# AccessNI Customer Survey 2014

**STATISTICAL REPORT**

**GOVERNMENT**

# Contents

Almost a third of customers responded to the survey this year. The survey covered a range of issues relating to the customers' experience of using AccessNI, with questions on applications, methods of contact with AccessNI and experience with the customer services helpline, invoices, communication with and complaints to AccessNI, the AccessNI website, the Umbrella Body database, the prospect of online disclosure forms and and finally overall satisfaction.

Overall satisfaction with the service provided by AccessNI remains high with nine out of ten of customers satisfied. Customers' views are broadly similar to 2013 and do not differ by organisation or application type in 2014.

Where there are improvements in customer satisfaction since 2013, the areas include:

- Regarding invoices, customers are more satisfied with the politeness/ courtesy and helpfulness of staff in AccountNI.

- Customers are more satisfied with the layout, ease of navigation and accuracy of information on the Umbrella Body database.

- Of those customers who had made a complaint, there is an increase in the proportion reporting that their complaints had been resolved satisfactorily.

There are some areas of deterioration:

- Fewer customers feel the return of disclosure certificates between January and December 2013 has been quicker than in 2012, although only 6% think it was slower.

- For the Customer Services Helpline, fewer customers are satisfied with staff's commitment to dealing with their query.

- There is an increase in the proportion of customers making a complaint.

Other changes to note:

- More customers reported that they have used disclosure information to refuse a job application due to the specific nature of a conviction or other information.

- More customers have received an invoice in relation to AccessNI services in the past 12 months.

- More customers are contacting AccountNI with an invoice query.

- Usage of the AccessNI Website increased, with more customers accessing it through the NIDirect Website and fewer accessing it through the Department of Justice (DOJ) website than in 2013.

## Background

AccessNI was established as part of 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 to enable organisations in Northern Ireland to make more informed recruitment decisions. AccessNI provides criminal history information about anyone seeking paid or unpaid work in certain defined areas, such as working with children or vulnerable adults. It 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.

This is the sixth year in which AccessNI has held a customer survey; the first of which was held in 2008. The survey is carried out and analysed by the Human Resource Consultancy Services (HRCS) Branch of the Northern Ireland Statistics and Research Agency (NISRA) and covers customers identified by AccessNI.

As a result of the survey, AccessNI has taken forward a number of actions including a re-vamp of its seasonal Newsletter, refinements to application forms, targeted training for customer services staff and a re-design of website features. Also, and more specifically in response to the 2013 survey, AccessNI is currently progressing the development of an e-applications process and delivery of a portable disclosure service.

## Response rate

Of the eligible sample, 32% completed the questionnaire.

| | |
|---|---|
| Number of customers surveyed | 803 |
| Ineligible (invalid e-mail address) | 29 |
| Eligible | 774 |
| Completed the questionnaire | 244 |

## 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.

**Section 1: Applications to AccessNI**

## Key Findings

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

| Type of Application | AccessNI Overall |
|---|---|
| Basic | 7% |
| Standard | 22% |
| Enhanced | 92% |

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

| % of customers who indicated at least one application in the last 12 months | |
|---|---|
| refuse someone employment | 21% |
| place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment | 18% |

| % of customers who had refused at least one person employment | |
|---|---|
| due to the specific nature of conviction information or other information | 80% |
| due to the application having misled the employer regarding the presence of conviction information or other information | 51% |

| % of customers who indicated at least one application in the last 12 months (Very/Moderately Useful combined) | |
|---|---|
| How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/employment? | 90% |

| % Yes | Access NI Overall |
|---|---|
| Did you use AccessNI prior to the last 12 months? | 97% |

*How did AccessNI perform in respect of returning disclosure certificates between January to December 2013 compared to 2012?*

| % of customers who had used Access NI prior to the last 12 month | |
|---|---|
| A lot quicker | 17% |
| A bit quicker | 47% |
| About the same | 30% |
| A bit/a lot slower | 6% |

## Summary of Findings

The views of customers in this section are broadly comparable to 2013 and similarly most applications submitted are Enhanced, with considerably fewer customers submitting Standard or Basic applications.

Whilst one fifth of customers had used disclosure information to refuse someone employment, a slightly lower proportion had used it to place conditions or restrictions on someone's employment.

Of those customers that had used the disclosure information to refuse someone employment, the majority were as a result of the specific nature of the conviction information, with around half due to the application having misled the employer regarding conviction or other information. Nine out of ten customers found the Disclosure Certificate useful in helping them to make a decision about an individual's application/ employment.

Almost two thirds of customers that used the service in the previous 12 months consider the return of disclosure certificates to be quicker than in the previous period, lower than the equivalent proportion in 2013.

Figure 1.1: Type of Application by Year[R]
*(AccessNI customers)* [1]
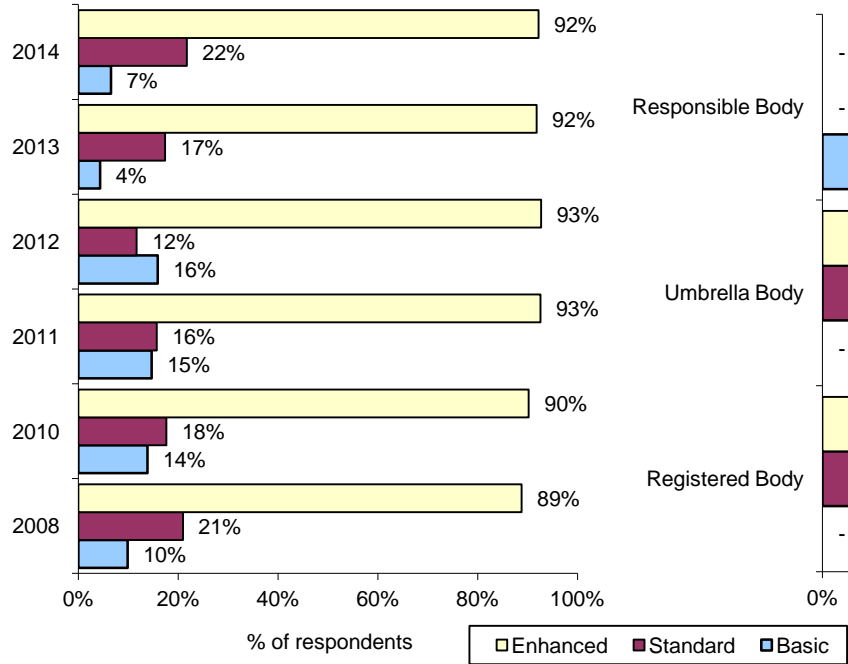
Figure 1.2: Distribution by Organisation Type
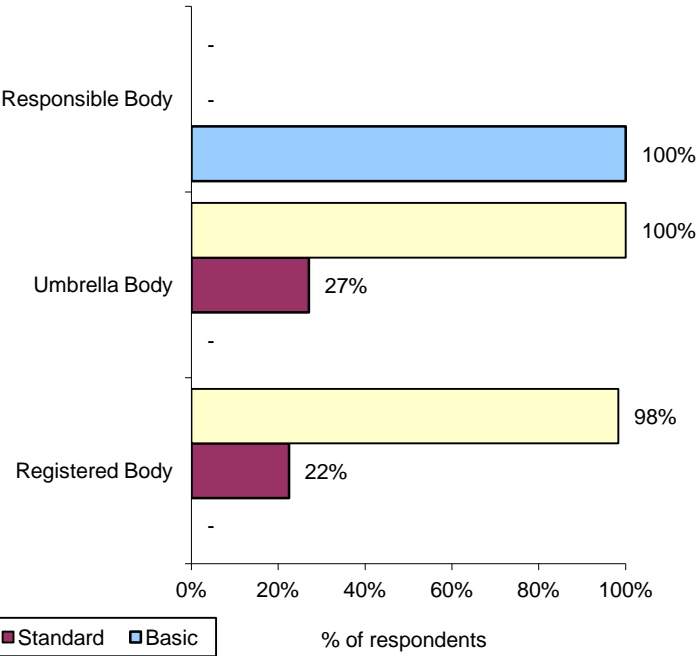
Figure 1.3: Multiple types of Application



Figure 1.1 (2014, 2013, 2012, 2011, 2010, 2008) — Enhanced, Standard, Basic:

- 2014: 92%, 22%, 7%
- 2013: 92%, 17%, 4%
- 2012: 93%, 12%, 16%
- 2011: 93%, 16%, 15%
- 2010: 90%, 18%, 14%
- 2008: 89%, 21%, 10%

% of respondents

Enhanced ■Standard □Basic

Figure 1.2:

- Responsible Body: -, -, 100%
- Umbrella Body: 100%, 27%, -
- Registered Body: 98%, 22%, -

% of respondents

Figure 1.3:

- 2 Types of Application 20%
- 1 Type of Application 80%
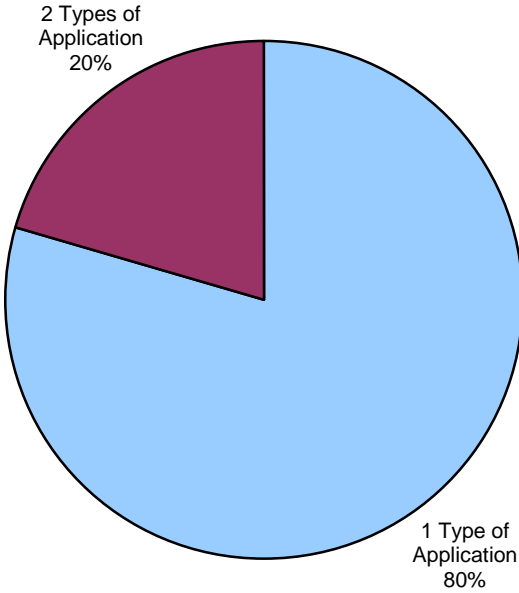
## Summary

The majority of customers had made one or more Enhanced applications. Most customers had submitted only one type of application.

---

[1]Please treat any differences with caution in the Basic application type as only Responsible Bodies were asked this question in 2013 and 2014.

[R] Figures have been revised for 2008, 2010, 2011, 2012 to include only customers who had sent at least one type of application.

*How many applications have you sent to AccessNI?*

**Basic**

Figure 1.4: Number of Basic Applications
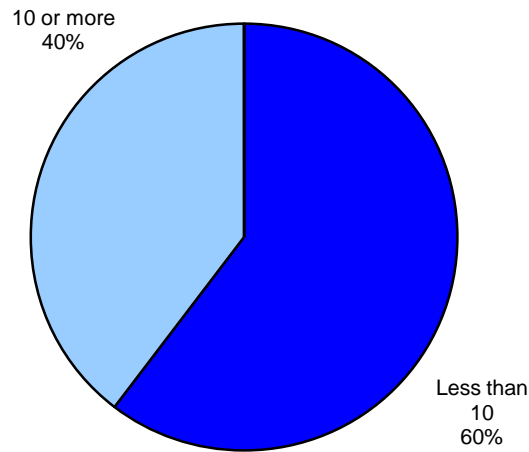*(AccessNI Overall)*



50 or more
44%

1-49
56%
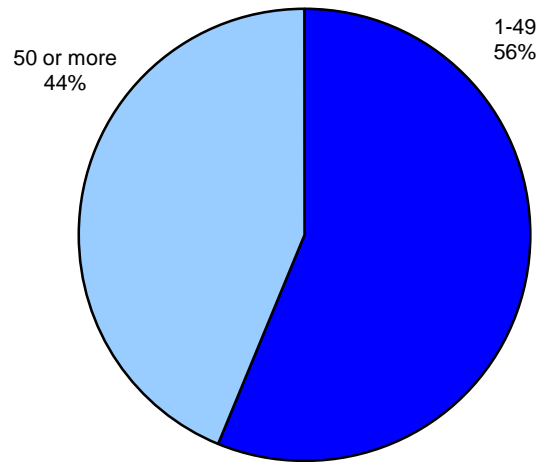
**Summary**

Over half of customers that had made a Basic application had made less than 50 applications.

**Standard**

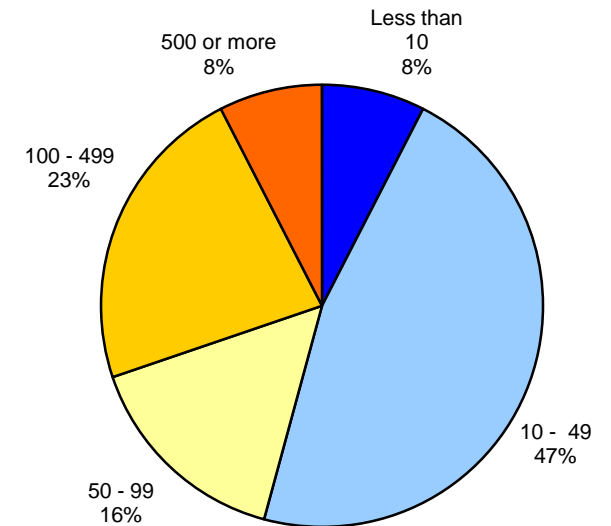Figure 1.5: Number of Standard Applications
*(AccessNI Overall)*



10 or more
40%

Less than
10
60%

**Summary**

Three fifths of customers who had made a Standard application had made fewer than 10.

**Enhanced**

Figure 1.6: Number of Enhanced Applications
*(AccessNI Overall)*



Less than
10
8%

500 or more
8%

100 - 499
23%

50 - 99
16%

10 - 49
47%

**Summary**

Just under half of customers who had made an Enhanced application had made between 10 and 49.

10

**Refuse someone employment**

Figure 1.7: Customers who used disclosure information *(AccessNI Overall)*



- 6 or more 5%
- 3-5 5%
- 1-2 11%
- None 79%
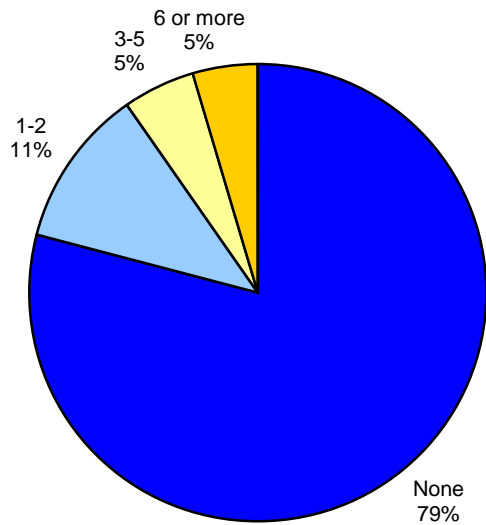
Figure 1.8: Distribution by Year *(1+ application)*



| Year | % |
|------|-----|
| 2014 | 21% |
| 2013 | 16% |
| 2012 | 13% |
| 2011 | 12% |
| 2010 | 13% |
| 2008 | 11% |

% of respondents
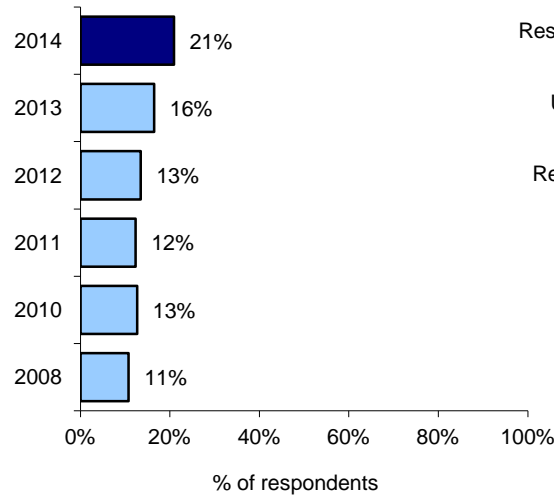
Figure 1.9a: Distribution by Type of Organisation *(1+ application)*



| | % |
|---|---|
| Responsible Body | 38% |
| Umbrella Body | - |
| Registered Body | 19% |

% of respondents
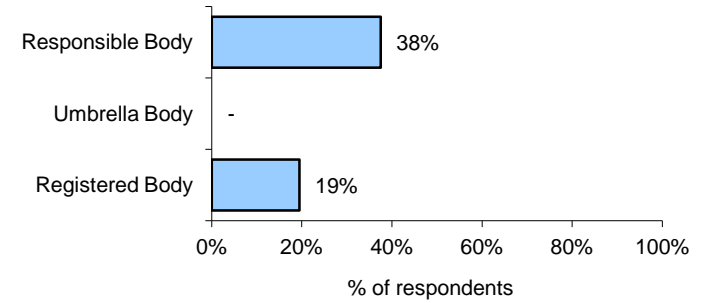
Figure 1.9b: Distribution by Application Type *(1+ application)*



| | % |
|---|---|
| Enhanced | 19% |
| Standard | 18% |
| Basic | 38% |

% of respondents
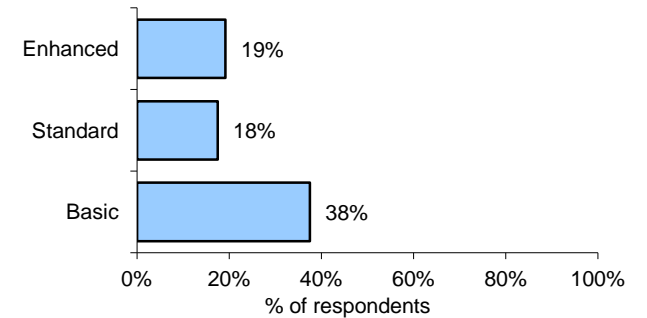
## Summary

One fifth of customers had refused someone employment because of the disclosure information provided by AccessNI.

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

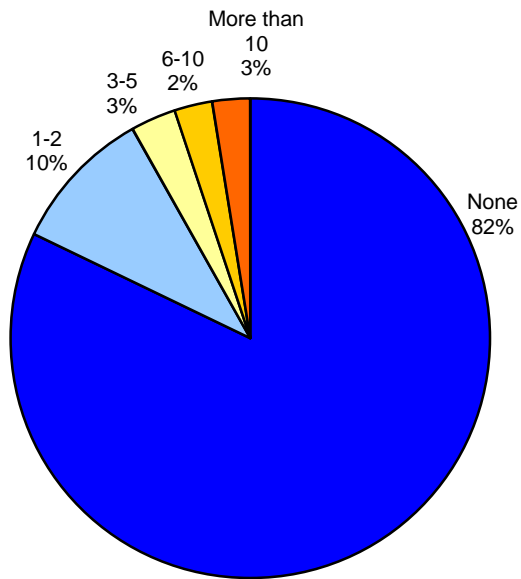Figure 1.10: Customers who used disclosure information *(AccessNI Overall)*

More than 10
3%

6-10
2%

3-5
3%

1-2
10%

None
82%

Figure 1.11: Distribution by Year *(1+ application)*

| Year | % |
|------|-----|
| 2014 | 18% |
| 2013 | 13% |
| 2012 | 12% |
| 2011 | 10% |
| 2010 | 12% |
| 2008 | - |

% of respondents
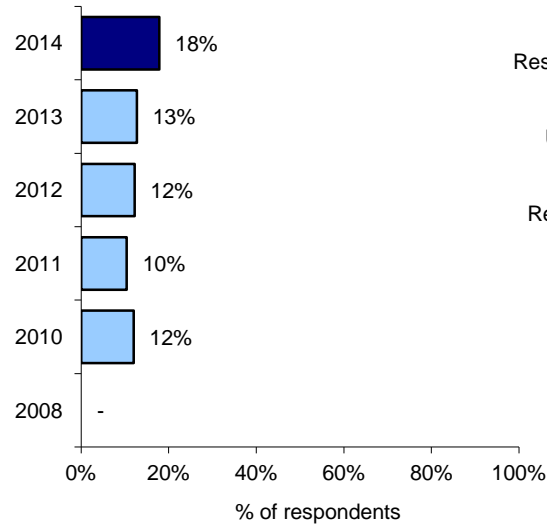
Figure 1.12a: Distribution by Type of Organisation *(1+ application)*

| | |
|---|---|
| Responsible Body | ~ |
| Umbrella Body | - |
| Registered Body | 19% |

% of respondents
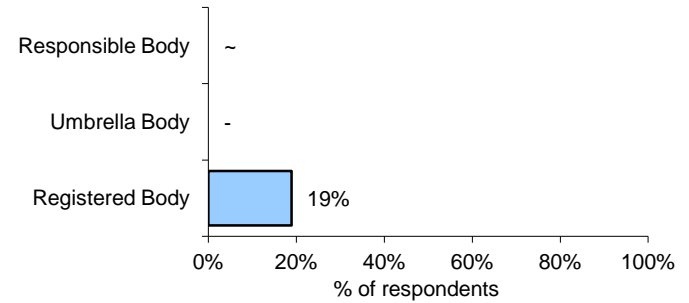
Figure 1.12b: Distribution by Application Type *(1+ application)*

| | |
|---|---|
| Enhanced | 19% |
| Standard | 25% |
| Basic | ~ |

% of respondents
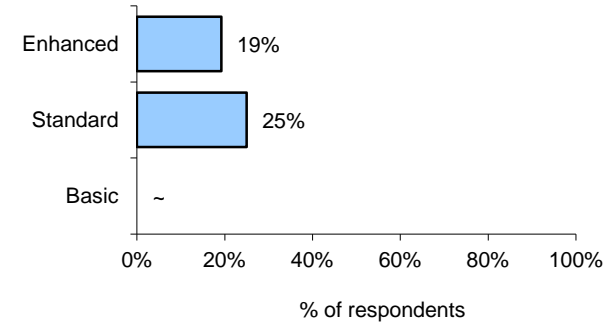
## Summary

Almost one fifth of customers had placed conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment because of the disclosure information provided by AccessNI.

