care. Also, customers who had applied for an Enhanced application were more likely to use it than those who had made a basic application.

Section 8: AccessNI Website

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

Its layout

Figure 8.4: Respondents who use AccessNI website (AccessNI overall)

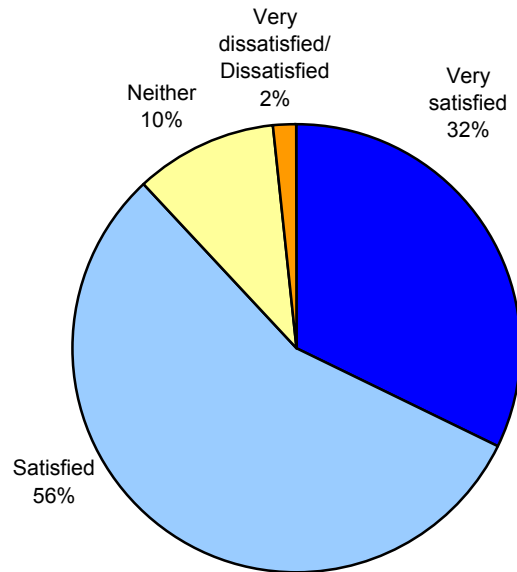


Figure 8.5: Distribution by Application Type

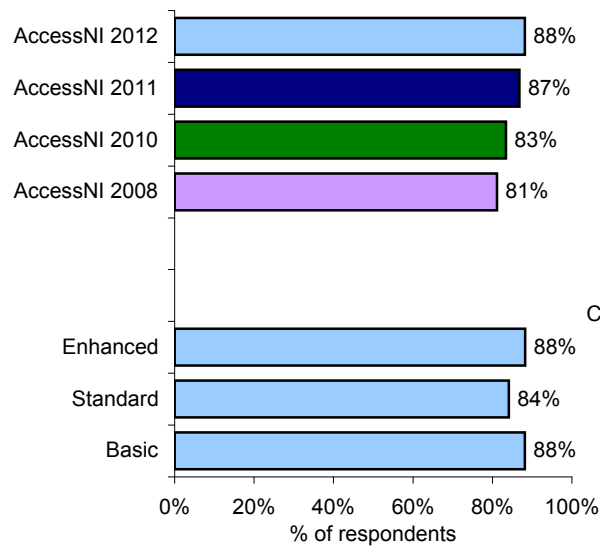
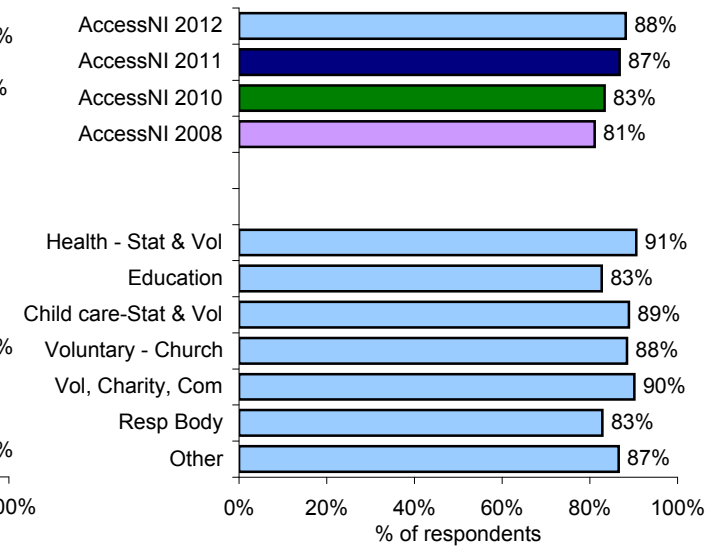


Figure 8.6: Distribution by Organisation



Summary

Most AccessNI website users (88%) were satisfied with the layout of the website.

Levels of satisfaction were consistent across organisation and application type.