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

*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: Customers who refused someone employment *(AccessNI Overall)*



Figure 1.14: Distribution by Year *(1+refused)*



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



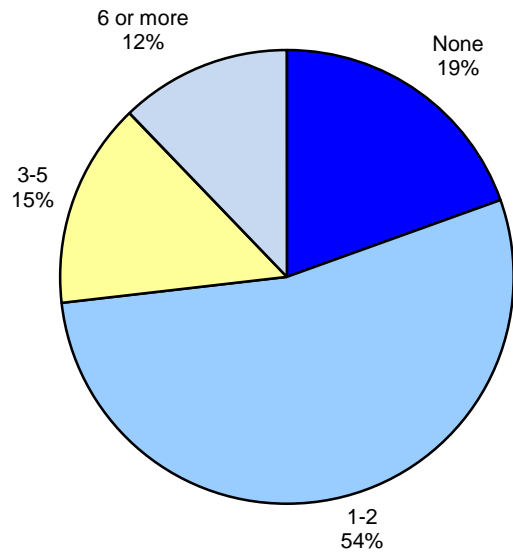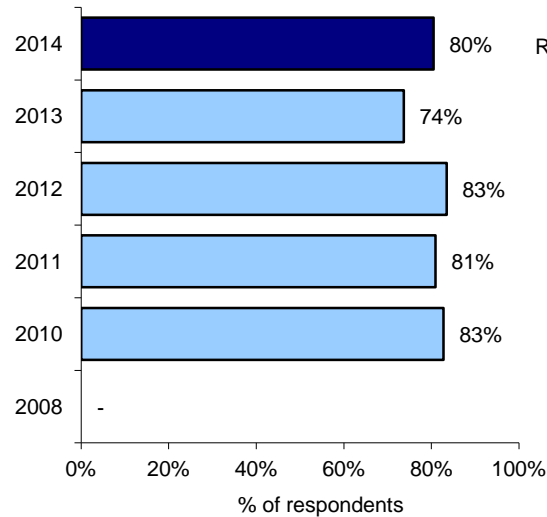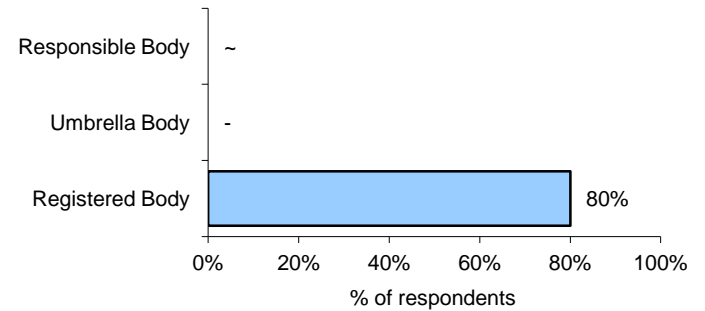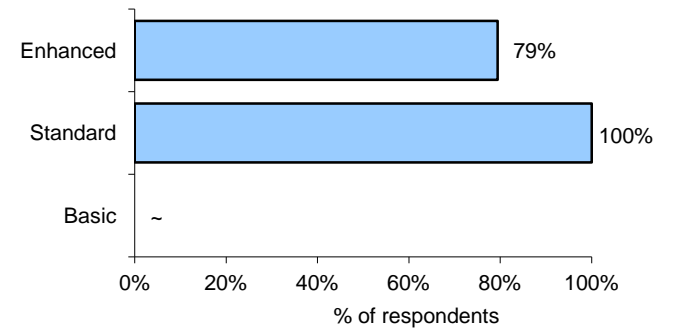Figure 1.15b: Distribution by Application Type *(1+refused)*



## Summary

Of those customers who had refused someone employment due to the disclosure information, the majority were 'due to the specific nature of conviction information or other information', a higher proportion than in 2013.

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

*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**

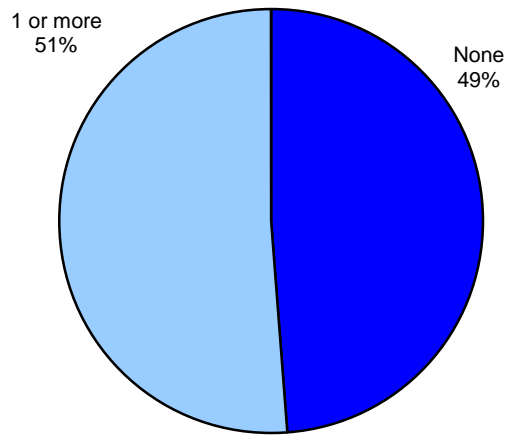Figure 1.16: Customers who refused someone employment *(AccessNI Overall)*
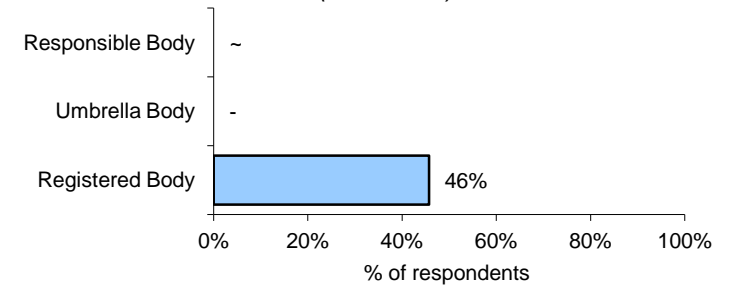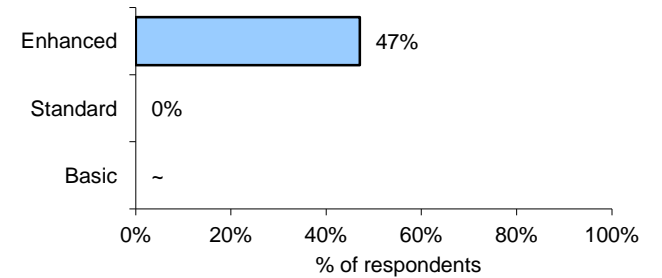
1 or more
51%

None
49%

Figure 1.17: Distribution by Year *(1+refused)*

| Year | % |
|------|-----|
| 2014 | 51% |
| 2013 | 44% |
| 2012 | 47% |
| 2011 | 55% |
| 2010 | 45% |
| 2008 | - |

% of respondents
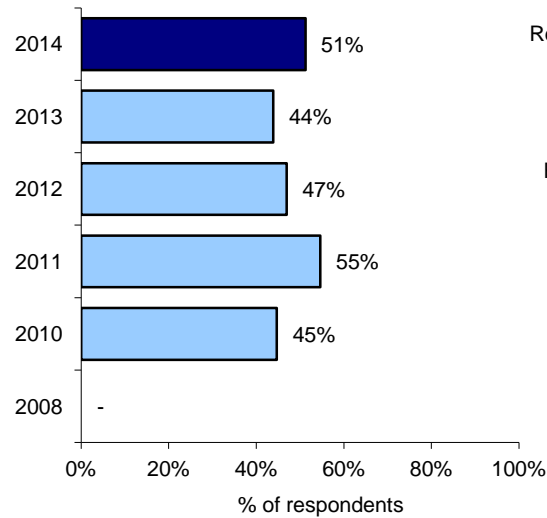
Figure 1.18a: Distribution by Type of Organisation *(1+refused)*

| | |
|---|---|
| Responsible Body | ~ |
| Umbrella Body | - |
| Registered Body | 46% |

% of respondents

Figure 1.18b: Distribution by Application Type *(1+refused)*

| | |
|---|---|
| Enhanced | 47% |
| Standard | 0% |
| Basic | ~ |

% of respondents

**Summary**

Half of customers 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'.

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

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

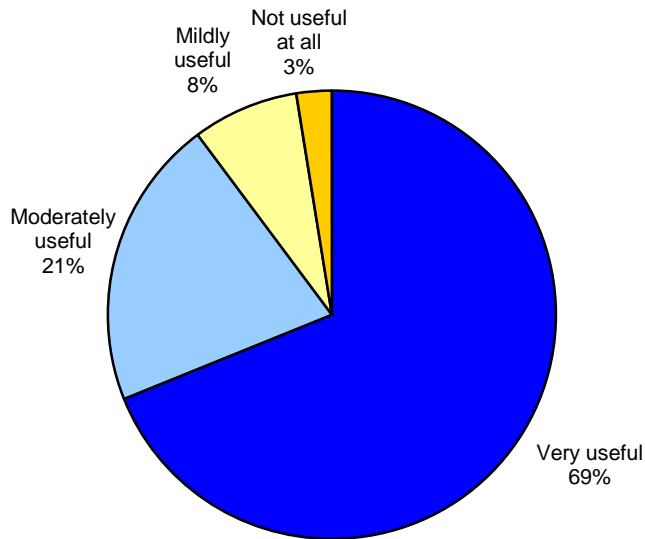Figure 1.19: Level of usefulness
*(AccessNI Overall)*



Mildly useful 8%
Not useful at all 3%
Moderately useful 21%
Very useful 69%

Figure 1.20: Distribution by Year
*(% Very/Moderately useful)*



2014    90%
2013    90%
2012    90%
2011    86%
2010    85%
2008    -

% of respondents
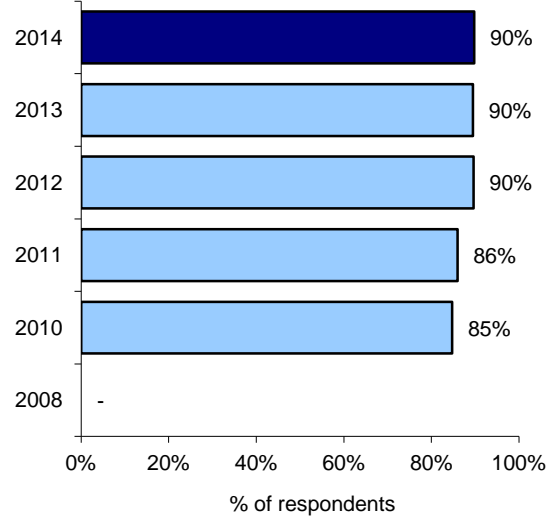
Figure 1.21a: Distribution by Type of Organisation
*(% Very/Moderately useful)*



Responsible Body    100%
Umbrella Body    -
Registered Body    89%

% of respondents
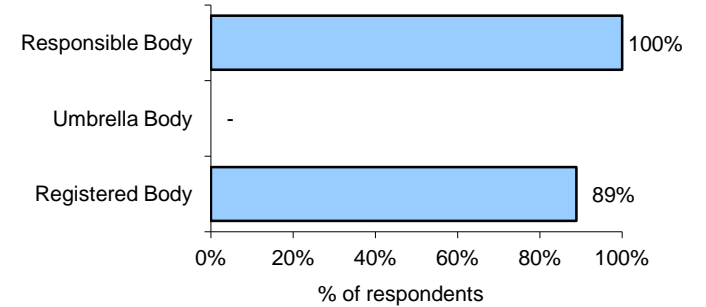
Figure 1.21b: Distribution by Application Type *(% Very/Moderately useful)*



Enhanced    89%
Standard    88%
Basic    100%

% of respondents
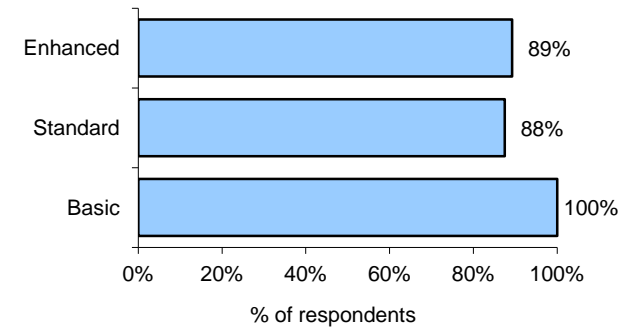
**Summary**

The majority of AccessNI customers found the Disclosure Certificate very or moderately useful in helping them make a decision about an individual's application/employment, the same as 2013.

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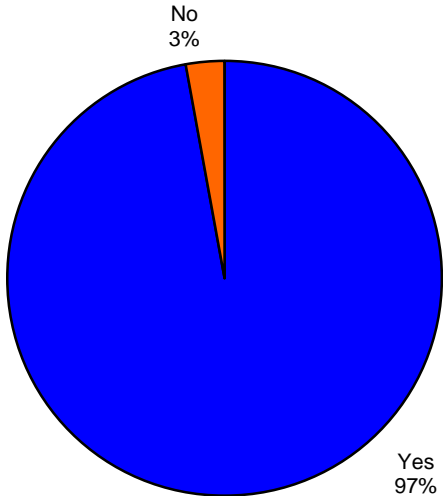


Figure 1.23: Distribution by Year *(% Yes)*



- 2014: 97%
- 2013: 96%
- 2012: 92%
- 2011: 89%
- 2010: -
- 2008: -

% of respondents
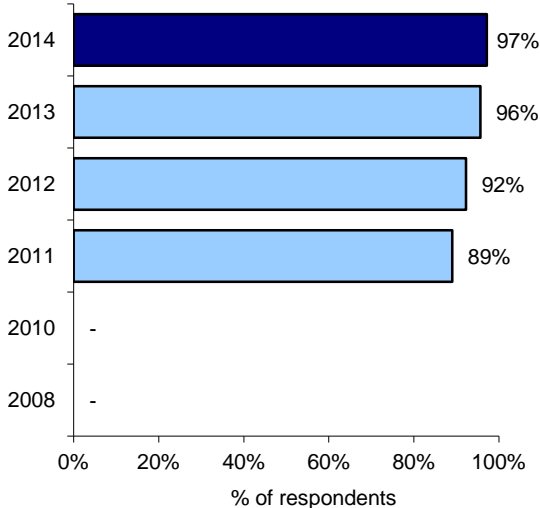
Figure 1.24a: Distribution by Type of Organisation *(% Yes)*



- Responsible Body: ≥75%
- Umbrella Body: 100%
- Registered Body: 97%

% of respondents
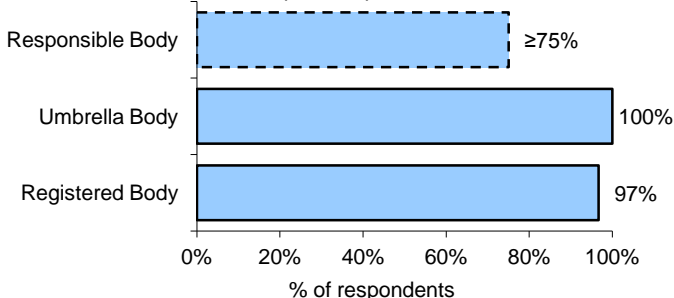
Figure 1.24b: Distribution by Application Type *(% Yes)*



- Enhanced: 97%
- Standard: 100%
- Basic: ≥75%

% of respondents
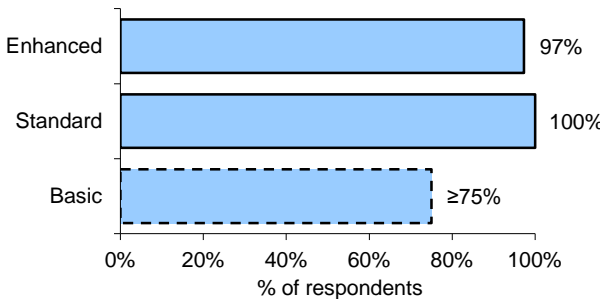
**Summary**

Almost all customers had used AccessNI prior to the last 12 months.

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

16

Figure 1.25: Return of disclosure certificates
*(AccessNI Overall)*
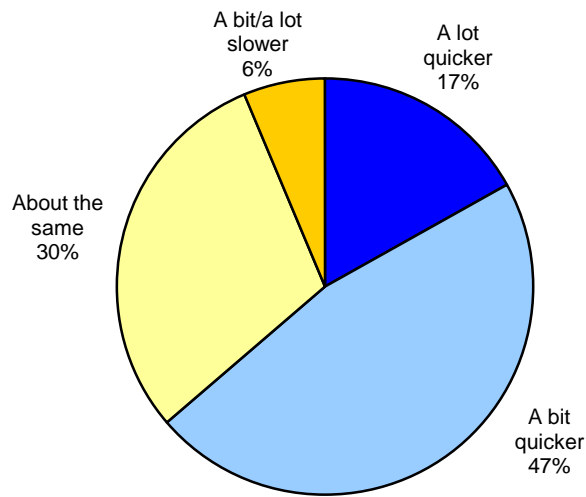


Figure 1.26: Distribution by Year
*(% A lot quicker/ A bit quicker)*



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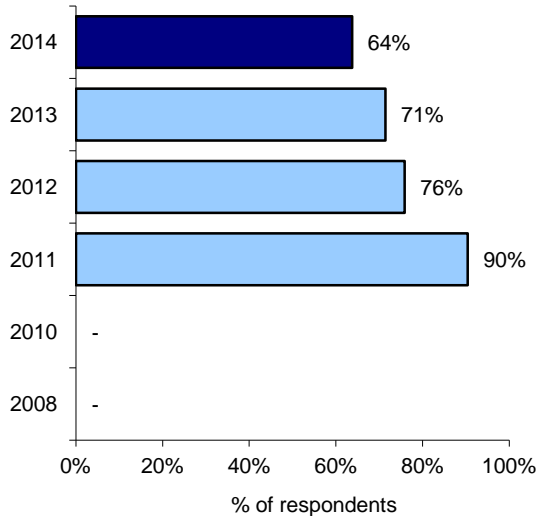
Figure 1.27: Distribution by Type of Organisation
*(% A lot quicker/ A bit quicker)*



% of respondents
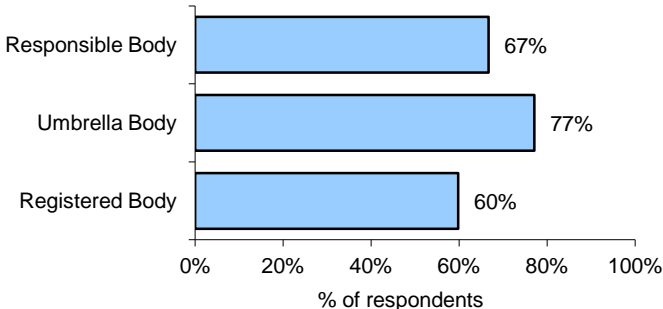
Figure 1.27b: Distribution by Application Type
*(% A lot quicker/ A bit quicker)*



% of respondents
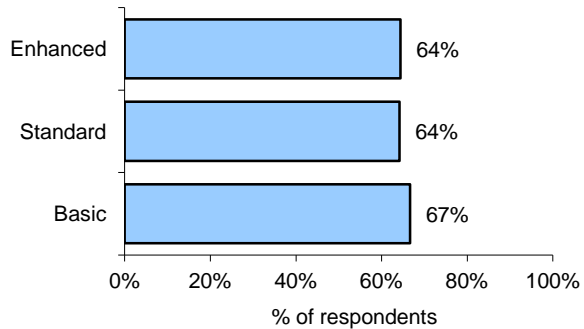
**Summary**

Almost two thirds of customers who had used AccessNI prior to the last 12 months rate it as quicker in 2014 than the same period in 2013, however this is lower than the proportion that felt it was quicker in 2013 compared to 2012.

17

**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 | 74% |
| Telephone (other, not Helpline) | 29% |
| Email | 50% |
| Letter or Other[1] | 16% |

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

| % Satisfied | AccessNI Overall |
|---|---|
| Telephone Helpline | 90% |
| Telephone | 88% |
| Email | 90% |
| Letter or Other[1] | 83% |

*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 | 42% |
| Telephone | 21% |
| Email | 35% |
| Letter or Other[1] | 1% |

---
[1] These categories have been merged due to less than 5 customers in a category.

## Summary of Findings

The levels of satisfaction with each method of contact are similar to 2013.

The most popular method of contacting AccessNI is via the 'Telephone Helpline', with almost three quarters of customers using it. The second most popular is via email with half of customers indicating that they use it. Just over a quarter use Telephone (non-Helpline) and some 16% use Letter or Other methods to contact AccessNI, all similar to 2013.

Nine out of ten customers are satisfied with the Telephone Helpline and non-Helpline Telephone services, with similar views found for Email and Letter or Other.

The largest percentage of customers would prefer to use the Telephone Helpline to make contact if the speed of response and availability of each method was identical, similar to 2013.

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

Figure 2.1: Type of contact by Year
*(AccessNI overall)*
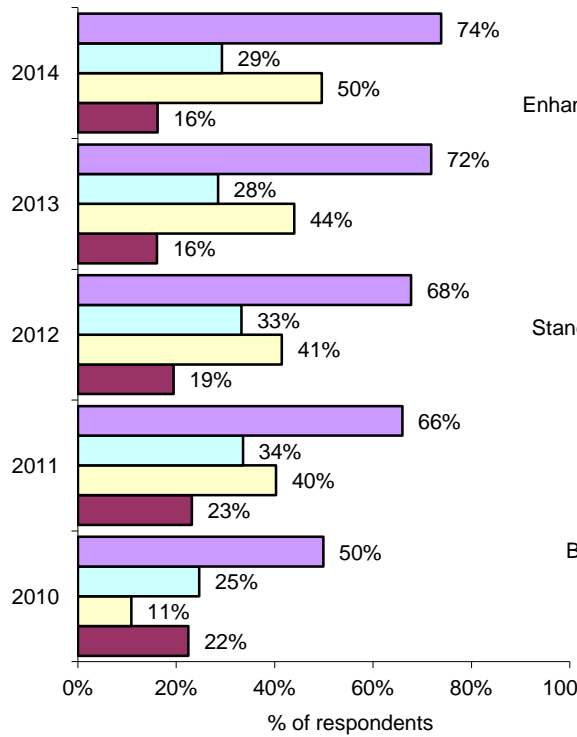


Figure 2.2: Distribution by Application Type
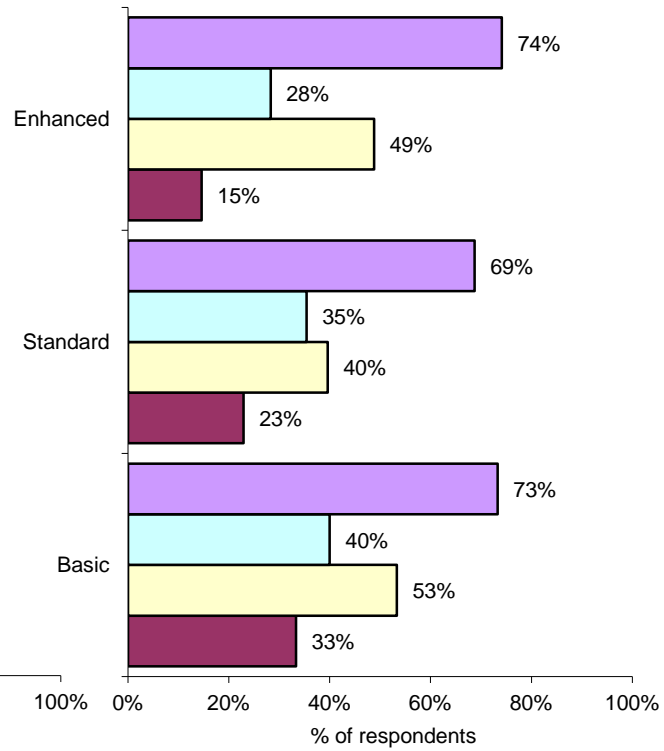


Figure 2.3: Distribution by Organisation Type
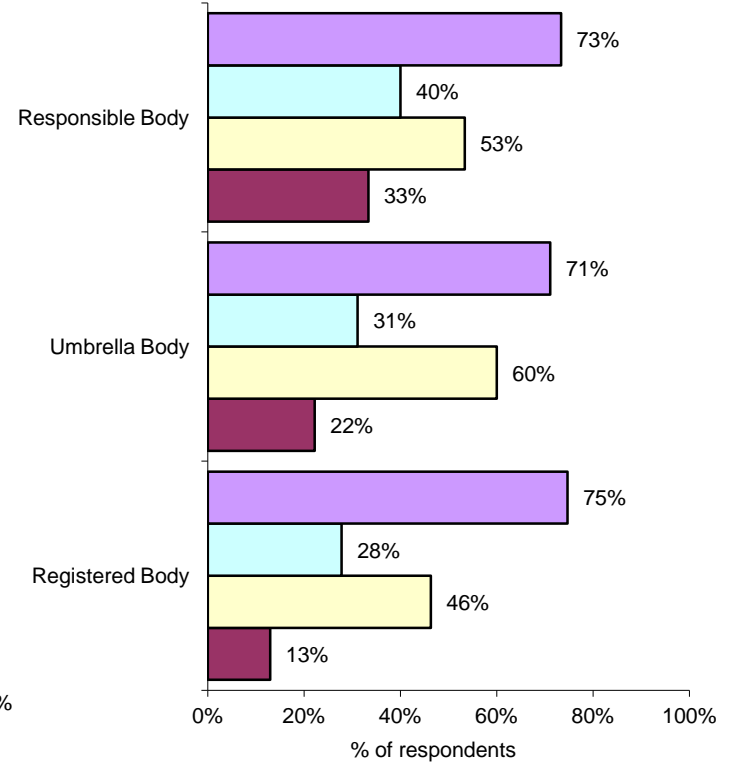


□ Telephone Helpline     □ Telephone     □ Email     ■ Letter or Other

## Summary

Customers are asked how they currently contact AccessNI. They are able to select more than one option. The most common form of contact is the Telephone Helpline, with Email being the next most popular. Over a quarter contact AccessNI by Telephone (non-Helpline). Some 16% of customers contact AccessNI by Letter or Other methods.

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

**Telephone Helpline**

Figure 2.4: Level of Satisfaction
*(AccessNI overall)*



- Other 10%
- Satisfied 41%
- Very satisfied 49%

Figure 2.5: Distribution by Year
*(% satisfied)*



| Year | % |
|------|-----|
| 2014 | 90% |
| 2013 | 90% |
| 2012 | 91% |
| 2011 | 92% |
| 2010 | 90% |
| 2008 | 57% |

% of respondents
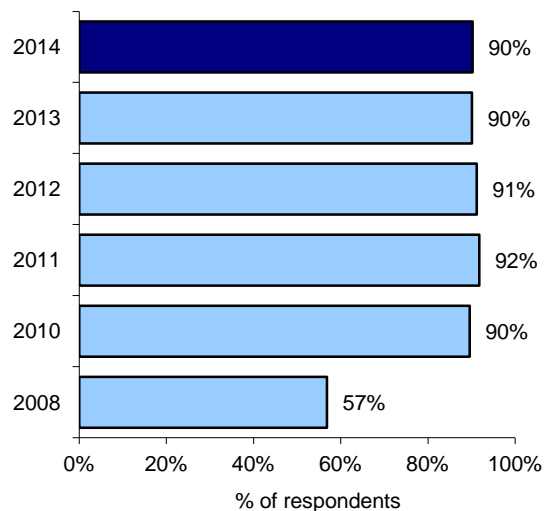
Figure 2.6a: Distribution by Organisation
*(% satisfied)*



| | % |
|------|------|
| Responsible Body | ≥64% |
| Umbrella Body | 100% |
| Registered Body | 88% |

% respondents
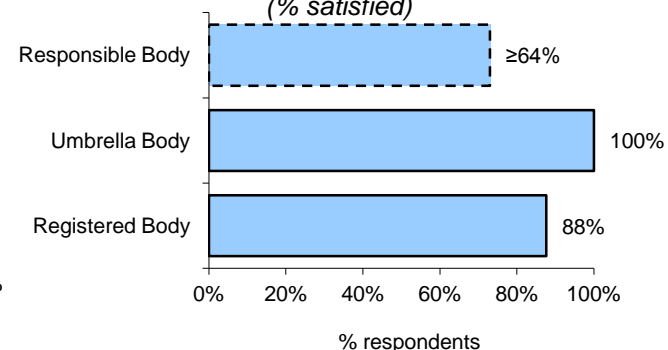
Figure 2.6b: Distribution by Application Type
*(% satisfied)*



| | % |
|------|------|
| Enhanced | 90% |
| Standard | ≥88% |
| Basic | ≥64% |

% respondents
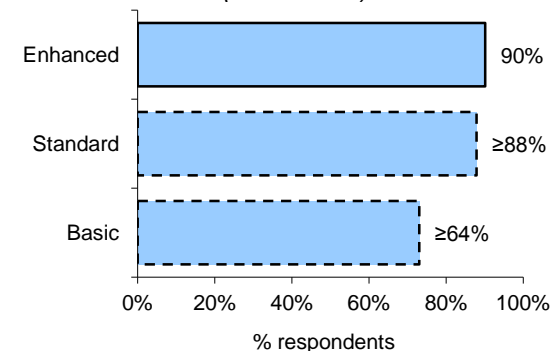
**Summary**

Nine in ten customers who use the Telephone Helpline are satisfied with it, the same as in 2013.

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

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

**Telephone**

Figure 2.7: Level of Satisfaction
(AccessNI overall)



Other
13%

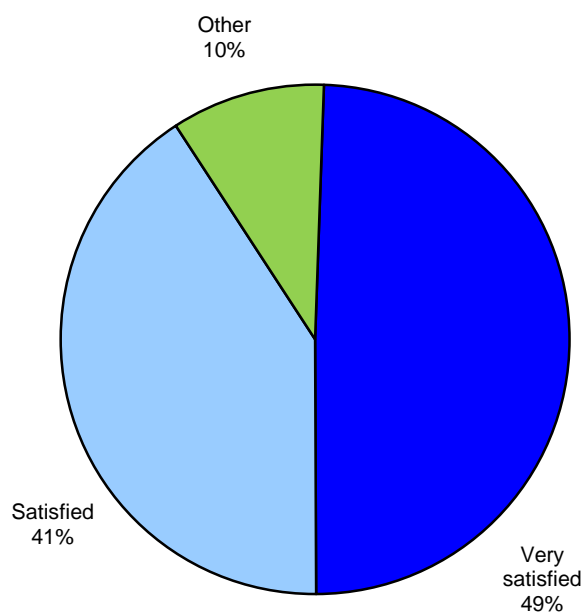Very
satisfied
50%

Satisfied
37%

Figure 2.8: Distribution by Year
*(% satisfied)*



| | |
|---|---|
| 2014 | 88% |
| 2013 | 91% |
| 2012 | 92% |
| 2011 | 92% |
| 2010 | 89% |
| 2008 | 66% |

% of respondents
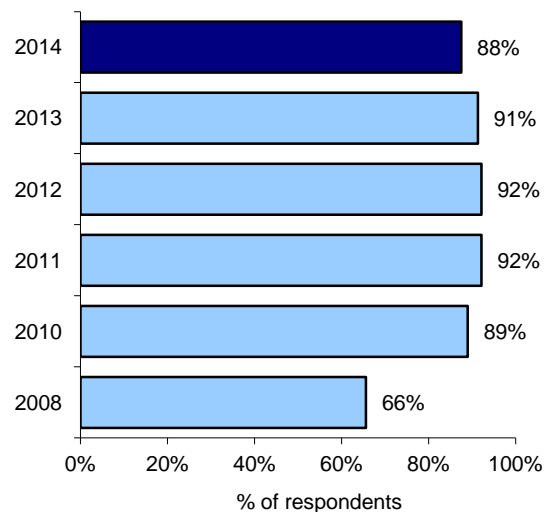
Figure 2.9a: Distribution by Organisation
*(% satisfied)*



| | |
|---|---|
| Responsible Body | ~ |
| Umbrella Body | 100% |
| Registered Body | 84% |

% of respondents
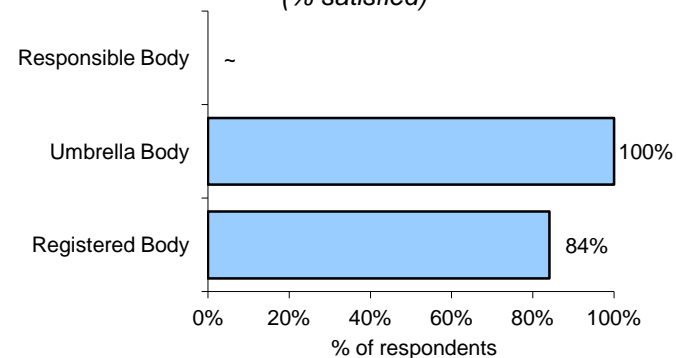
Figure 2.9b: Distribution by Application Type
*(% satisfied)*



| | |
|---|---|
| Enhanced | 88% |
| Standard | ≥76% |
| Basic | ~ |

% of respondents
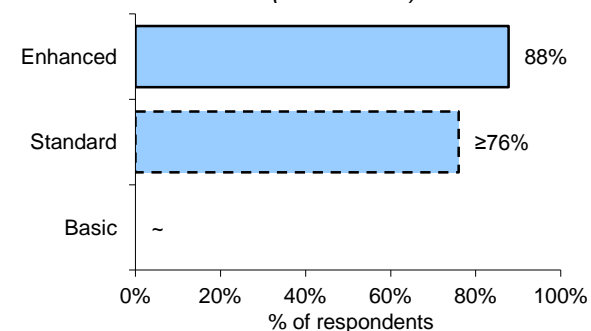
**Summary**

Most customers who use the Telephone method of contact are satisfied with it, similar to 2013.

---

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

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

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

25

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

**Email**

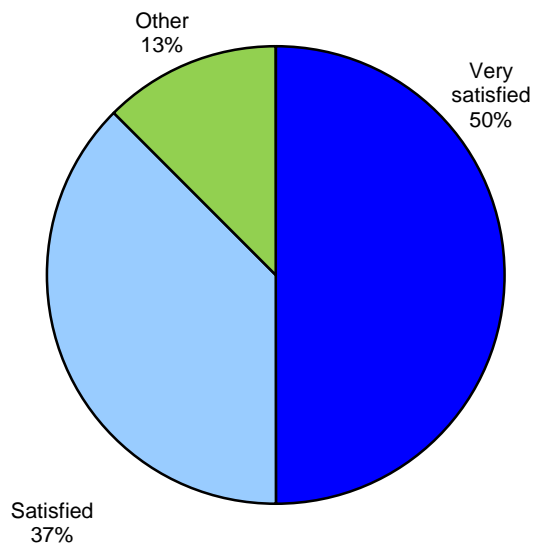Figure 2.10: Level of Satisfaction
*(AccessNI overall)*



Very dissatisfied/ Dissatisfied 5%
Neither 5%
Very satisfied 45%
Satisfied 45%
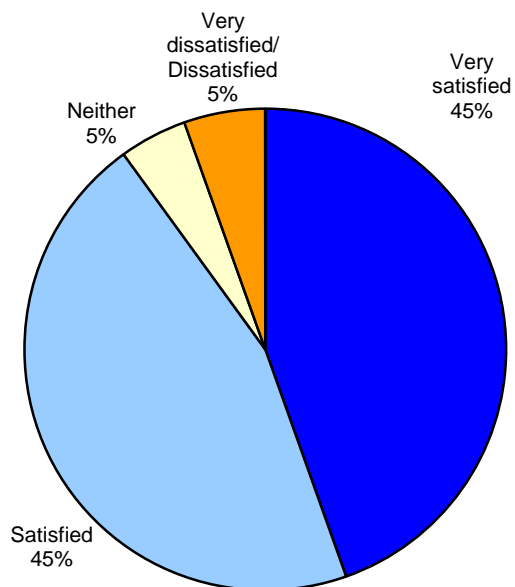
Figure 2.11: Distribution by Year
*(% satisfied)*



| Year | % |
|------|------|
| 2014 | 90% |
| 2013 | 94% |
| 2012 | 89% |
| 2011 | 90% |
| 2010 | ≥91% |
| 2008 | 71% |

% of respondents
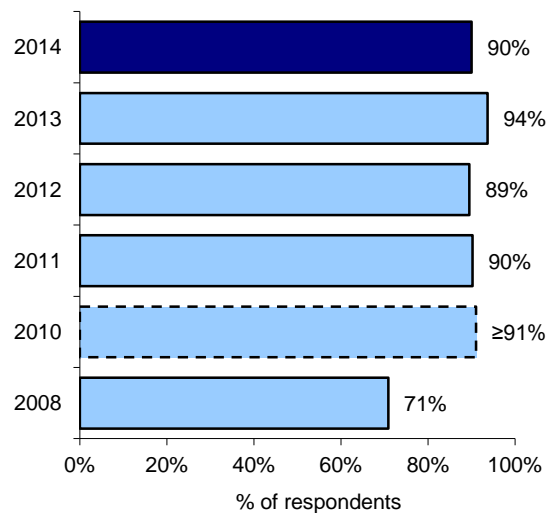
Figure 2.12a: Distribution by Organisation
*(% satisfied)*



| | % |
|---|---|
| Responsible Body | 100% |
| Umbrella Body | ≥85% |
| Registered Body | 88% |

% of respondents
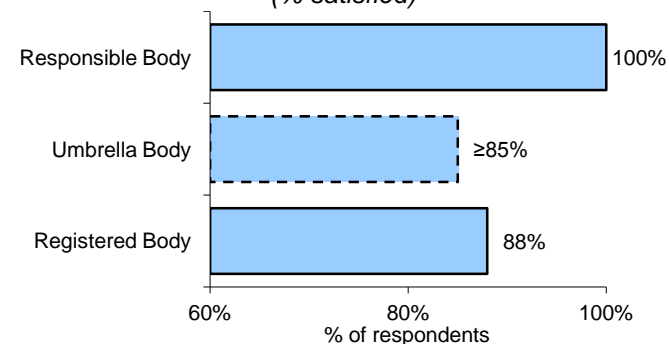
Figure 2.12b: Distribution by Application Type
*(% satisfied)*



| | % |
|---|---|
| Enhanced | 89% |
| Standard | ≥79% |
| Basic | 100% |

% of respondents
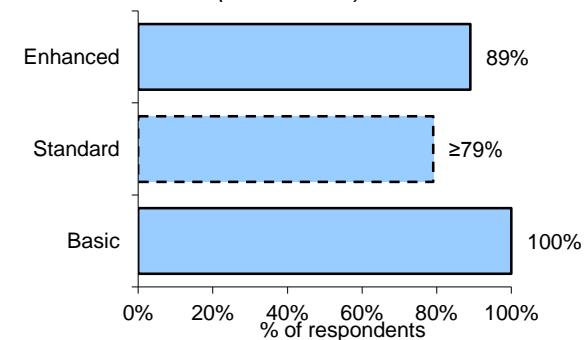
**Summary**

Nine out of ten customers who use Email to contact AccessNI are satisfied, similar to 2013.

≥ 'greater than or equal to' is used where there are less than 5 customers in the remaining answer categories.
'dissatisfied' and 'very dissatisfied' have been combined because the numbers of customers in the categories are too small to be released.

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

**Letter or Other**

Figure 2.13: Level of Satisfaction
*(AccessNI overall)*



Other 12%

Very satisfied 43%
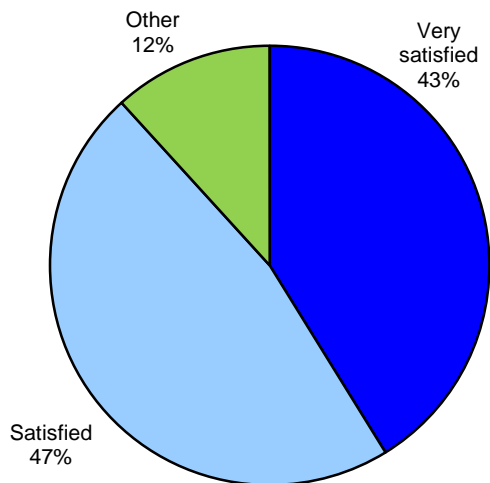
Satisfied 47%

Figure 2.14: Distribution by Year
*(% satisfied)*



| Year | % |
|------|------|
| 2014 | 83% |
| 2013 | 85% |
| 2012 | 88% |
| 2011 | 90% |
| 2010 | 74% |
| 2008 | 69% |

% of respondents
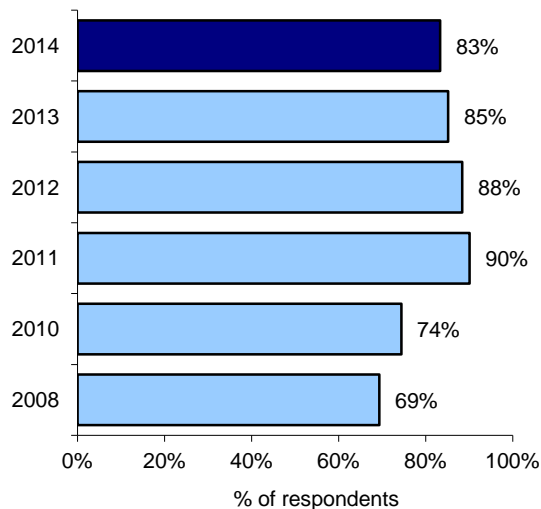
Figure 2.15a: Distribution by Organisation
*(% satisfied)*



| | % |
|------|------|
| Responsible Body | 100% |
| Umbrella Body | ≥ 60% |
| Registered Body | 76% |

% of respondents
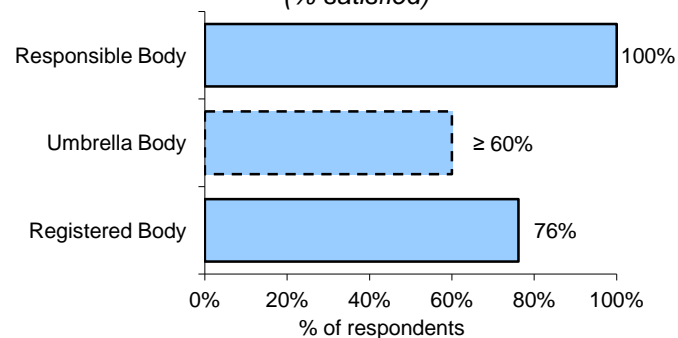
Figure 2.15b: Distribution by Application Type
*(% satisfied)*



| | % |
|------|------|
| Enhanced | 80% |
| Standard | ≥64% |
| Basic | 100% |

% of respondents
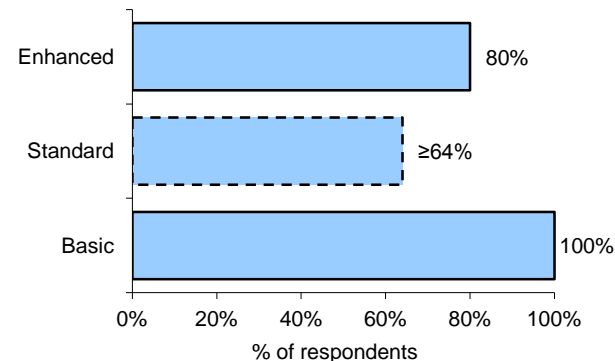
**Summary**

Eight out of ten customers who use a Letter or another method to contact AccessNI are satisfied with it, similar to 2013.