Section 8: AccessNI Website

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

The information it contains

Figure 8.7: Respondents who use AccessNI website (AccessNI overall)

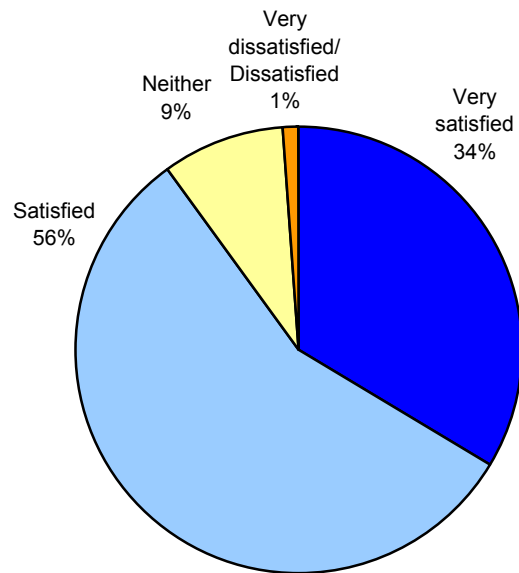


Figure 8.8: Distribution by Application Type

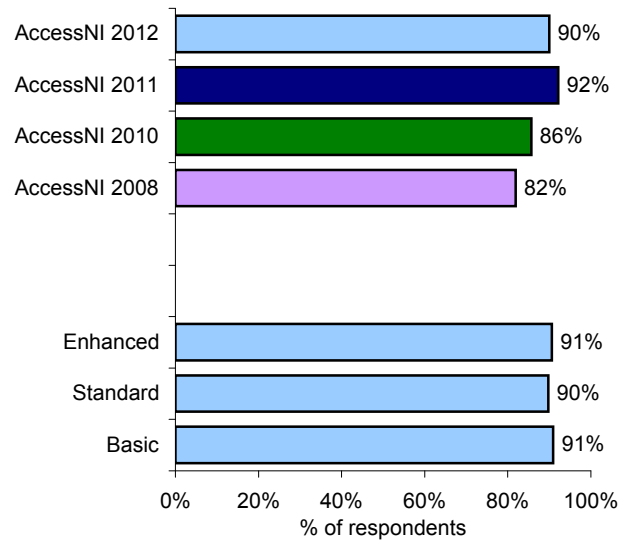
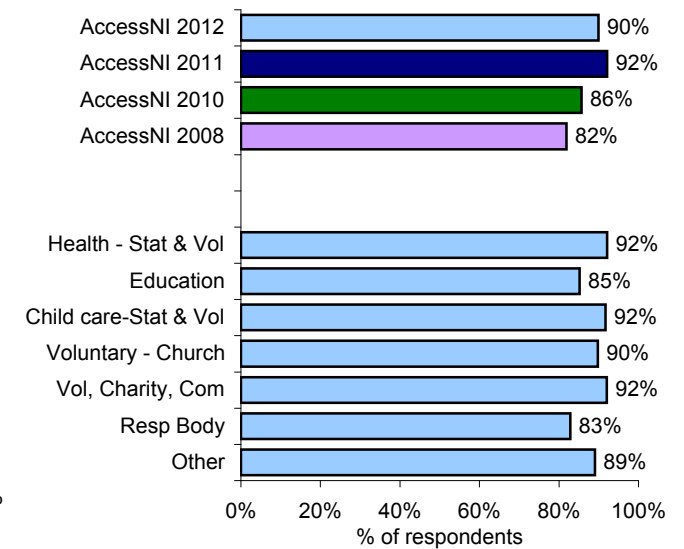


Figure 8.9: Distribution by Organisation



Summary

Nine in ten (90%) AccessNI website users were satisfied with the information that the AccessNI website contains.

Views were similar by organisation and application type.

Section 8: AccessNI Website

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

Its ability to address your query

Figure 8.10: Respondents who use AccessNI website (AccessNI overall)