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

Figure 2.16: Preferred method of contact
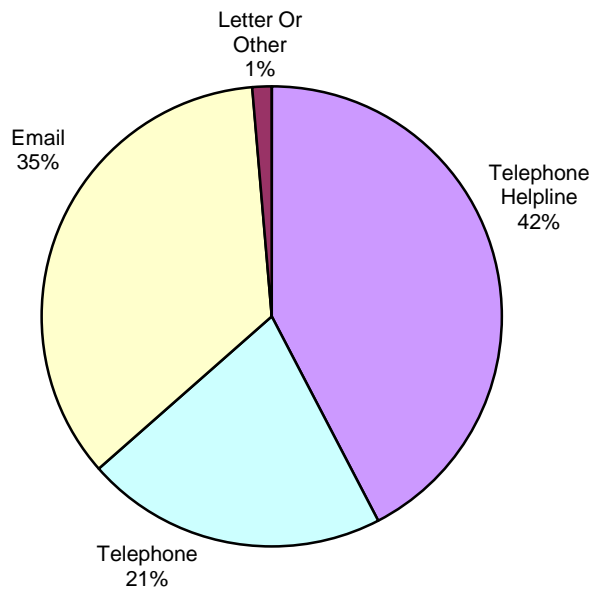
Figure 2.17: Distribution by Application Type and Organisation
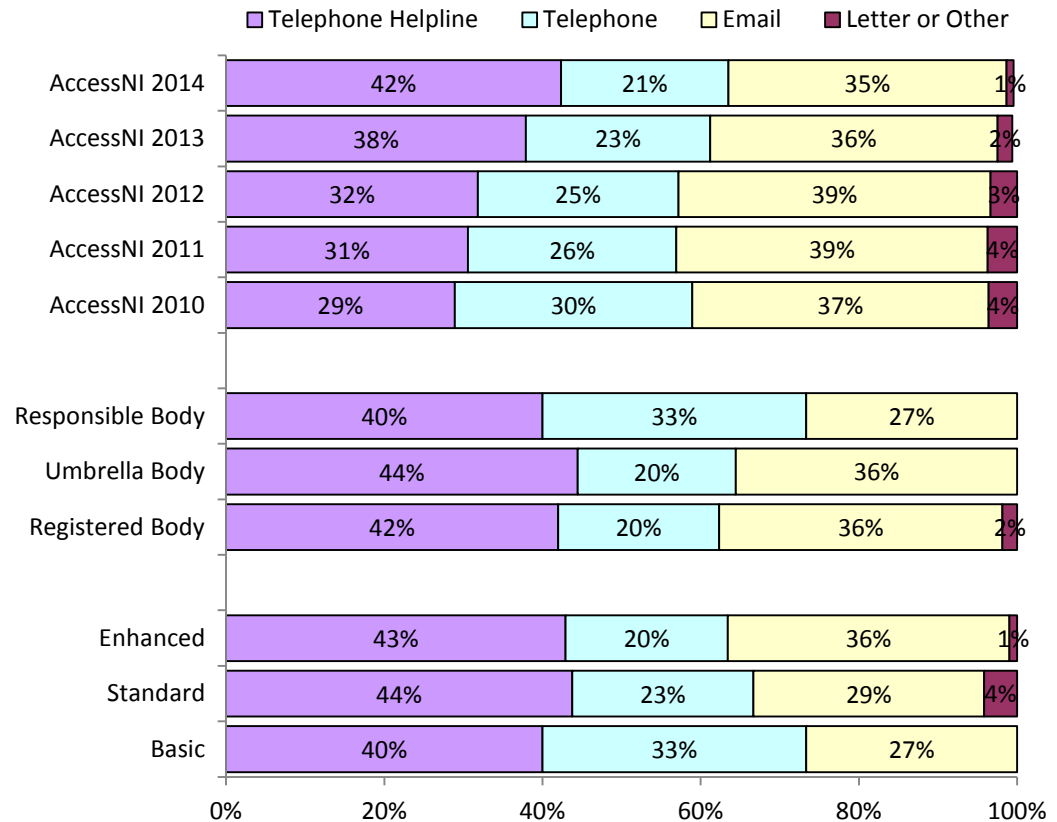


**Summary**

Customers are asked which method of contact they would prefer to use. Four out of every ten customers chose Telephone Helpline as their preferred choice.

**Section 3: Customer Services Helpline**

## Key Findings

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

| % Satisfied | AccessNI Overall |
|---|---|
| Speed at your call being answered | 94% |
| Helpfulness of staff | 88% |
| Professional knowledge of staff | 83% |
| Commitment to dealing with your query | 83% |
| Confident that the staff could deal with your query | 82% |

## Summary of Findings

Almost three quarters of AccessNI customers use the Helpline to contact AccessNI.

Levels of satisfaction with the Customer Services Helpline are high and are largely similar to 2013, the only exception being customer satisfaction with staff's commitment to dealing with their query, which has decreased.

Almost all Telephone Helpline customers are satisfied with the speed of their call being answered. Roughly nine in ten customers are satisfied with the helpfulness of staff. Slightly fewer are satisfied with staff commitment to dealing with their query, with the professional knowledge of staff or are confident that staff can deal with their query.

Views are similar by organisation and application type throughout this section.

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

**Speed at your call being answered**

Figure 3.1: Level of Satisfaction
*(AccessNI overall)*

- Other 6%
- Very satisfied 49%
- Satisfied 45%
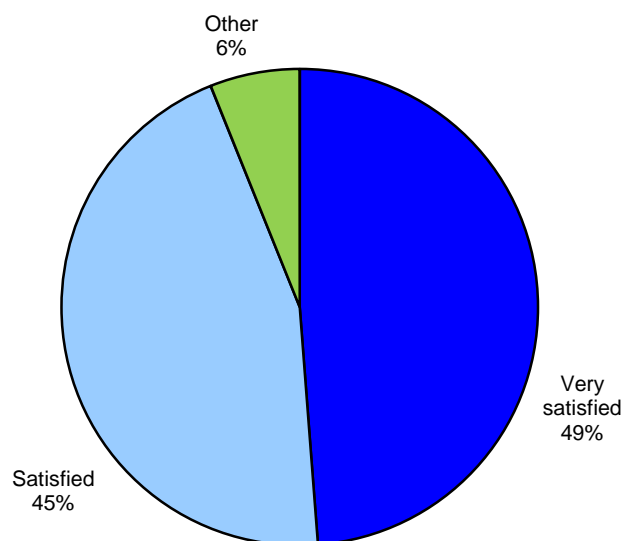
Figure 3.2: Distribution by Year
*(% satisfied)*

| Year | % satisfied |
|------|-------------|
| 2014 | 94% |
| 2013 | 97% |
| 2012 | 92% |
| 2011 | 92% |
| 2010 | 85% |
| 2008 | 49% |

% of respondents
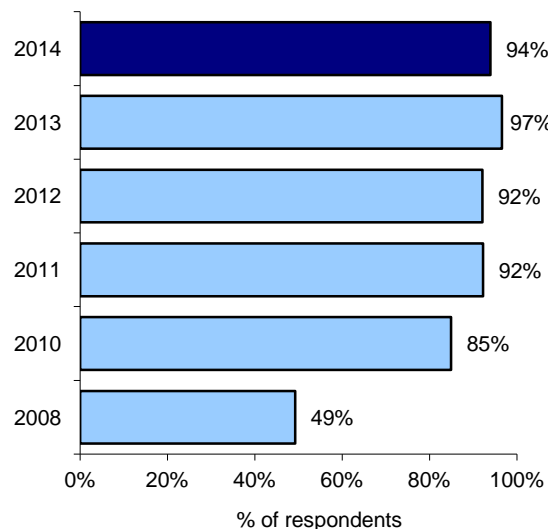
Figure 3.3a: Distribution by Organisation
*(% satisfied)*

| | % satisfied |
|---|---|
| Responsible Body | ≥64% |
| Umbrella Body | ≥88% |
| Registered Body | 93% |

% of respondents
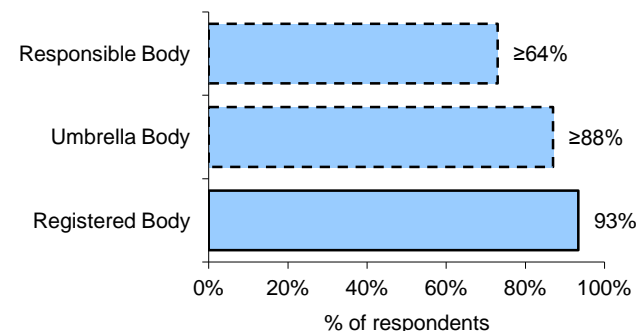
Figure 3.3b: Distribution by Application Type
*(% satisfied)*

| | % satisfied |
|---|---|
| Enhanced | 94% |
| Standard | ≥88% |
| Basic | ≥64% |

% of respondents
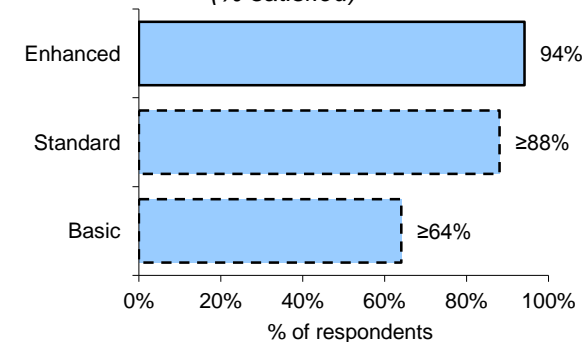
**Summary**

Almost all customers are satisfied with the speed at which their call is answered.

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

33

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

**Helpfulness of staff**

Figure 3.4: Level of Satisfaction
*(AccessNI overall)*
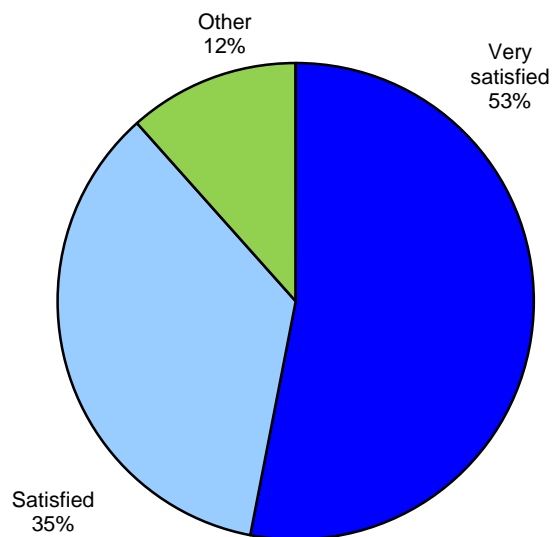


Figure 3.5: Distribution by Application Type
*(% satisfied)*



% of respondents
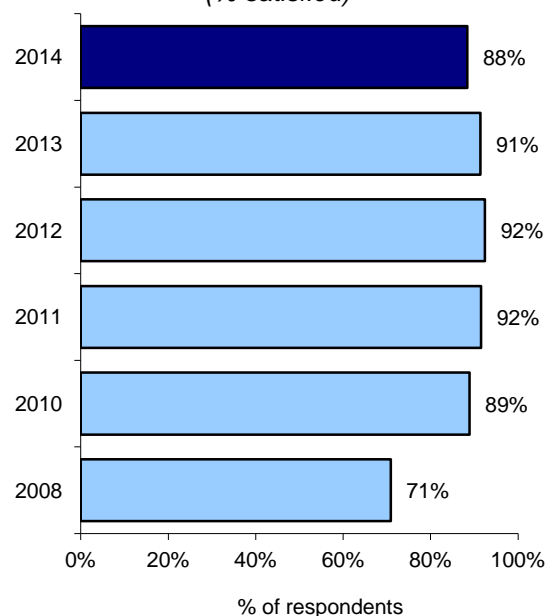
Figure 3.6a: Distribution by Organisation
*(% satisfied)*



% of respondents
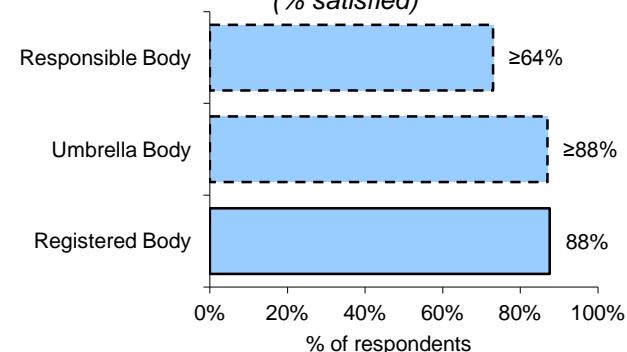
Figure 3.6b: Distribution by Application Type
*(% satisfied)*



% of respondents
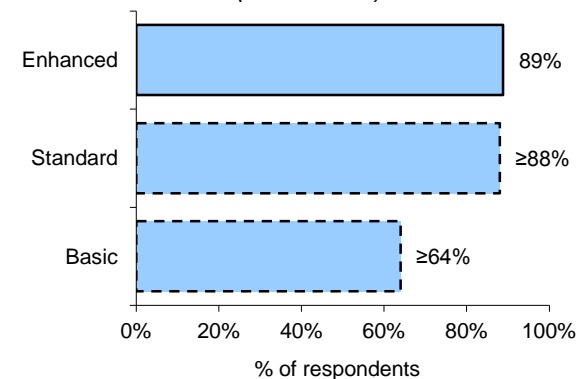
**Summary**

Some 88% of customers are satisfied with the helpfulness of staff.

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

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

**Professional knowledge of staff**

Figure 3.7: Level of Satisfaction
*(AccessNI overall)*
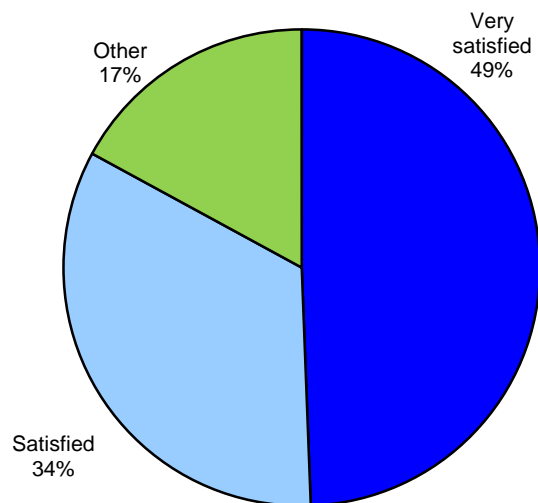


Figure 3.8: Distribution by Year
*(% satisfied)*



| Year | % |
|------|-----|
| 2014 | 83% |
| 2013 | 87% |
| 2012 | 90% |
| 2011 | 86% |
| 2010 | 86% |
| 2008 | 61% |

% of respondents
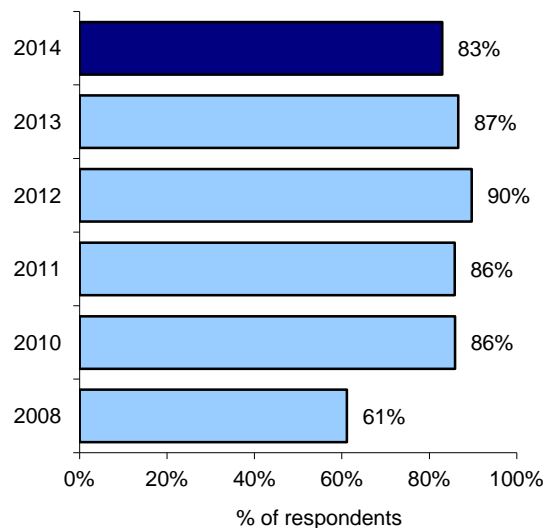
Figure 3.9a: Distribution by Organisation
*(% satisfied)*



| | % |
|------|-----|
| Responsible Body | ≥ 64% |
| Umbrella Body | 78% |
| Registered Body | 84% |

% of respondents
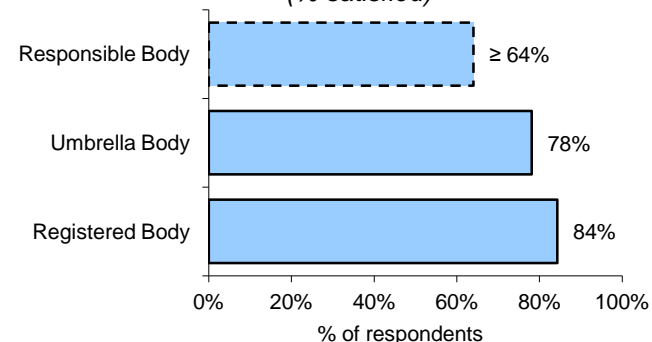
Figure 3.9b: Distribution by Application Type
*(% satisfied)*



| | % |
|------|-----|
| Enhanced | 83% |
| Standard | 70% |
| Basic | ≥64% |

% of respondents
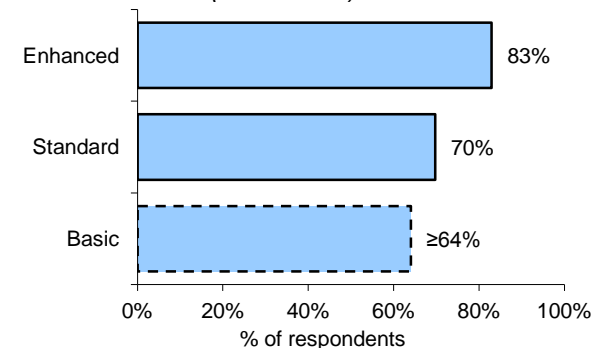
**Summary**

Four fifths of customers are satisfied with the professional knowledge of Telephone helpline staff.

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

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

**Commitment to dealing with your query**

Figure 3.10: Level of Satisfaction
*(AccessNI overall)*

Very dissatisfied/ Dissatisfied 5%

Very satisfied 43%

Neither 12%
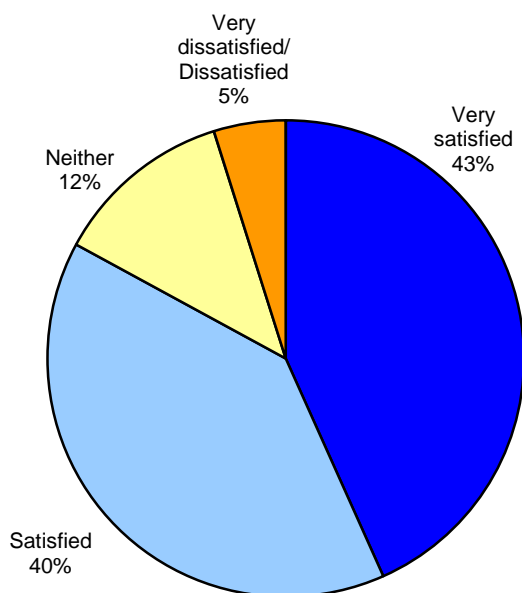
Satisfied 40%

Figure 3.11: Distribution by Year
*(% satisfied)*

2014 — 83%
2013 — 88%
2012 — 90%
2011 — 89%
2010 — 87%
2008 — 67%

% of respondents
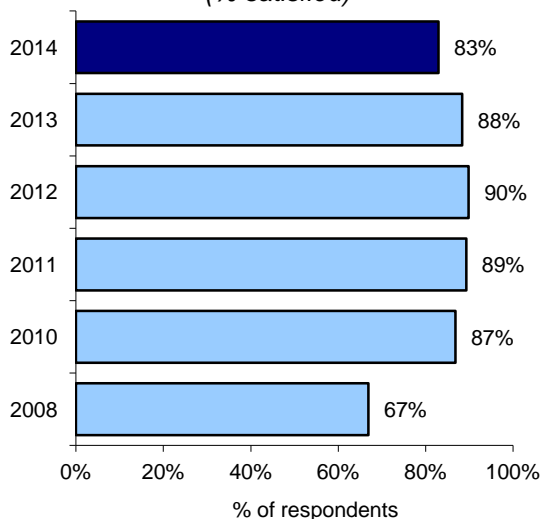
Figure 3.12a: Distribution by Organisation
*(% satisfied)*

Responsible Body ≥ 64%
Umbrella Body ≥88%
Registered Body 81%

% of respondents
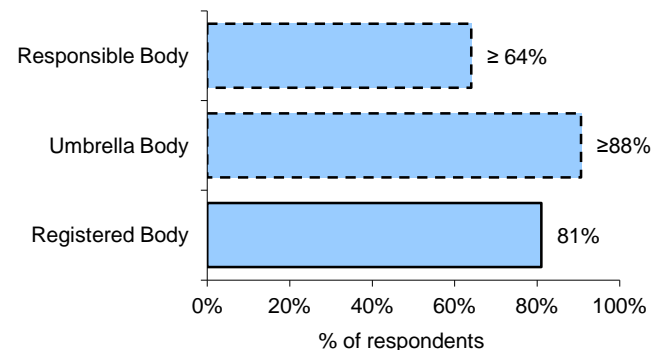
Figure 3.12b: Distribution by Application Type
*(% satisfied)*

Enhanced 83%
Standard 82%
Basic ≥64%

% of respondents
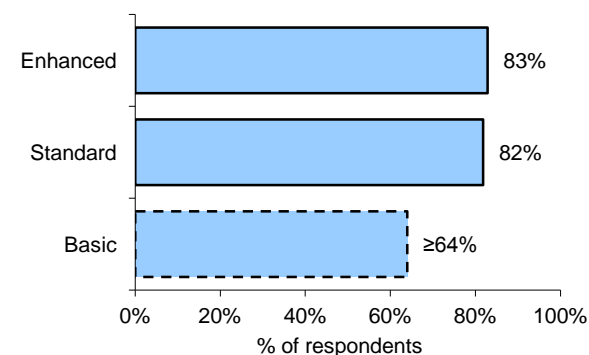
**Summary**

Four fifths of customers are satisfied with Telephone helpline staff's commitment to dealing with their query, a decrease from 2013.