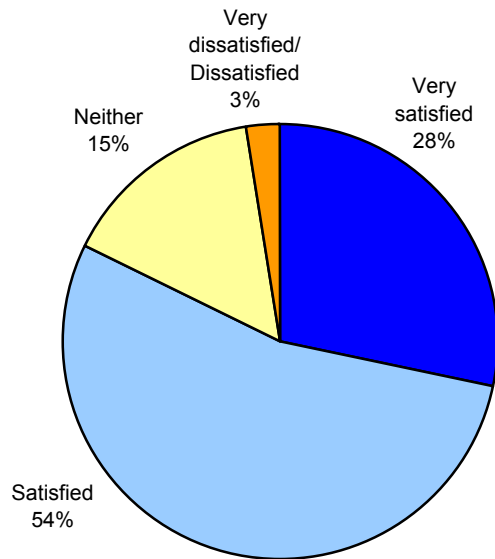


Figure 8.11: Distribution by Application Type

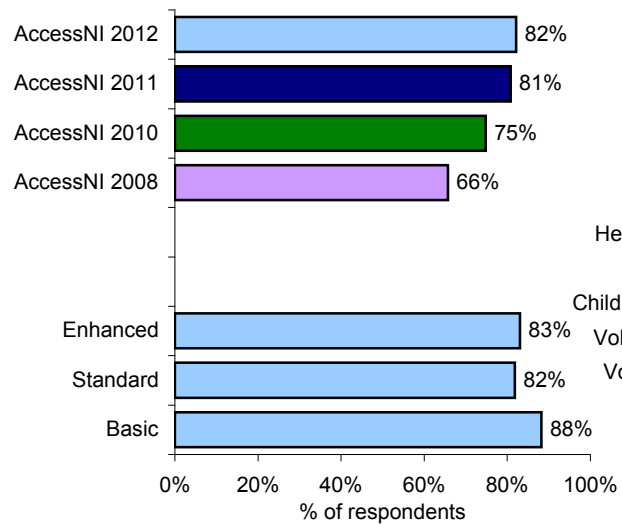
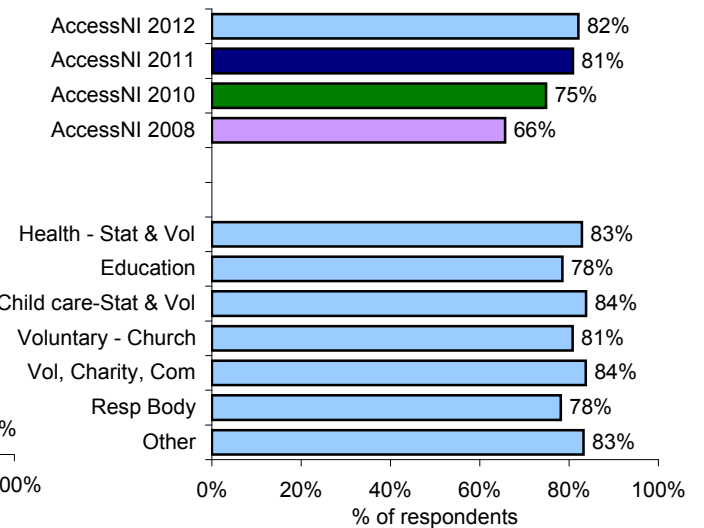


Figure 8.12: Distribution by Organisation



Summary

More than eight in ten respondents (82%) were satisfied with the website's ability to address customers' queries, similar to 2011 (81%).

Views were similar by organisation and application type.

Section 9: Overall

Section 9: 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?	90%

Summary of Findings

Nine out of ten AccessNI customers (90%) were satisfied with the service provided, similar to 2011 (89%) and 2010 (87%) but significantly more than in 2008 (60%). Only 1% were dissatisfied, and less than 1% very dissatisfied.

Section 9: Overall

Section 9: Overall

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

Figure 9.1: Level of satisfaction (AccessNI overall)