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

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

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

Figure 3.13: Level of Satisfaction
*(AccessNI overall)*



Very dissatisfied/ Dissatisfied 4%

Neither 15%

Very satisfied 45%
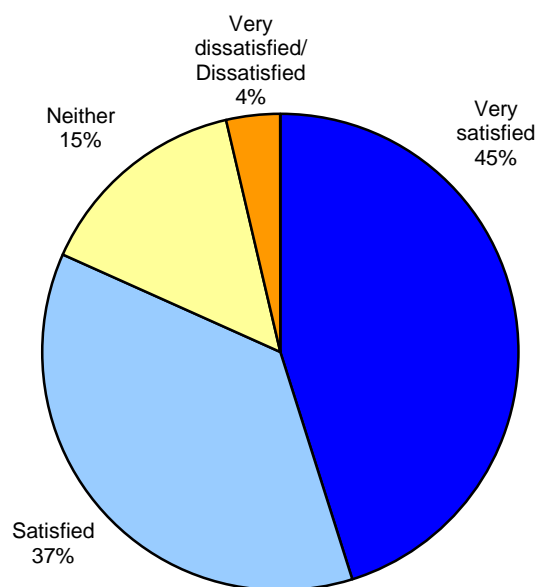
Satisfied 37%

Figure 3.14: Distribution by Year
*(% satisfied)*



| Year | % |
|------|------|
| 2014 | 82% |
| 2013 | 85% |
| 2012 | 89% |
| 2011 | 88% |
| 2010 | 86% |
| 2008 | 62% |

% of respondents
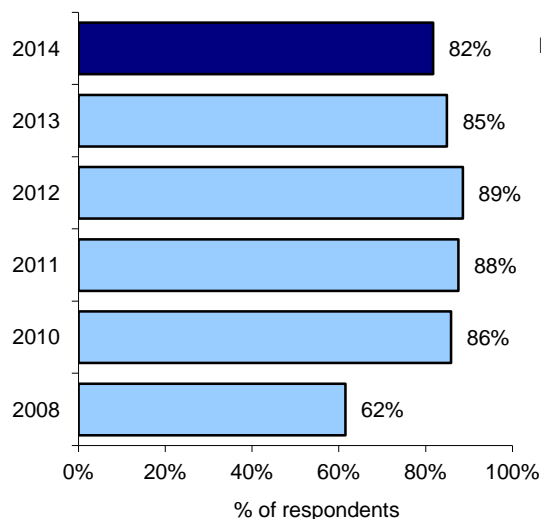
Figure 3.15a: Distribution by Organisation
*(% satisfied)*



| Organisation | % |
|--------------|------|
| Responsible Body | ≥64% |
| Umbrella Body | 78% |
| Registered Body | 83% |

% of respondents
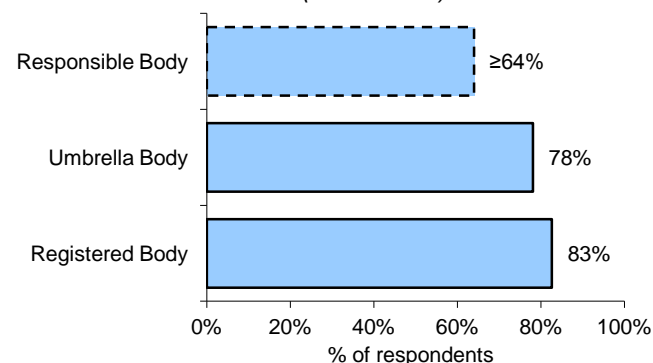
Figure 3.15b: Distribution by Application Type
*(% satisfied)*



| Application Type | % |
|------------------|------|
| Enhanced | 82% |
| Standard | 79% |
| Basic | ≥64% |

% of respondents
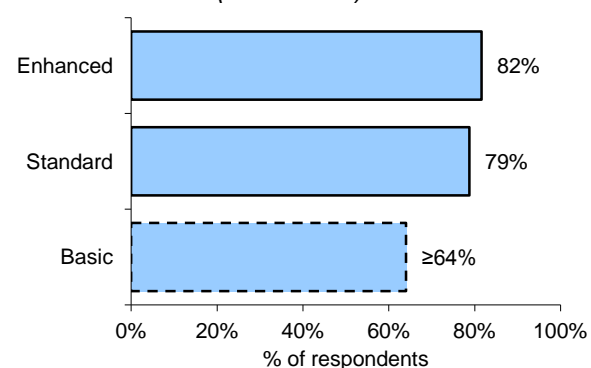
**Summary**

Four fifths of AccessNI customers are confident that the Telephone Helpline staff could deal with their query.

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

**Section 4: AccessNI Finance**

## Key Findings

| % Yes | AccessNI Overall |
|---|---|
| Have you received any invoices in relation to AccessNI services in the past 12 months? | 83% |

*How satisfied or dissatisfied are you with the new invoices issued in terms of...*

| % Satisfied | AccessNI Overall |
|---|---|
| The layout is easy to understand | 90% |
| The accuracy of the charges | 86% |
| The level of detail provided | 88% |

| Who do you contact with an invoice query? | AccessNI Overall |
|---|---|
| AccountNI | 27% |
| AccessNI | 24% |
| Don't know/N/A | 49% |

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

| % Satisfied | AccessNI Overall |
|---|---|
| Politeness/ courtesy | 89% |
| Helpfulness of staff | 86% |
| Knowledge/professionalism | 86% |
| Commitment to resolving issues | 82% |

## Summary of Findings

Just over four fifths of customers had received an invoice in relation to AccessNI services; up from 2013. Nine out of ten of these customers are satisfied that the layout of the new invoices is easy to understand, with slightly fewer satisfied that the charges on them are accurate and with the level of detail provided on the new invoices; similar to the views expressed in 2013.

Over a quarter of customers contacted AccountNI with an invoice query, up from just under a fifth in 2013. Slightly fewer customers had contacted AccessNI with an invoice query.

Of the customers that contacted AccountNI, just under nine in ten are satisfied with the service from AccountNI staff in terms of politeness/ courtesy and the helpfulness of staff, higher than in 2013. A similar proportion are satisfied with the knowledge/ professionalism and just over four fifths are satisfied with their commitment to resolving issues.

Figure 4.1: Receipt of new invoices
*(AccessNI overall)*



No
17%

Yes
83%
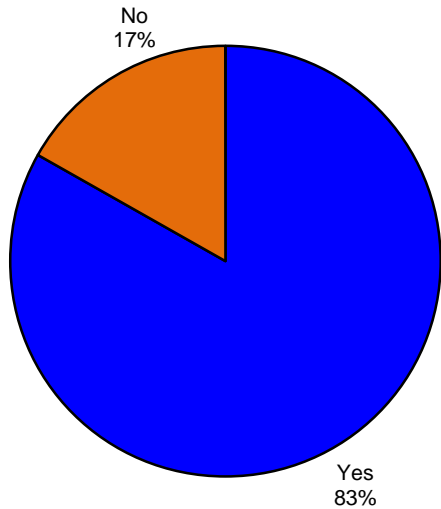
Figure 4.2: Distribution by Year
*(% Yes)*



2014    83%

2013    69%

% of respondents
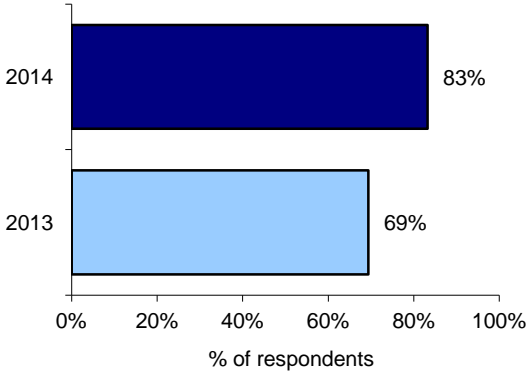
Figure 4.3a: Distribution by Organisation
*(% Yes)*



Responsible Body    100%

Umbrella Body    90%

Registered Body    80%

% of respondents
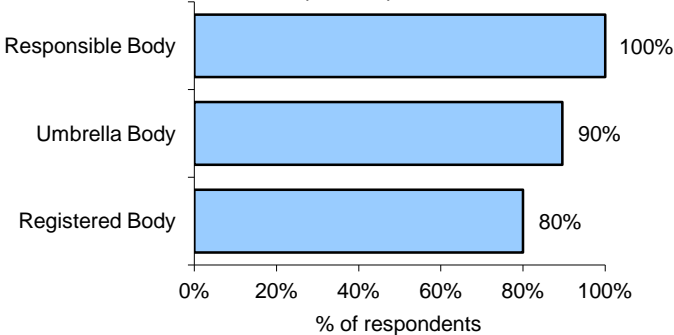
Figure 4.3b: Distribution by Application Type
*(% Yes)*



Enhanced    82%

Standard    87%

Basic    100%

% of respondents
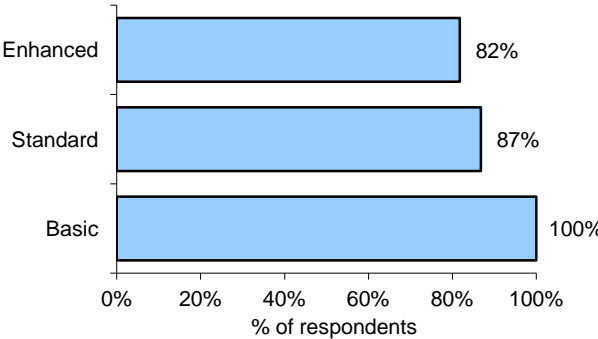
## Summary

Over four fifths of customers had received an invoice relating to AccessNI services, an increase on 2013.

More Umbrella Bodies reported that they had received an invoice than Registered Bodies.

^ in 2013 this was worded 'Have you received the new invoices issued since August 2012?'

43

*How satisfied or dissatisfied are you with the new invoices issued in terms of...*

**The layout is easy to understand**

Figure 4.4: Level of Satisfaction
*(AccessNI overall)*

- Very satisfied 35%
- Satisfied 55%
- Neither 6%
- Very dissatisfied/ Dissatisfied 4%
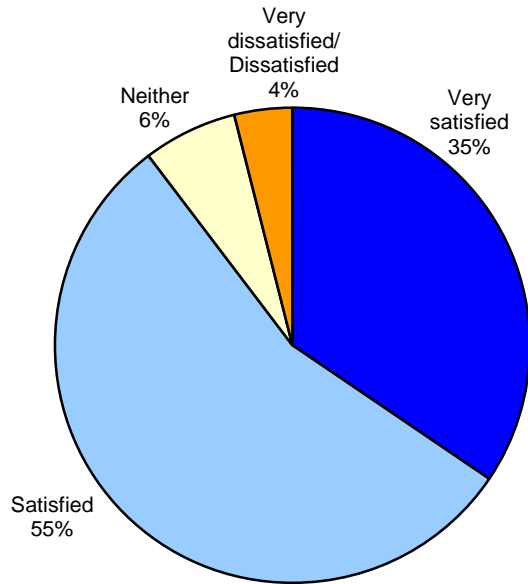
Figure 4.5: Distribution by Year
*(% satisfied)*

| Year | % |
|------|-----|
| 2014 | 90% |
| 2013 | 84% |

% of respondents
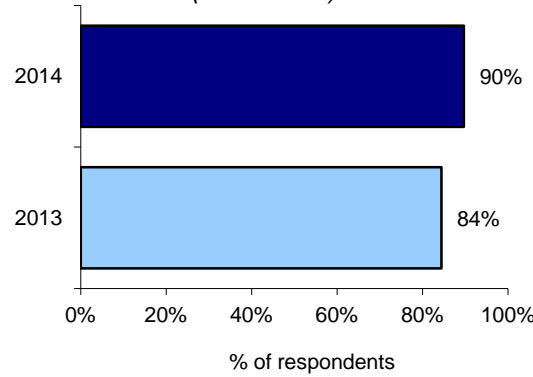
Figure 4.6a: Distribution by Organisation
*(% satisfied)*

| Organisation | % |
|--------------|------|
| Responsible Body | ≥ 75% |
| Umbrella Body | ≥ 91% |
| Registered Body | 87% |

% of respondents
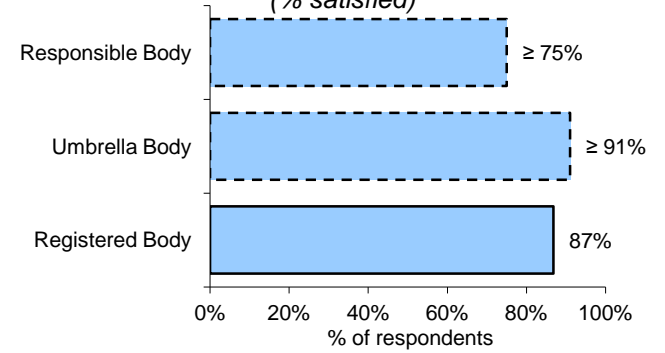
Figure 4.6b: Distribution by Application Type
*(% satisfied)*

| Application Type | % |
|------------------|------|
| Enhanced | 89% |
| Standard | 87% |
| Basic | ≥75% |

% of respondents
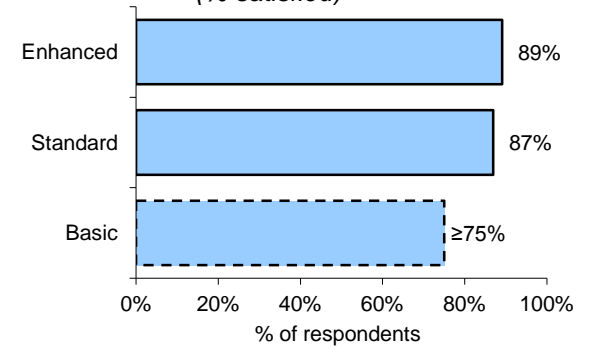
**Summary**

Nine out of ten of customers are satisfied that the layout of the new invoices is easy to understand, with Umbrella bodies rating this higher than Registered bodies.

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

*How satisfied or dissatisfied are you with the new invoices issued in terms of...*

**The accuracy of the charges**

Figure 4.7: Level of Satisfaction
*(AccessNI overall)*

- Very dissatisfied/ Dissatisfied 5%
- Neither 9%
- Very satisfied 33%
- Satisfied 53%
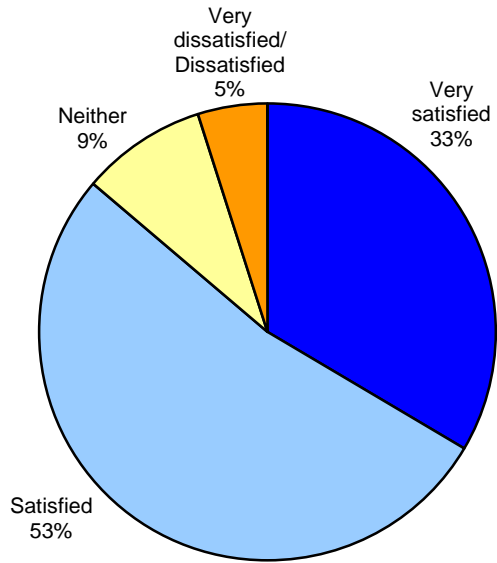
Figure 4.8: Distribution by Year
*(% satisfied)*

2014    86%
2013    84%

0%  20%  40%  60%  80%  100%
% of respondents
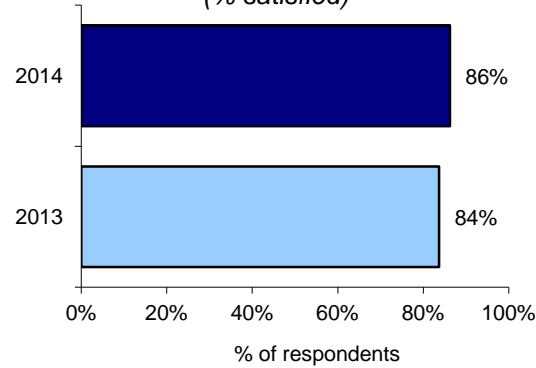
Figure 4.9a: Distribution by Organisation
*(% satisfied)*

Responsible Body    ≥75%
Umbrella Body    79%
Registered Body    88%

0%  20%  40%  60%  80%  100%
% of respondents
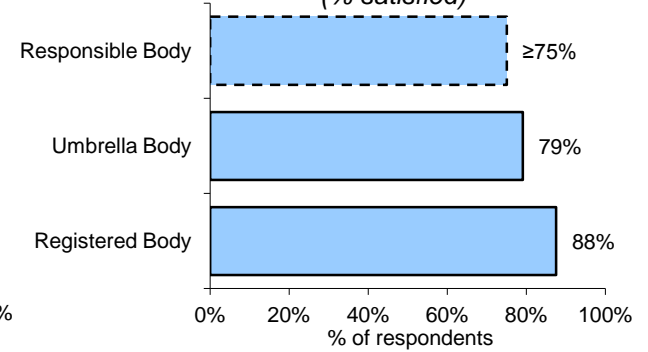
Figure 4.9b: Distribution by Application Type
*(% satisfied)*

Enhanced    85%
Standard    83%
Basic    ≥75%

0%  20%  40%  60%  80%  100%
% of respondents
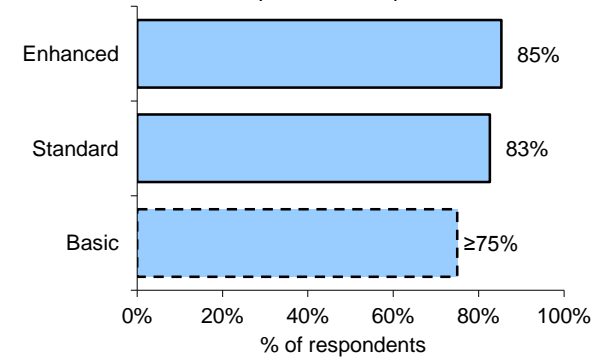
**Summary**

Some 86% of customers are satisfied with the invoices in terms of the accuracy of the charges.

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

*How satisfied or dissatisfied are you with the new invoices issued in terms of...*

**The level of detail provided**

Figure 4.10: Level of Satisfaction
*(AccessNI overall)*



Very dissatisfied/ Dissatisfied 2%

Neither 10%

Very satisfied 35%

Satisfied 53%

Figure 4.11: Distribution by Application Type
*(% satisfied)*



2014 — 88%

2013 — 84%

% of respondents

Figure 4.12a: Distribution by Organisation
*(% satisfied)*



Responsible Body — ≥75%

Umbrella Body — 88%

Registered Body — 87%

% of respondents

Figure 4.12b: Distribution by Application Type
*(% satisfied)*



Enhanced — 87%

Standard — 83%

Basic — ≥75%

% of respondents

### Summary

Almost nine out of ten customers are satisfied with the level of detail provided by the new invoices.

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

Figure 4.13: Who customers contact with an invoice query *(AccessNI overall)*



Don't know / N/A 49%

AccountNI 27%
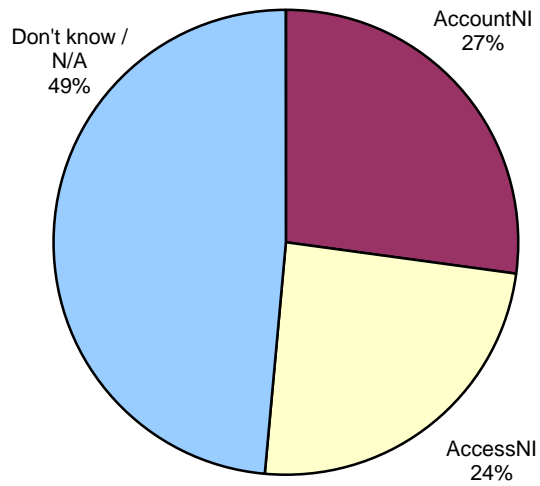
AccessNI 24%

Figure 4.14: Distribution by Year



| 2014 | 27% | 24% | 49% |
| 2013 | 18% | 27% | 56% |

% of respondents
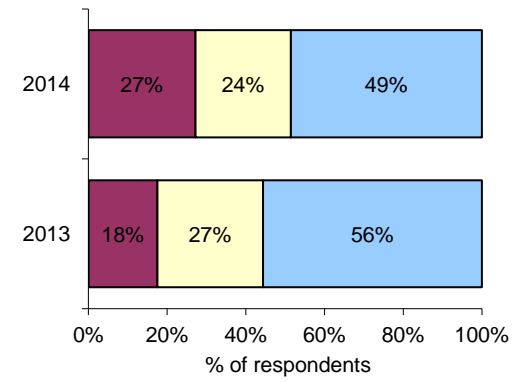
■ AccountNI  □ AccessNI  □ Don't know / N/A

Figure 4.15a: Distribution by Organisation



| Responsible Body | 31% | 31% | 38% |
| Umbrella Body | 33% | 27% | 40% |
| Registered Body | 25% | 23% | 52% |

% of respondents

Figure 4.15a: Distribution by Application Type



| Enhanced | 27% | 24% | 49% |
| Standard | 23% | 26% | 51% |
| Basic | 31% | 31% | 38% |

% of respondents
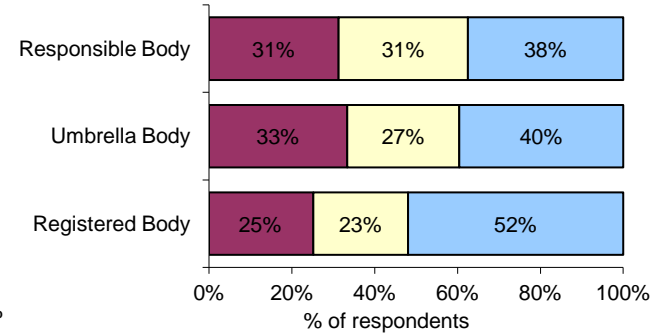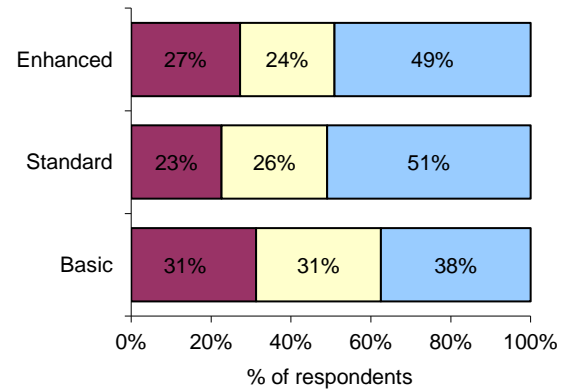
## Summary

More than a quarter of customers contacted AccountNI with an invoice query, an increase from 2013.