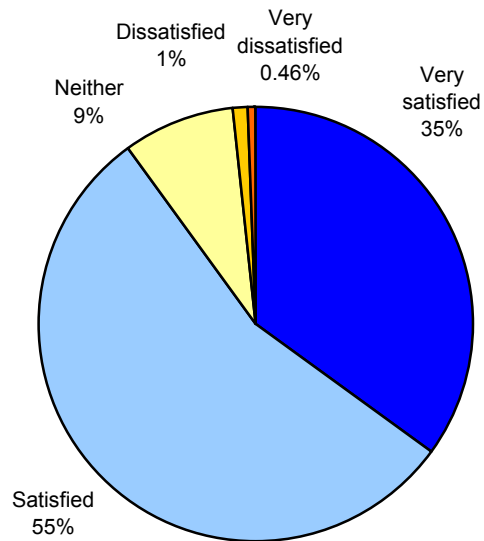


Figure 9.2: Distribution by Application Type

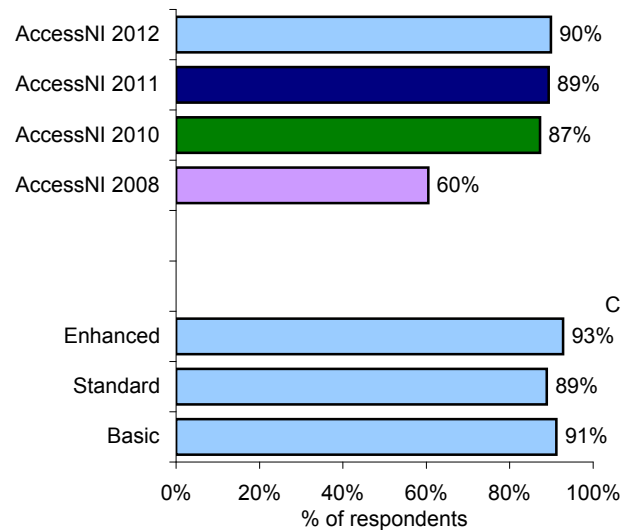
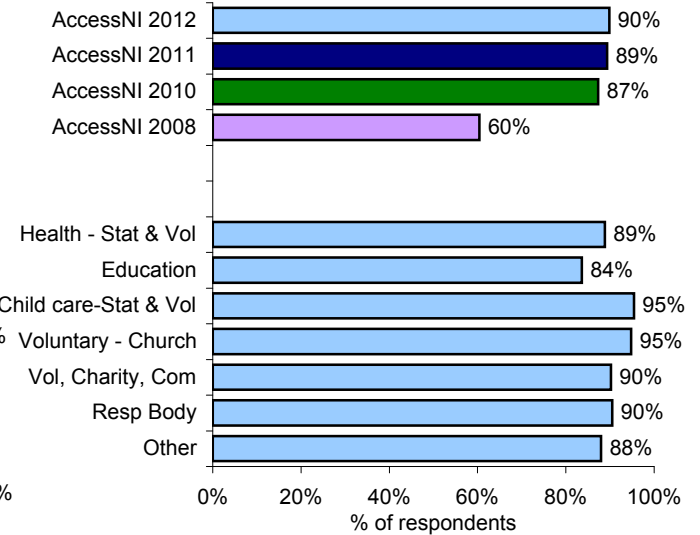


Figure 9.3: Distribution by Organisation



Summary

The majority of AccessNI customers (90%) were satisfied with the service provided, similar to the figure reported 2011 (89%). More than a third of respondents (35%) were very satisfied.

Views were similar by organisation and application type.

Appendix I: Respondent Profile

Appendix I: Respondent Profile

Respondent Profile by:

Type of Organisation	n=1076*
Health - Statutory & Voluntary	24.2
Education	10.3
Child care - Statutory & Voluntary	10.2
Voluntary - Church	8.9
Voluntary, Charity & Community Groups	23.8
Responsible Body	7.9
Other	14.7

* 2 respondents did not give an organisation type.

Appendix II: Breakdown by Organisation Type

Appendix II: Breakdown by Organisation

Section 1: Applications to AccessNI

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

Q2		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
a	Basic	15%	7%	14%	6%	*	14%	49%	23%
b	Standard	11%	7%	12%	8%	13%	14%	15%	11%
c	Enhanced	86%	95%	84%	94%	85%	88%	65%	77%

Over the last 12 months please indicate the number of job applications in which you have used the disclosure information to:

Q3		AccessNI Overall n=996	Health Stat & Vol n=253	Education n=98	Child Care Stat & Vol n=106	Voluntary Church n=84	Vol, Charity, Com n=235	Resp Body n=79	Other n=139
a	Refuse someone employment	13%	20%	16%	7%	7%	10%	24%	9%
b	Place conditions or restrictions on someone's employment	12%	14%	18%	10%	11%	12%	11%	8%

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

Q4		AccessNI Overall n=133	Health Stat & Vol n=51	Education n=16	Child Care Stat & Vol n=7	Voluntary Church n=6	Vol, Charity, Com n=23	Resp Body n=19	Other n=12
a	Due to a specific nature of conviction information or other information	83%	88%	69%	~	~	78%	≥78%	≥67%
b	Due to the application having misled the employer regarding the presence of conviction information or other information	47%	58%	31%	~	~	35%	61%	42%

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

~ Due to small numbers in this category no breakdown is available.

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

Appendix II: Breakdown by Organisation

Section 1: Applications to AccessNI (continued)

Q5		AccessNI Overall n=996	Health Stat & Vol n=253	Education n=98	Child Care Stat & Vol n=106	Voluntary Church n=84	Vol, Charity, Com n=235	Resp Body n=79	Other n=139
% Very/ Moderately useful									
a	How useful have you found the Disclosure Certificate in helping you to make a decision about an individual's application/ employment?	90%	91%	88%	≥96%	87%	89%	91%	86%
Q6		AccessNI Overall n=996	Health Stat & Vol n=253	Education n=98	Child Care Stat & Vol n=106	Voluntary Church n=84	Vol, Charity, Com n=235	Resp Body n=79	Other n=139
% Yes									
a	Did you use AccessNI prior to the last 12 months?	92%	95%	93%	≥96%	88%	89%	89%	93%
Q7		AccessNI Overall n=919	Health Stat & Vol n=241	Education n=91	Child Care Stat & Vol n=102	Voluntary Church n=76	Vol, Charity, Com n=210	Resp Body n=70	Other n=129
% A lot/ A bit quicker									
a	How is AccessNI performing in respect of returning disclosure certificates compared to the period January to December 2010?	76%	72%	75%	79%	86%	78%	74%	73%

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

Appendix II: Breakdown by Organisation

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=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
a	Telephone Helpline	51%	53%	53%	45%	47%	50%	54%	51%
b	Telephone (other, not Helpline)	25%	27%	24%	26%	21%	23%	22%	26%
c	Email	31%	30%	34%	15%	25%	32%	41%	38%
d	Letter	14%	12%	15%	13%	18%	13%	12%	15%
e	Other	1%	*	*	*	*	*	*	*

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
% Satisfied									
a	Telephone Helpline	91%	88%	90%	≥92%	≥91%	94%	≥91%	90%
b	Telephone	92%	87%	≥85%	100%	100%	92%	100%	≥90%
c	Email	89%	88%	≥89%	≥76%	≥83%	94%	≥89%	85%
d	Letter	90%	84%	≥76%	≥71%	≥76%	≥88%	≥60%	100%
e	Other	≥56%	~	~	~	~	~	~	~

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

~ Due to small numbers in this category no breakdown is available.

† 'n' is not available in this question.

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

Appendix II: Breakdown by Organisation

Section 2: Contact with AccessNI (continued)

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=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
a	Telephone Helpline	32%	31%	30%	#	28%	33%	36%	34%
b	Telephone	25%	26%	#	35%	#	26%	19%	25%
c	Email	39%	40%	48%	34%	43%	36%	45%	37%
d	Letter	2%	#	0%	*	*	*	0%	*
e	Other	2%	*	*	*	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.

Appendix II: Breakdown by Organisation

Section 3: AccessNI Finance

How satisfied or dissatisfied are you with our invoices in terms of...

Q11 ^		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Satisfied									
a	The layout of the invoice is easy to understand	88%	92%	73%	91%	89%	88%	86%	86%
b	The charges on the invoice are accurate	87%	93%	78%	92%	83%	87%	88%	83%
c	The level of detail provided	87%	91%	73%	93%	89%	88%	86%	84%
Q12		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Yes									
a	Have you had a reason to contact the finance staff?	11%	7%	10%	9%	11%	14%	16%	14%

How satisfied or dissatisfied were you with the service from the finance staff in terms of...

Q13		AccessNI Overall n=136	Health Stat & Vol n=21	Education n=13	Child Care Stat & Vol n=13	Voluntary Church n=12	Vol, Charity, Com n=40	Resp Body n=14	Other n=22
% Satisfied									
a	Politeness/ courtesy	93%	≥81%	≥69%	≥69%	100%	≥90%	100%	≥82%
b	Helpfulness of staff	92%	≥81%	≥69%	≥69%	100%	≥90%	≥71%	≥82%
c	Knowledge/ professionalism	91%	≥81%	≥69%	≥69%	≥67%	≥90%	100%	≥82%
d	Commitment to resolving issues	88%	≥81%	≥69%	≥69%	≥67%	88%	≥71%	≥82%

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

^ Respondents were given the option of N/A in these questions - n refers to the number of respondents asked the question including the N/A's.

Appendix II: Breakdown by Organisation

Section 4: Communication with AccessNI

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

Q14 ^		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Satisfied									
a	You know who to contact	75%	79%	63%	85%	72%	76%	70%	73%
b	Staff respond in a timely manner	87%	86%	78%	89%	89%	90%	88%	84%
c	The information you have been given is accurate	86%	87%	76%	93%	85%	90%	83%	82%
d	The information you have been given is clear and to the point	85%	87%	77%	92%	84%	87%	86%	81%

Q15		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Very/ Useful									
a	What are your views on the AccessNI Newsletter?	63%	67%	62%	55%	66%	63%	59%	63%

^ Respondents were given the option of N/A in these questions - n refers to the number of respondents asked the question including the N/A's.

Appendix II: Breakdown by Organisation

Section 5: Customer Service Helpline

In terms of contact with AccessNI through the Customer Service Helpline, how satisfied or dissatisfied are you with...