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

**Politeness/ courtesy**

Figure 4.16: Level of Satisfaction
*(AccessNI overall)*



Other
11%

Very
satisfied
53%
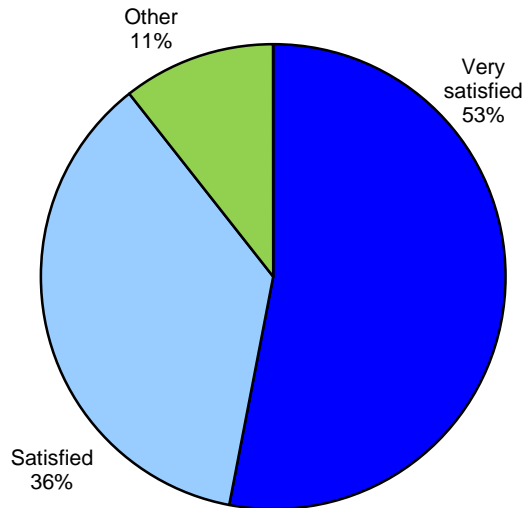
Satisfied
36%

Figure 4.17: Distribution by Year
*(% satisfied)*



2014    89%

2013    81%

0%    20%    40%    60%    80%    100%
% of respondents
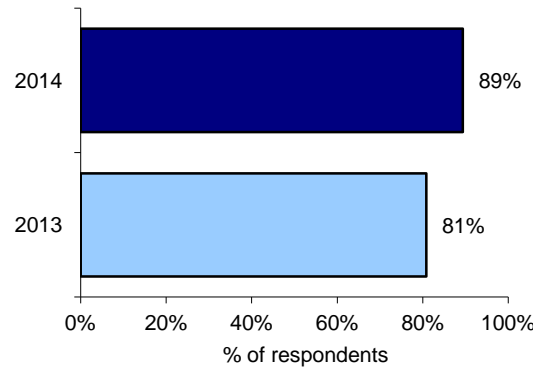
Figure 4.18a: Distribution by Organisation
*(% satisfied)*



Responsible Body    ~

Umbrella Body    ≥75%

Registered Body    ≥91%

0%    20%    40%    60%    80%    100%
% of respondents
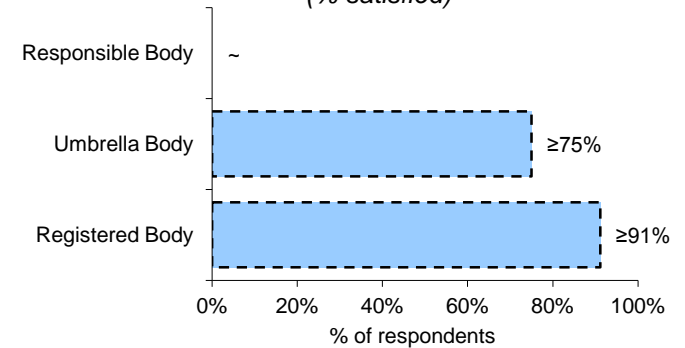
Figure 4.18b: Distribution by Application Type
*(% satisfied)*
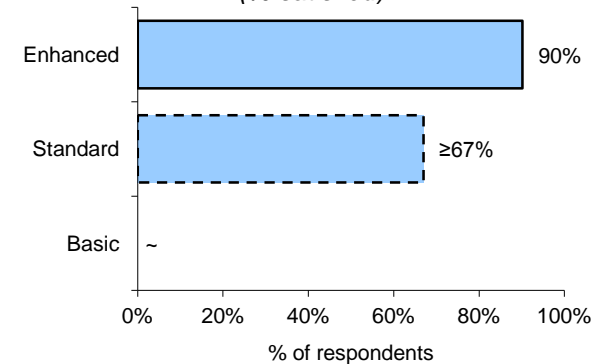


Enhanced    90%

Standard    ≥67%

Basic    ~

0%    20%    40%    60%    80%    100%
% of respondents

**Summary**

Nine out of ten customers are satisfied with the service from AccountNI staff in terms of Politeness/courtesy, up from 2013.

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

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

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

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

**Helpfulness of staff**

Figure 4.19: Level of Satisfaction
*(AccessNI overall)*

Other
14%

Very
satisfied
53%
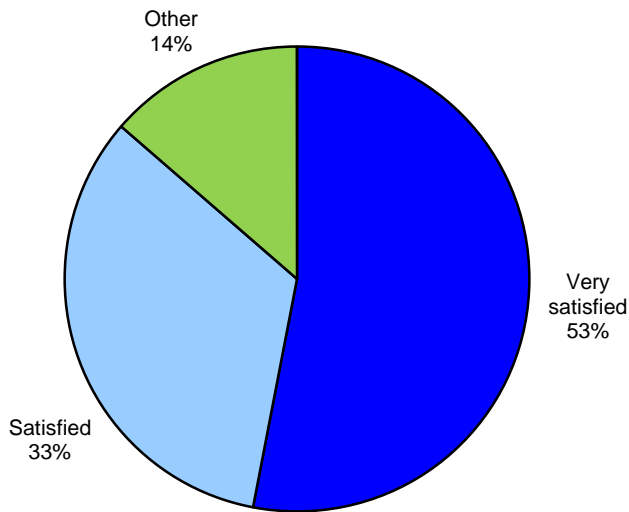
Satisfied
33%

Figure 4.20: Distribution by Year
*(% satisfied)*

2014 — 86%

2013 — 79%

0%   20%   40%   60%   80%   100%
% of respondents
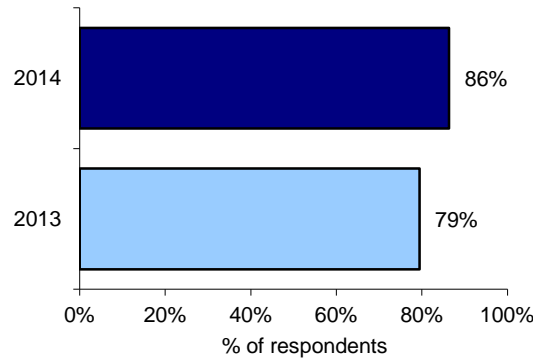
Figure 4.21a: Distribution by Organisation
*(% satisfied)*

Responsible Body   ~

Umbrella Body   ≥75%

Registered Body   89%

0%   20%   40%   60%   80%   100%
% of respondents
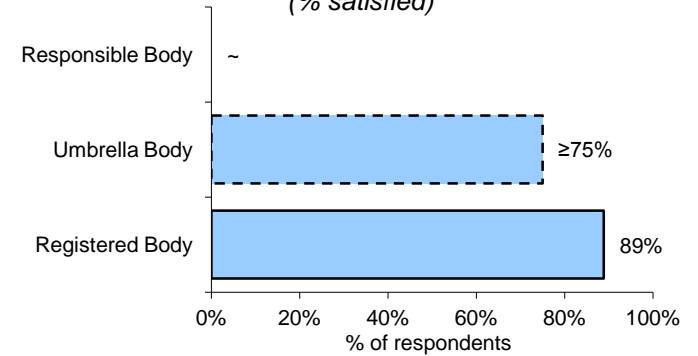
Figure 4.21b: Distribution by Application Type
*(% satisfied)*
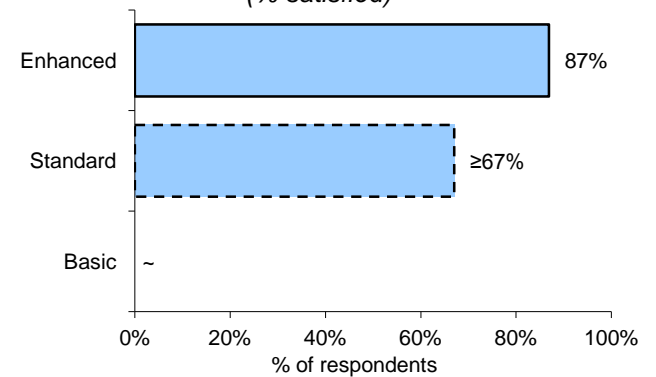
Enhanced   87%

Standard   ≥67%

Basic   ~

0%   20%   40%   60%   80%   100%
% of respondents

**Summary**

Almost nine in ten customers are satisfied with the service from AccountNI staff in terms of their helpfulness, up from 2013.

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

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

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

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

**Knowledge/professionalism**

Figure 4.22: Level of Satisfaction
*(AccessNI overall)*
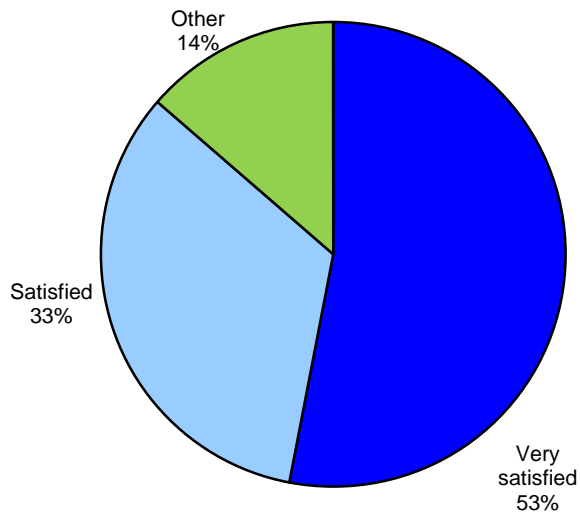
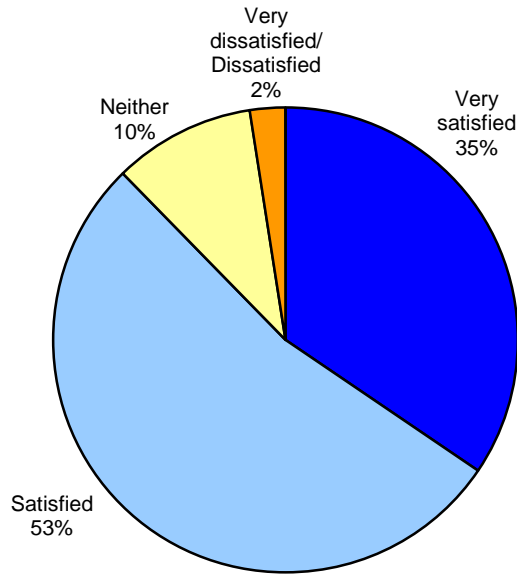

Figure 4.23: Distribution by Year
*(% satisfied)*
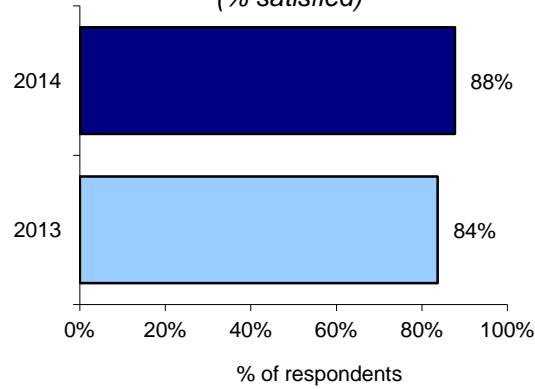
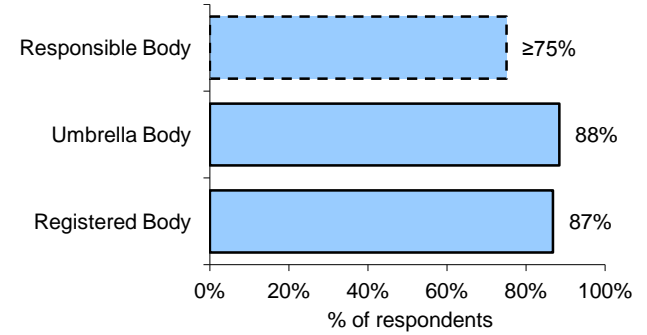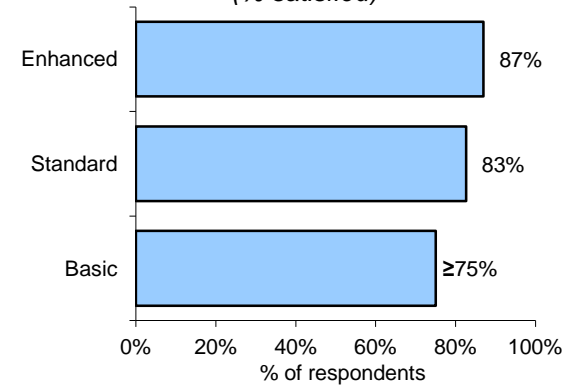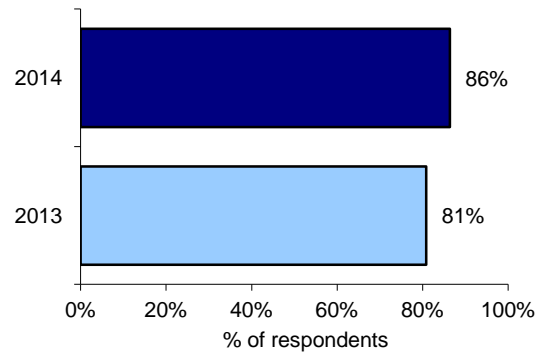

Figure 4.24a: Distribution by Organisation
*(% satisfied)*
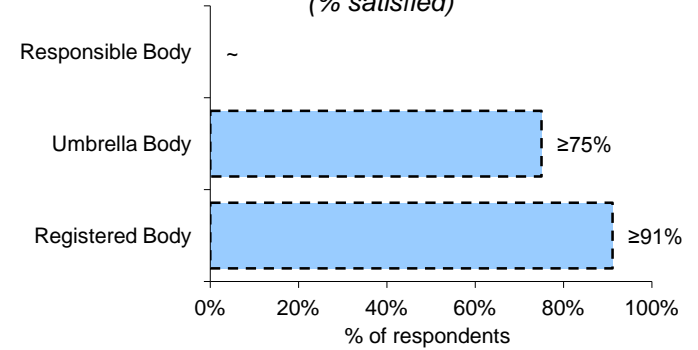


Figure 4.24b: Distribution by Application Type
*(% satisfied)*
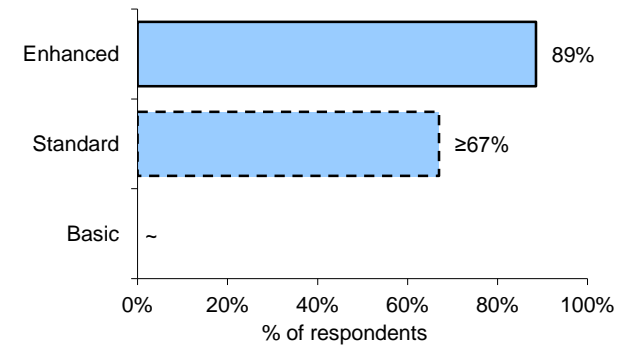


**Summary**

Almost nine in ten customers are satisfied with the service from AccountNI staff in terms of their knowledge/professionalism.

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

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

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

50

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

**Commitment to resolving issues**

Figure 4.25: Level of Satisfaction
*(AccessNI overall)*



Very satisfied 52%

Other 18%
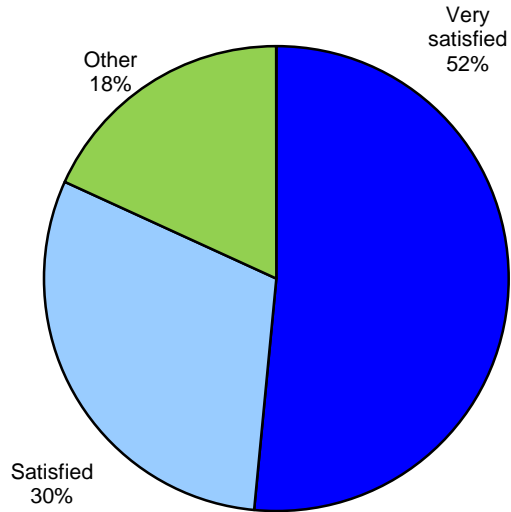
Satisfied 30%

Figure 4.26: Distribution by Year
*(% satisfied)*



2014 — 82%
2013 — 78%

% of respondents
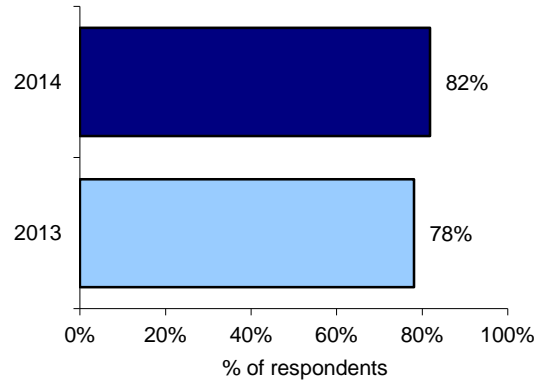
Figure 4.27a: Distribution by Organisation
*(% satisfied)*



Responsible Body ~
Umbrella Body ≥75%
Registered Body 84%

% of respondents
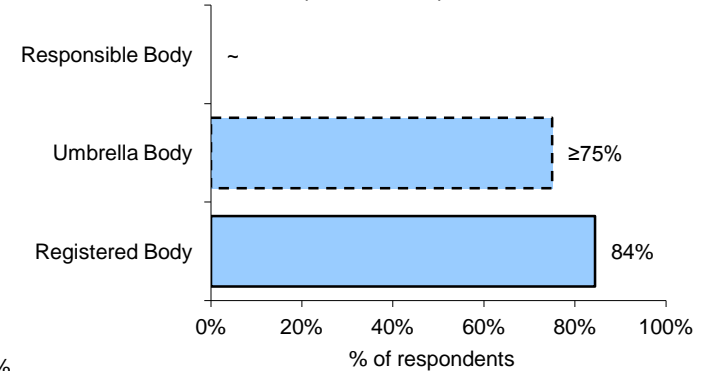
Figure 4.27b: Distribution by Application Type
*(% satisfied)*



Enhanced 82%
Standard ≥67%
Basic ~

% of respondents
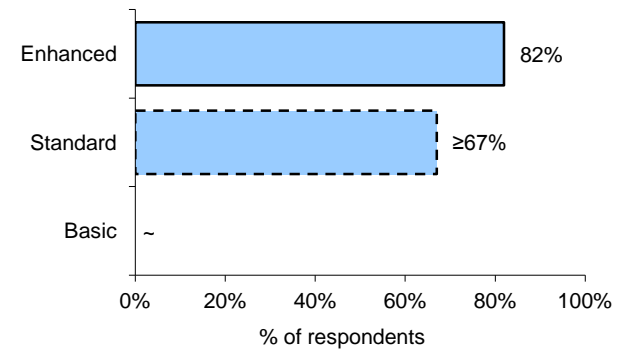
**Summary**

Just over than eight in ten customers are satisfied with the service from AccountNI staff in terms of their commitment to resolving issues.

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

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

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

51

# Section 5: Communication with AccessNI

## Key Findings

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

| % Satisfied | AccessNI Overall |
|---|---|
| You know who to contact | 78% |
| Staff respond in a timely manner | 90% |
| The information you have been given is accurate | 82% |
| The information you have been given is clear and to the point | 80% |

| % Yes | |
|---|---|
| Do you receive the AccessNI Newsletter? | 95% |
| **(Very useful /Useful combined)** | |
| How useful do you find the AccessNI Newsletter? | 82% |

## Summary of Findings

The levels of satisfaction are similar to 2013 for all aspects of Communication with AccessNI, however more customers received the AccessNI Newsletter and found it useful than did in 2013.

The highest level of satisfaction in this section is with the timeliness of staff responses. A slightly lower proportion of customers are satisfied that they know who to contact and that the information they are given is accurate and clear.

*How satisfied or dissatisfied are you that..*

**You know who to contact**

Figure 5.1: Level of Satisfaction
*(AccessNI overall)*

Very dissatisfied/ Dissatisfied 6%

Very satisfied 31%

Neither 16%
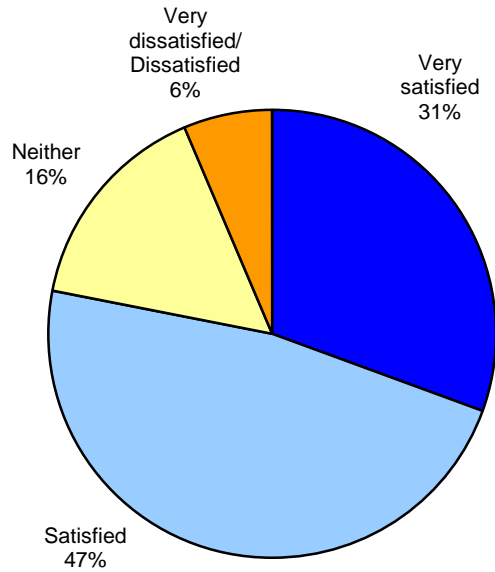
Satisfied 47%

Figure 5.2: Distribution by Year
*(% satisfied)*

| Year | % |
|------|-----|
| 2014 | 78% |
| 2013 | 80% |
| 2012 | 75% |
| 2011 | 73% |
| 2010 | 69% |
| 2008 | 48% |

% of respondents
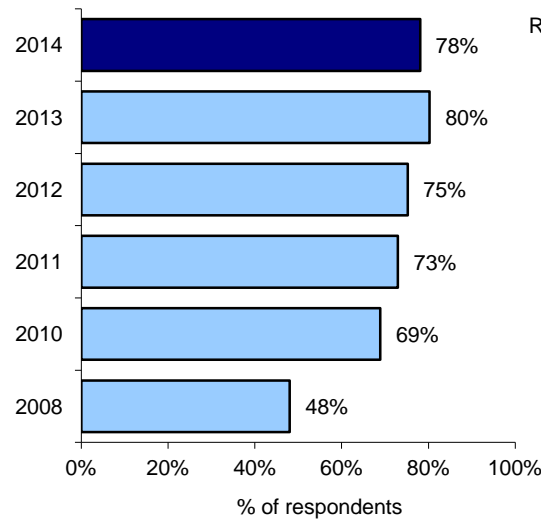
Figure 5.3a: Distribution by Organisation
*(% satisfied)*

| | % |
|---|-----|
| Responsible Body | ≥73% |
| Umbrella Body | 82% |
| Registered Body | 76% |

% of respondents
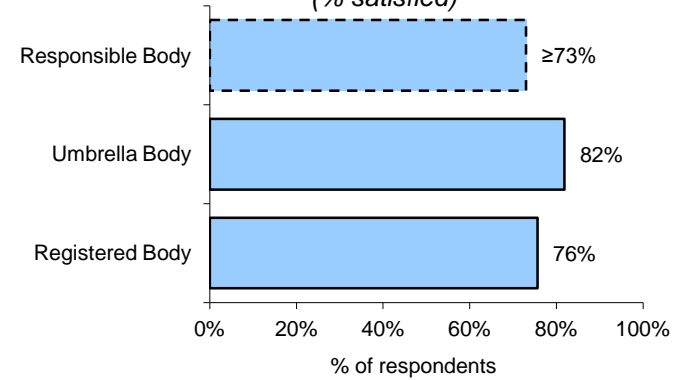
Figure 5.3b: Distribution by Application Type
*(% satisfied)*

| | % |
|---|-----|
| Enhanced | 77% |
| Standard | 67% |
| Basic | ≥73% |

% of respondents
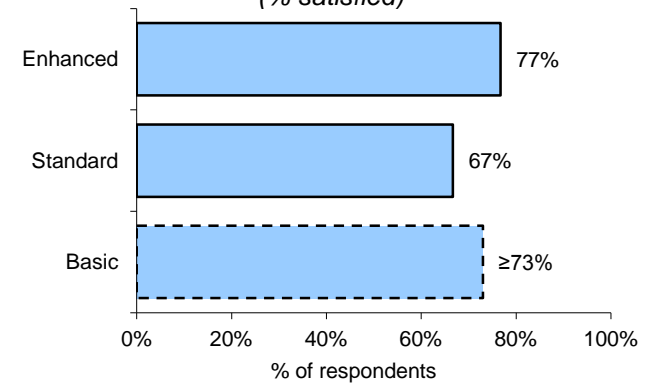
**Summary**

Just over three quarters of customers are satisfied that they know who to contact.