Q16		AccessNI Overall n=543	Health Stat & Vol n=137	Education n=59	Child Care Stat & Vol n=50	Voluntary Church n=45	Vol, Charity, Com n=127	Resp Body n=46	Other n=79
% Satisfied									
a	Speed at your call being answered	92%	88%	86%	≥92%	≥91%	92%	≥91%	92%
b	Helpfulness of staff	92%	91%	90%	≥92%	≥91%	96%	≥91%	88%
c	Professional knowledge of staff	90%	87%	90%	≥92%	≥91%	92%	89%	85%
d	Commitment to dealing with your query	90%	84%	86%	≥92%	≥91%	≥97%	89%	85%
e	Confident that the staff could deal with your query	89%	85%	80%	≥92%	≥91%	93%	87%	87%

Section 6: AccessNI Staff

Q17		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Yes									
a	Have you spoken to any member of staff other than the Helpline Team?	32%	28%	32%	31%	30%	30%	39%	37%

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

Appendix II: Breakdown by Organisation

Section 6: AccessNI Staff (continued)

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

Q18		AccessNI Overall n=342	Health Stat & Vol n=72	Education n=36	Child Care Stat & Vol n=34	Voluntary Church n=29	Vol, Charity, Com n=78	Resp Body n=33	Other n=59
% Satisfied									
a	Politeness/courtesy	99%	≥94%	100%	100%	≥86%	≥95%	100%	≥93%
b	Knowledge /professionalism	96%	≥94%	100%	100%	≥86%	≥95%	≥88%	≥93%
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	89%	≥85%	≥69%	≥73%	≥78%	83%	100%	≥83%
d	Commitment to resolving issues	93%	89%	≥89%	100%	≥86%	≥95%	≥88%	90%
e	Treating customers fairly	94%	92%	≥89%	100%	≥86%	≥95%	≥88%	≥93%
f	Treating information confidentially	95%	89%	100%	100%	100%	94%	100%	≥93%
g	Respecting a customers privacy	93%	87%	≥89%	100%	≥86%	92%	100%	90%

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

Appendix II: Breakdown by Organisation

Section 7: Complaints with AccessNI

		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Yes									
Q19	Have you complained about any aspect of the service provided by AccessNI?	5%	8%	6%	*	7%	2%	8%	3%
% Satisfied		n=54							
Q20	with how AccessNI dealt with your complaint?	43%							
% Yes									
Q21	Has your complaint with AccessNI been resolved satisfactorily?	68%							

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

Appendix II: Breakdown by Organisation

Section 8: AccessNI Website

Q22		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Yes									
a	Do you use the AccessNI Website?	76%	73%	73%	65%	81%	83%	76%	75%

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

Q23		AccessNI Overall n=820	Health Stat & Vol n=191	Education n=81	Child Care Stat & Vol n=72	Voluntary Church n=78	Vol, Charity, Com n=213	Resp Body n=65	Other n=119
% Satisfied									
a	the AccessNI website in terms of its layout	88%	91%	83%	89%	88%	90%	83%	87%
b	the AccessNI website in terms the information it contains	90%	92%	85%	92%	90%	92%	83%	89%
c	the AccessNI website in terms of its ability to address your query	82%	83%	78%	84%	81%	84%	78%	83%

Section 9: Overall

Q25		AccessNI Overall n=1,078	Health Stat & Vol n=260	Education n=111	Child Care Stat & Vol n=110	Voluntary Church n=96	Vol, Charity, Com n=256	Resp Body n=85	Other n=158
% Satisfied									
a	Overall, how satisfied or dissatisfied have you been with the service provided?	90%	89%	84%	95%	95%	90%	90%	88%

**Appendix III:
Comparison with 2011**

Comparison with 2011 results

This section compares the 2012 results with those from the previous surveys completed in 2011 (involving 752 respondents).

In the following tables a ↓ in the 'Change' column indicates that the percentage of respondents 'satisfied' with a particular question has decreased¹ in 2012 compared with 2011. A ↑ in the 'Change' column indicates that the percentage of respondents 'satisfied' with a particular question has increased¹ in 2012 compared with 2011.

Section 1: Applications to AccessNI

How many applications have you sent to AccessNI?

Q2	% Respondents who had sent at least one	2008	2010	2011	2012	Change 2012 - 2011
a	Basic	9%	13%	14%	15%	
b	Standard	20%	17%	15%	11%	↓
c	Enhanced	83%	86%	86%	86%	

Have you used disclosure information to...

Q3	% Yes	2008	2010	2011	2012	Change 2012 - 2011
a	refuse someone employment?	11%	13%	12%	13%	
b	place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment?	-	12%	10%	12%	

- not asked in 2008.

¹ A change that is statistically significant at the 5% level.

Appendix III: Comparison with 2011

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

Q4		2008	2010	2011	2012	Change 2012 - 2011
a	due to the specific nature of conviction information or other information?	-	83%	81%	83%	
b	due to the application having misled the employer regarding the presence of conviction information or other information?	-	45%	55%	47%	

Q5	% <i>Very useful/ useful</i>	2008	2010	2011	2012	Change 2012 - 2011
a	How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/ employment?	-	85%	86%	90%	↑

Q6	% <i>Yes</i>	2008	2010	2011	2012	Change 2012 - 2011
a	Did you use AccessNI prior to the last 12 months?	-	-	89%	92%	↑

Q7	% <i>A lot quicker/ a bit quicker</i>	2008	2010	2011	2012	Change 2012 - 2011
a	How is AccessNI performing in respect of returning disclosure certificates compared to the period January to December 2010?	-	-	90%	76%	↓

- not asked in 2008 or 2010.

Appendix III: Comparison with 2011

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	2012	Change 2012 - 2011
a	Telephone Helpline	-	50%	53%	51%	
b	Telephone	-	25%	27%	25%	
c	Email	-	11%	33%	31%	
d	Letter	-	14%	17%	14%	↓
e	Other	-	8%	1%	1%	

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

Q9	% Satisfied	2008	2010	2011	2012	Change 2012 - 2011
a	Telephone Helpline	57%	90%	92%	91%	
b	Telephone	66%	89%	92%	92%	
c	Email	71%	≥91%	90%	89%	
d	Letter	72%	89%	90%	90%	
e	Other	51%	40%	≥60%	≥56%	

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	2012	Change 2012 - 2011
a	Telephone Helpline	-	29%	31%	32%	
b	Telephone	-	30%	26%	25%	
c	Email	-	37%	39%	39%	
d	Letter	-	2%	3%	2%	
e	Other	-	1%	1%	2%	

- not asked in 2008

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

Appendix III: Comparison with 2011

Section 4: Communication with AccessNI

How satisfied or dissatisfied are you that..

Q14	% Satisfied	2008	2010	2011	2012	Change 2012 - 2011
a	You know who to contact	48%	69%	73%	75%	
b	Staff respond in a timely manner	60%	84%	88%	87%	
c	The information you have been given is accurate	73%	85%	86%	86%	
d	The information you have been given is clear and to the point	70%	81%	84%	85%	

Q15	% Satisfied	2008	2010	2011	2012	Change 2012 - 2011
a	What are your views on the Access NI Newsletter?	-	-	60%	63%	

Section 5: Customer Services Helpline

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

Q16	% Satisfied	2008	2010	2011	2012	Change 2012 - 2011
a	Speed at you call being answered	49%	85%	92%	92%	
b	Helpfulness of staff	71%	89%	92%	92%	
c	Professional knowledge of staff	61%	86%	86%	90%	
d	Commitment to dealing with your query	67%	87%	89%	90%	
e	Confident that the staff could deal with you query	62%	86%	88%	89%	

- not asked in 2008 or 2010.

Appendix III: Comparison with 2011

Section 6: AccessNI Staff

Q17	% Yes	2008	2010	2011	2012	Change 2012 - 2011
	Have you spoken to any other member of staff other than the Helpline Team?	42%	38%	35%	32%	
Q18	% Satisfied	2008	2010	2011	2012	Change 2012 - 2011
a	Politeness/Courtesy	93%	98%	96%	99%	
b	Knowledge/Professionalism	81%	93%	94%	96%	
c	Organisation (i.e. sufficiently prepared for meetings/ discussions)	58%	73%	86%	89%	
d	Commitment to resolving issues	75%	87%	92%	93%	
e	Treating customers fairly	76%	89%	91%	94%	
f	Treating information confidentially	80%	92%	91%	95%	
g	Respecting a customer's privacy	78%	92%	91%	93%	

Section 7: Complaints to AccessNI

	% Yes	2008	2010	2011	2012	Change 2012 - 2011
Q19	Have you complained about any aspect of the service provide by AccessNI?	22%	8%	4%	5%	
% Satisfied						
Q20	How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?	39%	54%	52%	43%	
% Yes						
Q21	Has you complaint been resolved satisfactorily?	70%	80%	76%	68%	

Appendix III: Comparison with 2011

Section 8: AccessNI Website

% Yes		2008	2010	2011	2012	Change 2012 - 2011
Q22	Do you use the AccessNI Website?	81%	83%	84%	76%	↓
% Satisfied						
Q23	Its Layout	81%	83%	87%	88%	
	The information it contains	82%	86%	92%	90%	
	Its ability to address your query	66%	75%	81%	82%	

Section 8: Overall

Q25	% Satisfied	2010	2011	2012	Change 2012 - 2011
	Overall, how satisfied or dissatisfied have you been with the service provided?	60%	87%	89%	90%

Appendix IV: Questionnaire



AccessNI Customer Survey 2012

BACKGROUND INFORMATION

All information you give in this questionnaire is completely confidential.