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

*How satisfied or dissatisfied are you that..*

**Staff respond in a timely manner**

Figure 5.4: Level of Satisfaction
*(AccessNI overall)*



Other
10%

Very
satisfied
39%
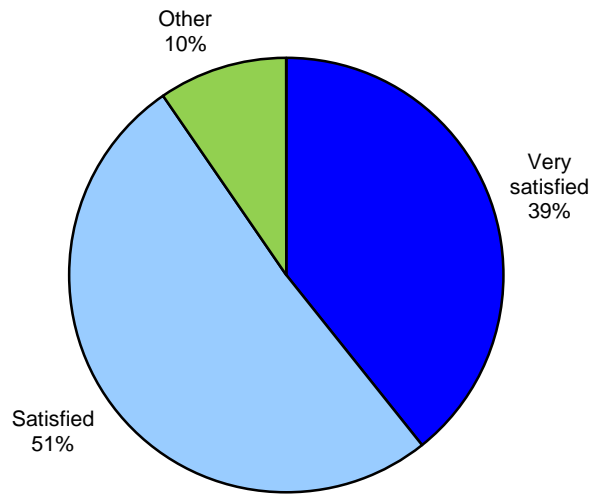
Satisfied
51%

Figure 5.5: Distribution by Year
*(% satisfied)*



| Year | % |
|------|-----|
| 2014 | 90% |
| 2013 | 87% |
| 2012 | 87% |
| 2011 | 88% |
| 2010 | 84% |
| 2008 | 60% |

% of respondents
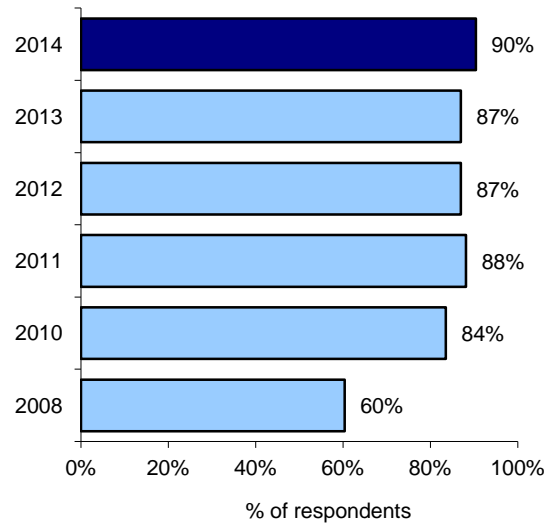
Figure 5.6a: Distribution by Organisation
*(% satisfied)*



| | |
|------|-----|
| Responsible Body | ≥73% |
| Umbrella Body | ≥91% |
| Registered Body | 89% |

% of respondents
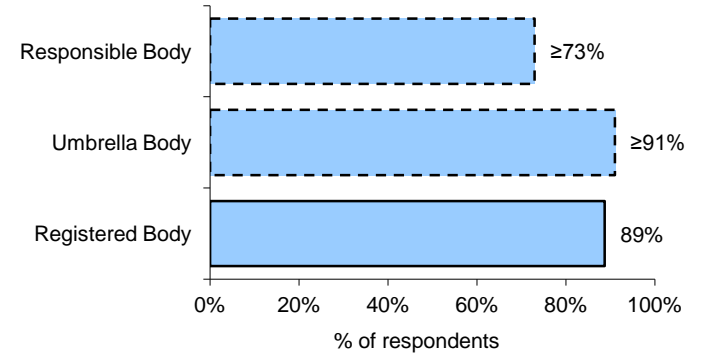
Figure 5.6b: Distribution by Application Type
*(% satisfied)*



| | |
|------|-----|
| Enhanced | 90% |
| Standard | 90% |
| Basic | ≥73% |

% of respondents
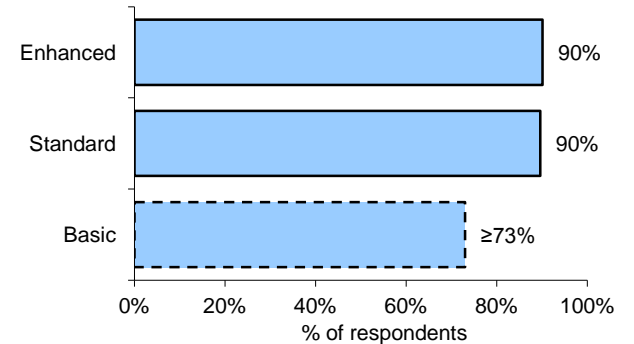
**Summary**

Nine out of ten AccessNI customers are satisfied that staff respond in a timely manner.

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

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

*How satisfied or dissatisfied are you that..*

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

Figure 5.7: Level of Satisfaction
*(AccessNI overall)*



Very dissatisfied/ Dissatisfied 4%

Neither 14%

Very satisfied 39%
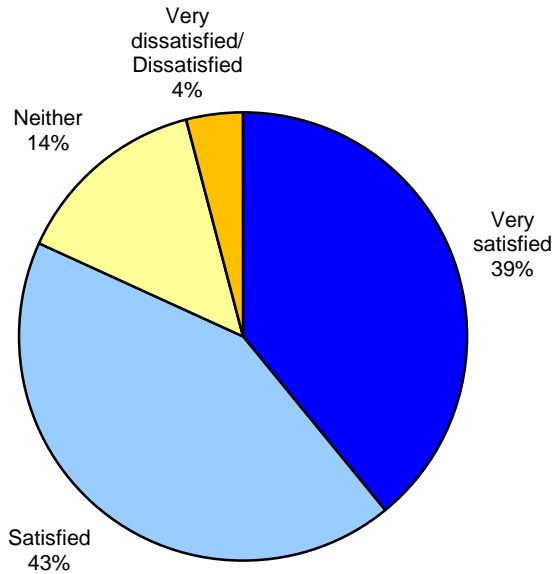
Satisfied 43%

Figure 5.8: Distribution by Year
*(% satisfied)*



| Year | % |
|------|-----|
| 2014 | 82% |
| 2013 | 86% |
| 2012 | 86% |
| 2011 | 86% |
| 2010 | 85% |
| 2008 | 73% |

% of respondents
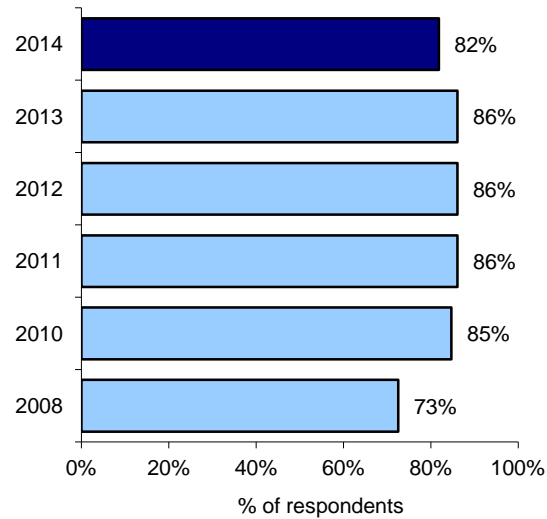
Figure 5.9a: Distribution by Organisation
*(% satisfied)*



| | % |
|--|-----|
| Responsible Body | ≥73% |
| Umbrella Body | 82% |
| Registered Body | 81% |

% of respondents
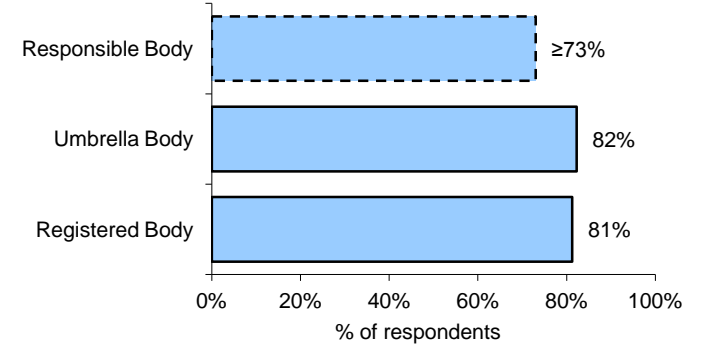
Figure 5.9b: Distribution by Application Type
*(% satisfied)*



| | % |
|--|-----|
| Enhanced | 81% |
| Standard | 77% |
| Basic | ≥73% |

% of respondents
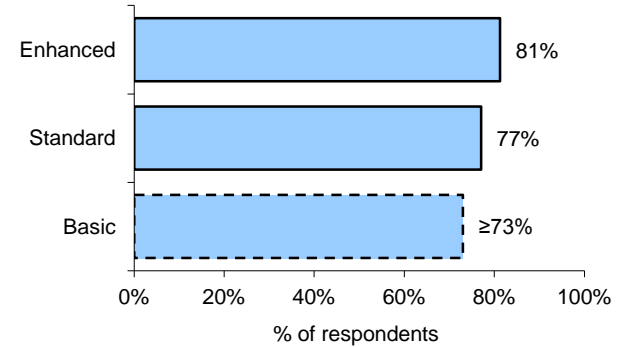
**Summary**

Most AccessNI customers are satisfied that the information they have been given is accurate.

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

59

*How satisfied or dissatisfied are you that..*

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

Figure 5.10: Level of Satisfaction
*(AccessNI overall)*



Very dissatisfied/ Dissatisfied 5%

Very satisfied 36%

Neither 15%
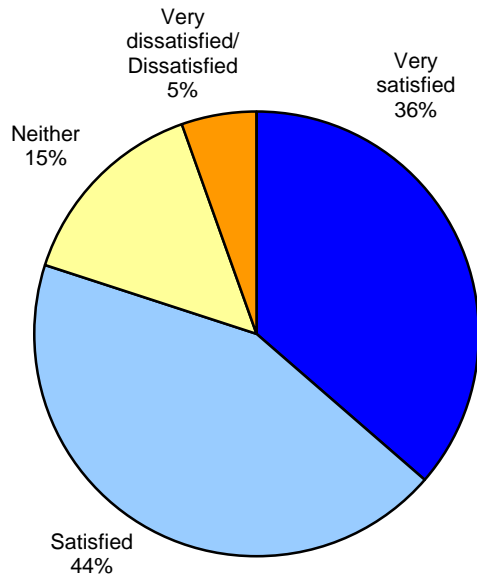
Satisfied 44%

Figure 5.11: Distribution by Year
*(% satisfied)*



| Year | % |
|------|-----|
| 2014 | 80% |
| 2013 | 84% |
| 2012 | 85% |
| 2011 | 84% |
| 2010 | 81% |
| 2008 | 70% |

% of respondents
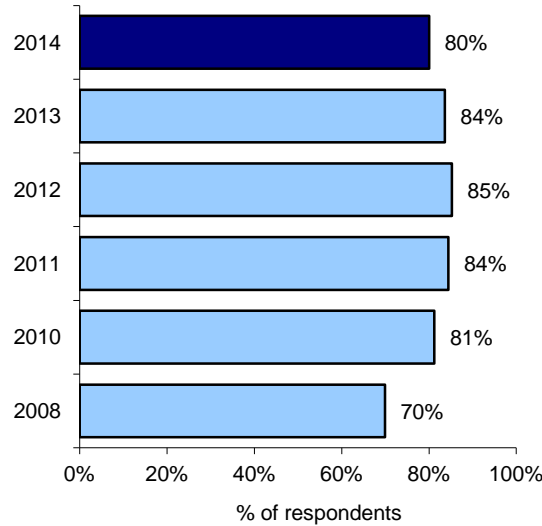
Figure 5.12a: Distribution by Organisation
*(% satisfied)*



| | % |
|------|-----|
| Responsible Body | ≥73% |
| Umbrella Body | 80% |
| Registered Body | 79% |

% of respondents
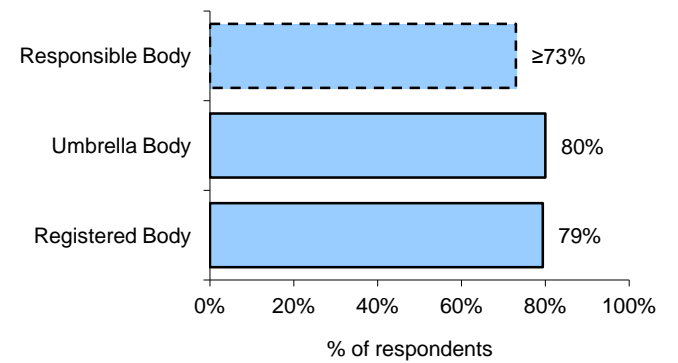
Figure 5.12b: Distribution by Application Type
*(% satisfied)*
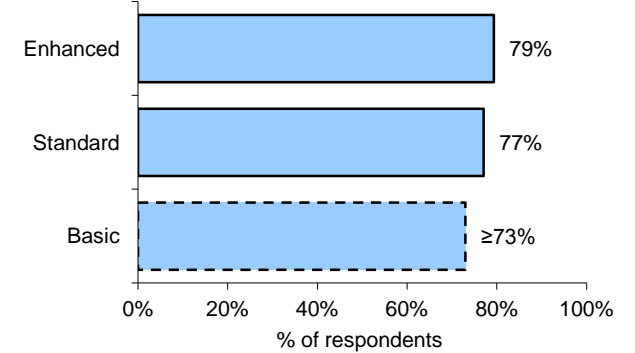


| | % |
|------|-----|
| Enhanced | 79% |
| Standard | 77% |
| Basic | ≥73% |

% of respondents

**Summary**

Eight out of ten customers are satisfied that the information they have been given is clear and to the point.

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

Figure 5.13: AccessNI Newsletter
*(AccessNI overall)*



No
5%

Yes
95%
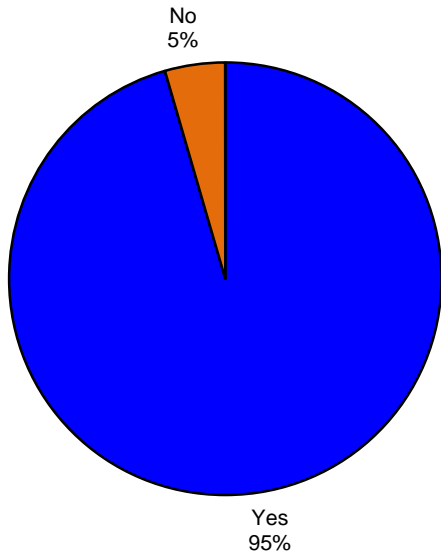
Figure 5.14: Distribution by Application Type
*(% satisfied)*



2014        95%

2013        91%

% of respondents
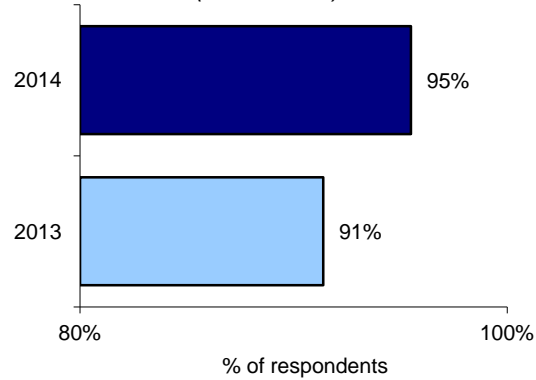
Figure 5.15a: Distribution by Organisation
*(% satisfied)*



Responsible Body        100%

Umbrella Body        100%

Registered Body        94%

0%    20%    40%    60%    80%    100%
% of respondents
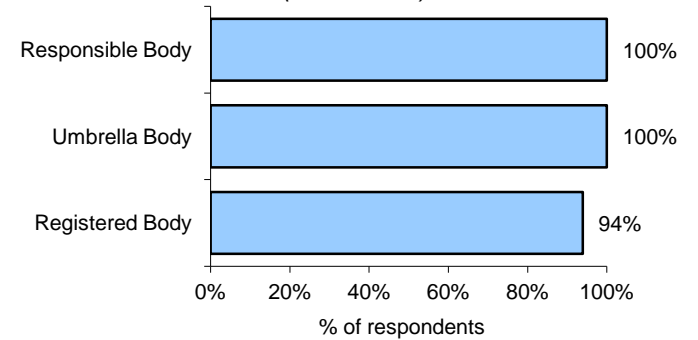
Figure 5.14b: Distribution by Application Type
*(% satisfied)*



Enhanced        95%

Standard        96%

Basic        100%

0%    20%    40%    60%    80%    100%
% of respondents
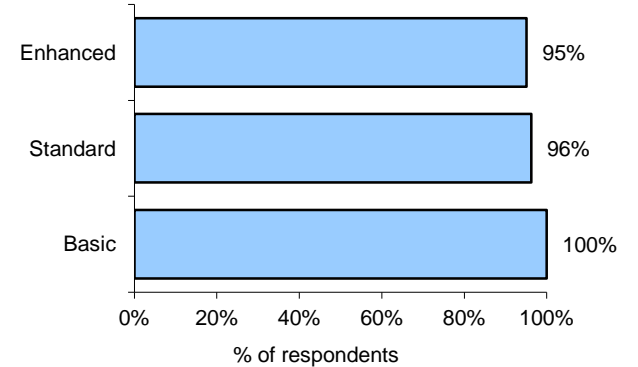
**Summary**

Almost all customers agreed that they received the AccessNI Newsletter, higher than 2013.

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

Figure 5.16: Views on Newsletter
*(AccessNI overall)*

No strong views/ not especially useful 18%

Very useful 36%
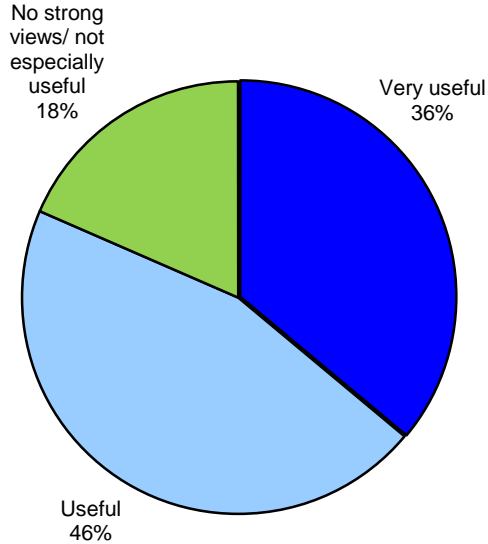
Useful 46%

Figure 5.17: Distribution by Year
*(% satisfied)*

2014 — 82%

2013 — 72%

0%  20%  40%  60%  80%  100%
% of respondents
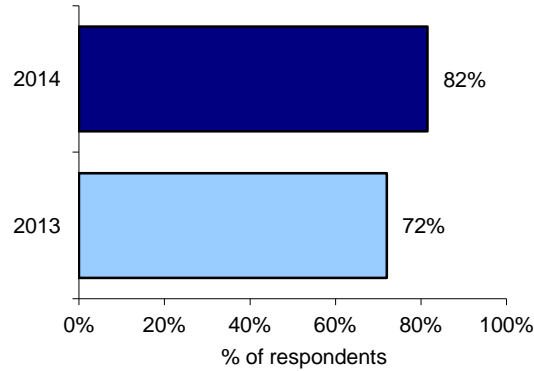
Figure 5.18a: Distribution by Organisation
*(% satisfied)*

Responsible Body — ≥75%

Umbrella Body — 85%

Registered Body — 81%

0%  20%  40%  60%  80%  100%
% of respondents
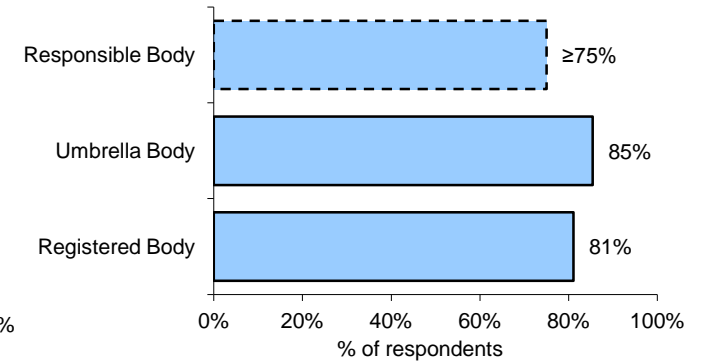
Figure 5.18b: Distribution by Application Type
*(% satisfied)*

Enhanced — 82%

Standard — 75%

Basic — ≥75%

0%  20%  40%  60%  80%  100%
% of respondents
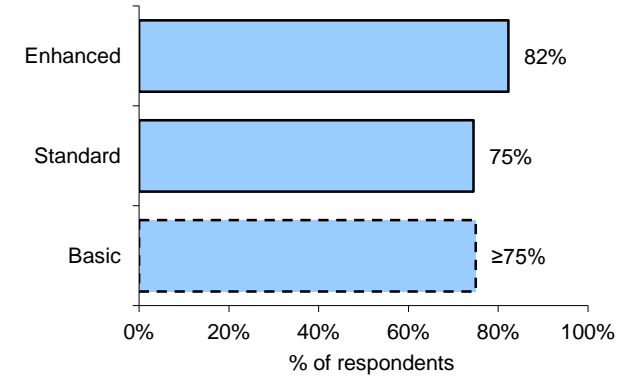
**Summary**

Four fifths of customers rate the AccessNI Newsletter as Very useful/ Useful, higher than 2013.