Your completed questionnaire will go directly to Human Resource Consultancy Services Branch of the Northern Ireland Statistics and Research Agency (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

Instructions are highlighted in yellow.

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 9th March 2012.

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

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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Enhanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you selected None to all parts of Q2 (a, b and c), go to Q8. Otherwise, please go to Q3.

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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you selected None to Q3 (a), go to Q5. Otherwise, please go to Q4.

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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Due to the application having misled the employer regarding the presence of conviction information or other information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- Very useful
- Moderately useful
- Mildly useful
- Not useful at all

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

Yes..... **Go to Q7**

No..... **Go to Q8**

Q7 How is AccessNI performing in respect of returning disclosure certificates compared to the period January to December 2010?

A lot quicker A bit quicker About the same A bit slower A lot slower

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..... **Go to Q9**

Telephone (other, not Helpline number)..... **Go to Q9**

Email..... **Go to Q9**

Letter..... **Go to Q9**

Other (please specify in the box below)..... **Go to Q9**

None of these - I have had not needed to contact AccessNI..... **Go to Q10**

Please specify 'Other' type of contact

Q9 How satisfied or dissatisfied are you with each method of contact you have used.... (Please Select only those methods used in Q8)

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

If you selected 'dissatisfied' or 'very dissatisfied' with any of the methods of contact in Q9 please tell us why you felt this way about the method of contact in the box below.

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.....

Telephone.....

Email.....

Letter.....

Other.....

AccessNI Finance

Q11 How satisfied or dissatisfied are you with our invoices in terms of...

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
a) The layout of the invoice is easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The charges on the invoice are accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The level of detail provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Have you had reason to contact the finance staff?

Yes.....

No

If you selected Yes to Q12, go to Q13. Otherwise, please go to Q14

Q13 How satisfied or dissatisfied were you with the service from the finance staff in terms of...

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a) Politeness/ courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Knowledge/professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Commitment to resolving issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication with AccessNI

Q14 In terms of communication with AccessNI, how satisfied or dissatisfied are you that...

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

Q15 What are your views on the AccessNI Newsletter?

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

Customer Services Helpline

Please only answer Q16 if you have made contact with AccessNI through the Telephone Customer Services Helpline. If you have not used the Helpline go to Q17

Q16 Thinking about your contact with AccessNI through the Customer Services Helpline, how satisfied or dissatisfied are you with the following aspects of this service?

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

AccessNI Staff

Q17 Have you spoken to any member of staff other than the Helpline Team?

- Yes **Go to Q18**
 No **Go to Q19**

Q18 How satisfied or dissatisfied were you with the service from the non Helpline staff you have spoken to in terms of...

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

Complaints with AccessNI

Q19 Have you complained about any aspect of the service provided by AccessNI?

- Yes **Go to Q20**
 No **Go to Q22**

Q20 How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Has your complaint with AccessNI been resolved satisfactorily?

- Yes **Go to Q22**
 No **Please use the box below to tell us why**

If you were dissatisfied with the AccessNI complaints process i.e. you selected 'Dissatisfied' or 'Very dissatisfied' at Q20 or 'No' at Q21, please give details of any problems you experienced.

AccessNI Website

Q22 Do you use the AccessNI Website?

Yes **Go to Q23**
No **Go to Q24**

Q23 How satisfied or dissatisfied are you with the AccessNI website in terms of...

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

If you selected 'dissatisfied' or 'very dissatisfied' with any aspects of the AccessNI website in Q23 please tell us about any suggestions you have for improvements to the website in the box below.

Overall

Q24 If you could change any one thing about the service you have received from AccessNI, what would you change?

Q25 Overall, how satisfied or dissatisfied have you been with the service provided?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied

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 return it in the envelope provided or to the address below:

**HCRS Survey Team,
NISRA,
Level 7a,
Royston House,
34 Upper Queen Street,
Belfast
BT1 6FD**