---

≥ 'greater than or equal to' is used where there are less than 5 customers in the remaining answer categories.
[1] Although this question was asked in surveys before 2013, comparisons have not been made as customers were only asked this question in 2013 and 2014 if they had received the newsletter.

**Section 6: Complaints to AccessNI**

## Key Findings

| % Yes | AccessNI Overall |
|---|---|
| Have you complained about any aspect of the service provided by AccessNI? | 13% |
| Are you aware of the AccessNI complaints policy document entitled 'Making a Complaint'? | 67% |

| % Satisfied | AccessNI Customers who had complained |
|---|---|
| How satisfied or dissatisfied are you with how AccessNI dealt with your complaint? | 39% |
| **% Yes** | |
| Has your complaint with AccessNI been resolved satisfactorily? | 55% |

## Summary of Findings

Just over one in ten customers had made a complaint about the service provided by AccessNI, higher than in 2013. Two thirds of customers are aware of the AccessNI complaints policy document entitled 'Making a Complaint'.

Of the customers who had made a complaint, less than four in ten are satisfied with how AccessNI dealt with their complaint, similar to 2013, and over half reported that their complaint had been resolved satisfactorily, higher than 2013.

Views were similar throughout this section by application and organisation type.

Figure 6.1: Customers who have complained
*(AccessNI overall)*
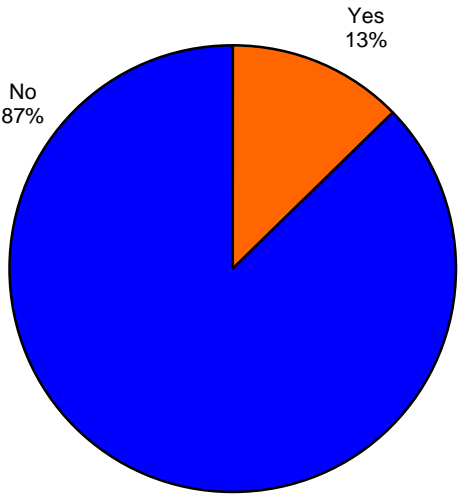
Figure 6.2: Distribution by Year
*(% Yes)*
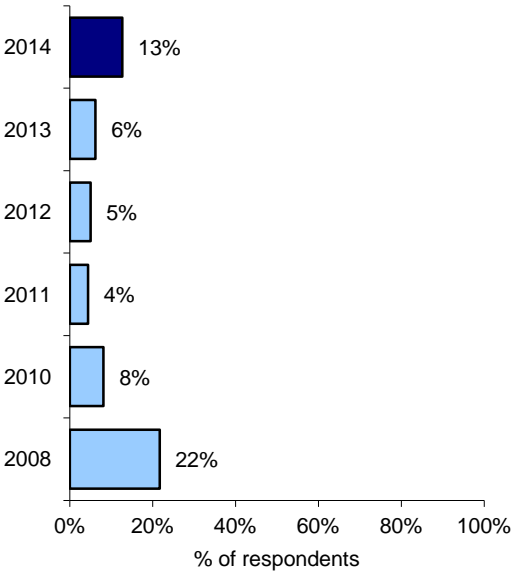
Figure 6.3a: Distribution by Organisation
*(% Yes)*



Yes
13%

No
87%

2014    13%
2013    6%
2012    5%
2011    4%
2010    8%
2008    22%

% of respondents

Responsible Body    ~
Umbrella Body    13%
Registered Body    13%

% of respondents
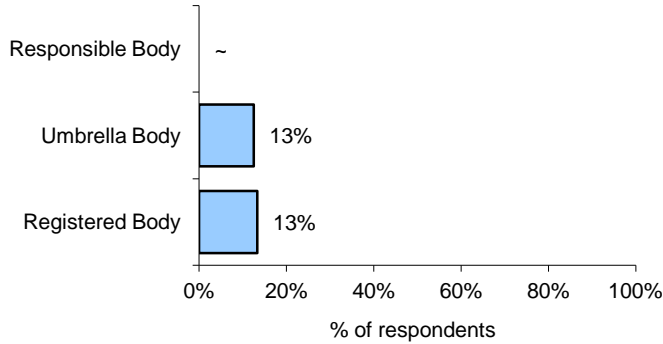
Figure 6.3b: Distribution by Application Type
*(% Yes)*

Enhanced    13%
Standard    15%
Basic    ~

% of respondents
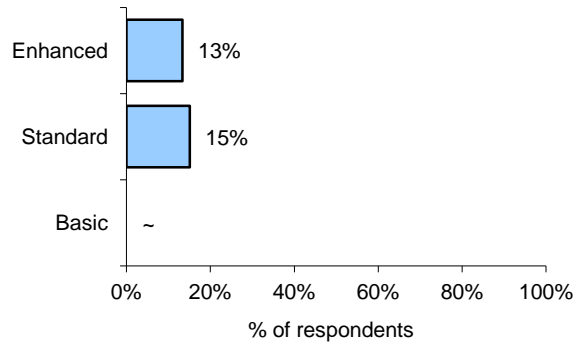
## Summary

Just over one in ten customers had made a complaint about the service provided by AccessNI, higher than in 2013.

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

**Are you aware of the AccessNI complaints policy document entitled 'Making a Complaint'?**

Figure 6.4: Customers who are aware of the AccessNI compliants policy document
*(AccessNI overall)*



No
33%

Yes
67%
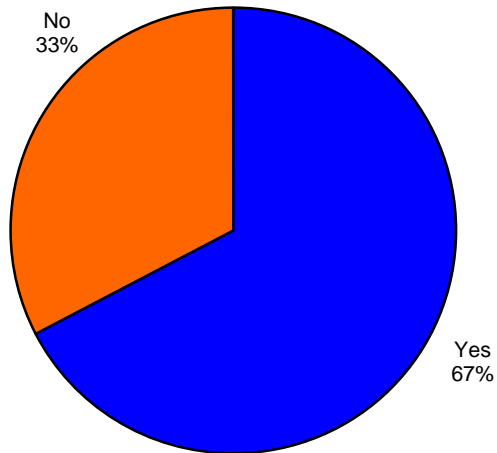
Figure 6.5a: Distribution by Organisation
*(% Yes)*



Responsible Body ≥50%

Umbrella Body 78%

Registered Body 64%
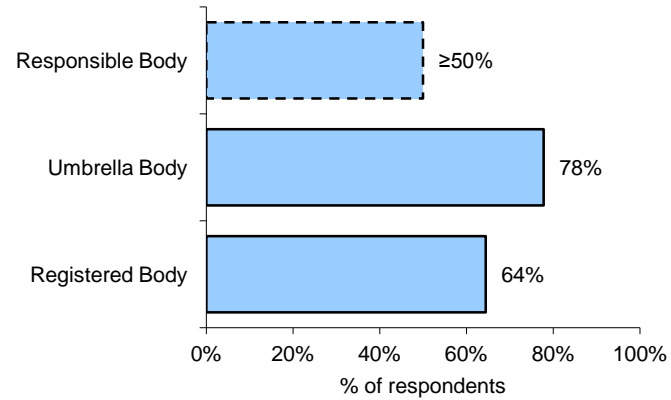
% of respondents

Figure 6.5b: Distribution by Application Type
*(% Yes)*



Enhanced 67%

Standard 68%

Basic ≥50%
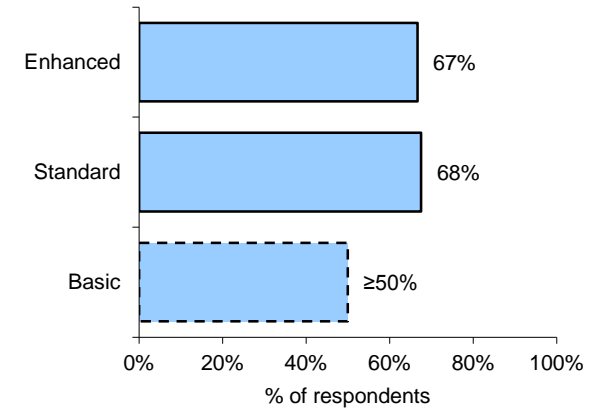
% of respondents

**Summary**

Two thirds of customers are aware of the AccessNI complaints policy document entitled 'Making a Complaint'.

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

Figure 6.6: Customers who have complained
*(AccessNI overall)*

Very dissatisfied/ Dissatisfied 26%

Very satisfied/ Satisfied 39%

Neither 35%
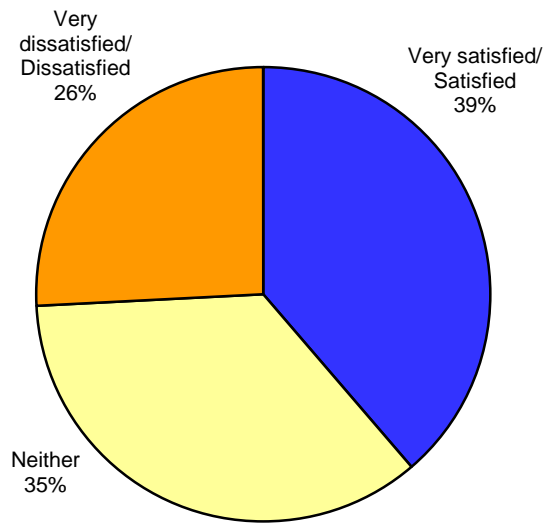
Figure 6.7: Distribution by Year
*(% satisfied)*

| Year | % |
|------|-----|
| 2014 | 39% |
| 2013 | 38% |
| 2012 | 43% |
| 2011 | 52% |
| 2010 | 54% |
| 2008 | 39% |

% of respondents
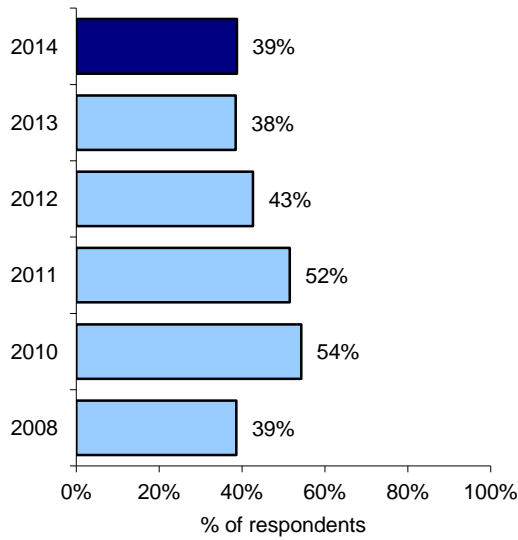
Figure 6.8a: Distribution by Organisation
*(% satisfied)*

| | |
|--|--|
| Responsible Body | ~ |
| Umbrella Body | ~ |
| Registered Body | 33% |

% of respondents
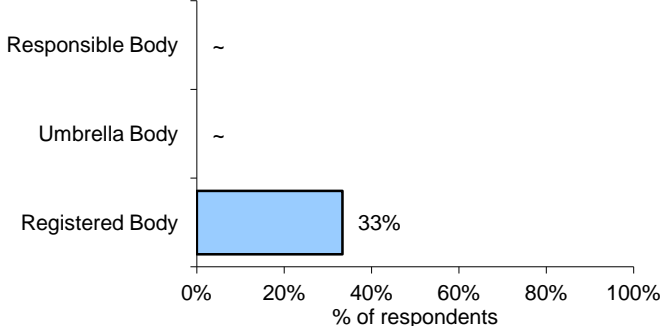
Figure 6.8b: Distribution by Application Type
*(% satisfied)*

| | |
|--|--|
| Enhanced | 37% |
| Standard | ≥50% |
| Basic | ~ |
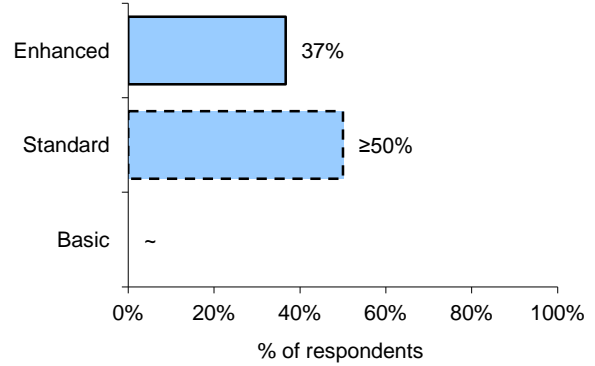
% of respondents

**Summary**

Of the customers who had complained, just under four in ten are satisfied with how their complaint was dealt with, similar to 2013.

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

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

Figure 6.9: Customers who have complained
*(AccessNI overall)*

No
45%

Yes
55%
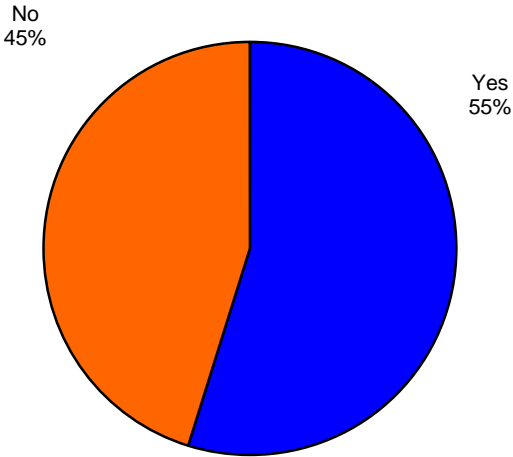
Figure 6.10: Distribution by Application Type
*(% Yes)*

| Year | % |
|------|-----|
| 2014 | 55% |
| 2013 | 38% |
| 2012 | 68% |
| 2011 | 76% |
| 2010 | 80% |
| 2008 | 70% |
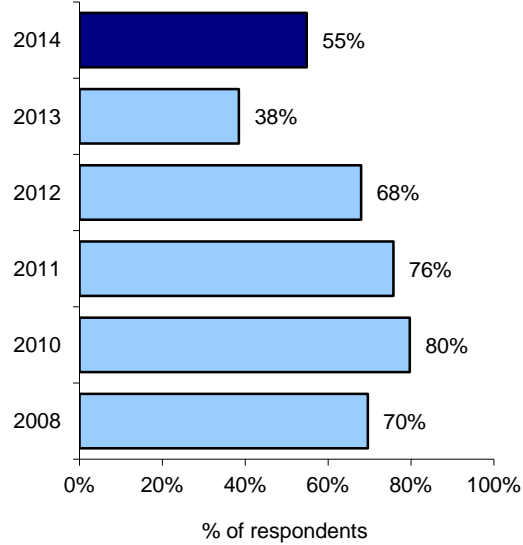
% of respondents

Figure 6.11a: Distribution by Organisation
*(% Yes)*

Responsible Body ~

Umbrella Body ~

Registered Body 54%
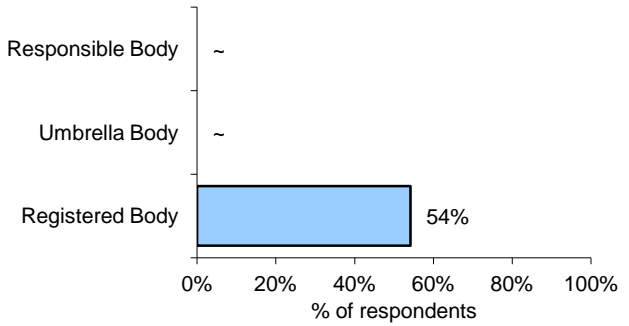
% of respondents

Figure 6.11b: Distribution by Application Type
*(% Yes)*

Enhanced 53%

Standard ≥50%

Basic ~
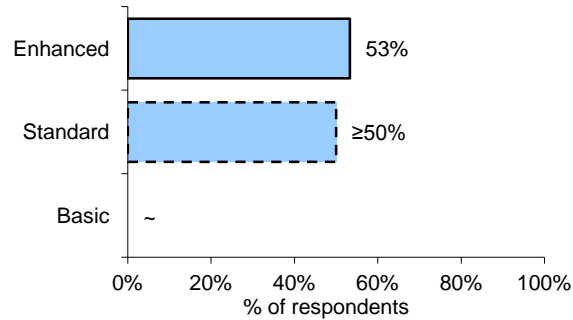
% of respondents

**Summary**

Over half of customers who had complained agree that their complaint was resolved satisfactorily.

---

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

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

**Section 7: AccessNI Website**

## Key Findings

| % Yes | AccessNI Overall |
|---|---|
| Do you use the AccessNI website? | 89% |

*How do you access the AccessNI Website? Do you go through the…*

| | AccessNI Website Users |
|---|---|
| Department of Justice website | 14% |
| NIDirect website | 46% |
| Both of the above | 29% |
| Don't know | 11% |

**Department of Justice (DOJ) website**

| % Satisfied | DOJ Website Users |
|---|---|
| The layout | 75% |
| The quality of the information | 82% |
| Its ability to address your query | 75% |

**NIDirect website**

| % Satisfied | NIDirect Website Users |
|---|---|
| The layout | 84% |
| The quality of the information | 86% |
| Its ability to address your query | 75% |

## Summary of Findings

Most AccessNI customers had used the AccessNI website, up from in 2013.

More customers access the website through the NIDirect website than in 2013; with fewer now accessing it through the Department of Justice (DOJ) website than in 2013.

Views on the AccessNI information on the DOJ and NIDirect website are similar to 2013.  Customers are generally satisfied with the layout, quality of information and the ability to address their query of both the DOJ and NIDirect websites, however customers are more positive about the layout of the NIDirect website than the DOJ website.

Figure 7.1: Customers who use AccessNI website
*(AccessNI overall)*

No
11%

Yes
89%
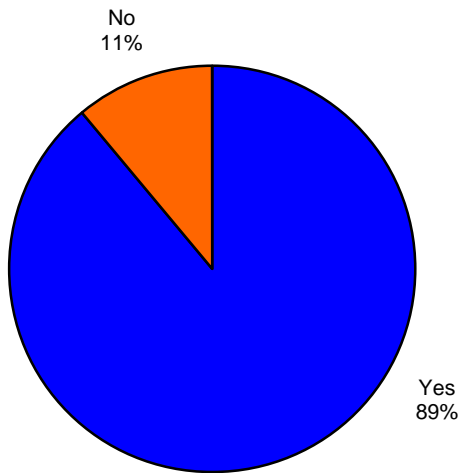
Figure 7.2: Distribution by Year
*(% Yes)*

| Year | % |
|------|-----|
| 2014 | 89% |
| 2013 | 82% |
| 2012 | 76% |
| 2011 | 84% |
| 2010 | 83% |
| 2008 | 81% |

% of respondents
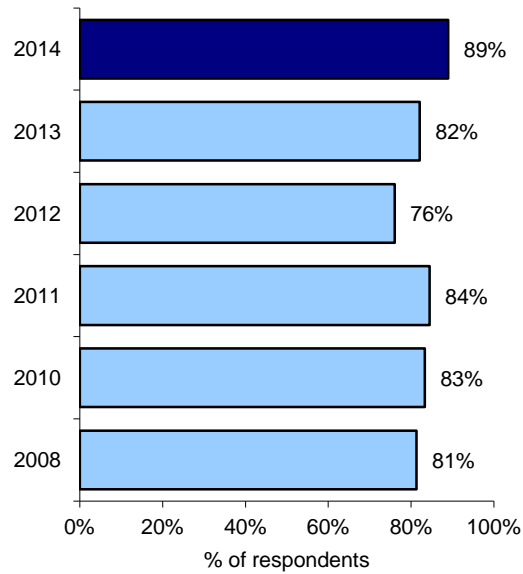
Figure 7.3a: Distribution by Organisation
*(% Yes)*

| Organisation | % |
|--------------|-----|
| Responsible Body | ≥75% |
| Umbrella Body | ≥92% |
| Registered Body | 88% |
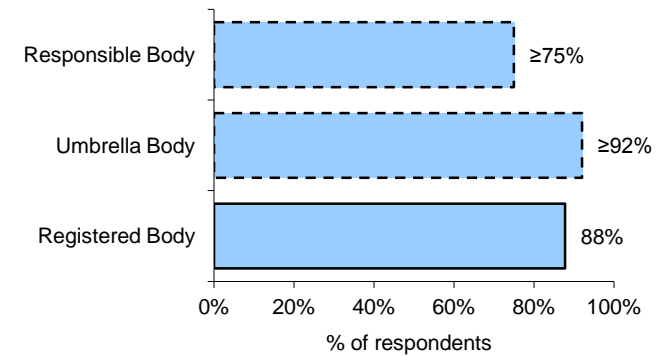
% of respondents

Figure 7.3b: Distribution by Application Type
*(% Yes)*

| Application Type | % |
|------------------|-----|
| Enhanced | 89% |
| Standard | 91% |
| Basic | ≥75% |
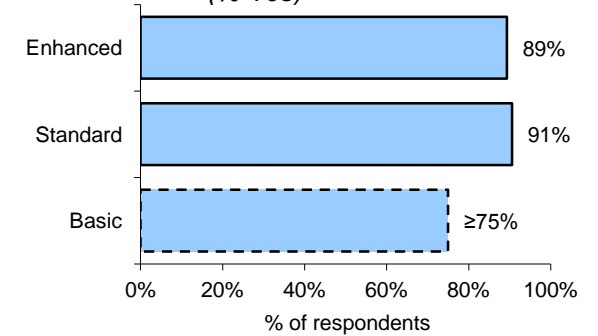
% of respondents

**Summary**

Just under nine in ten customers use the AccessNI website, higher than reported for 2013.

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

**How do you access the AccessNI Website?**

Figure 7.4: Customers who use AccessNI website by year *(AccessNI overall)*
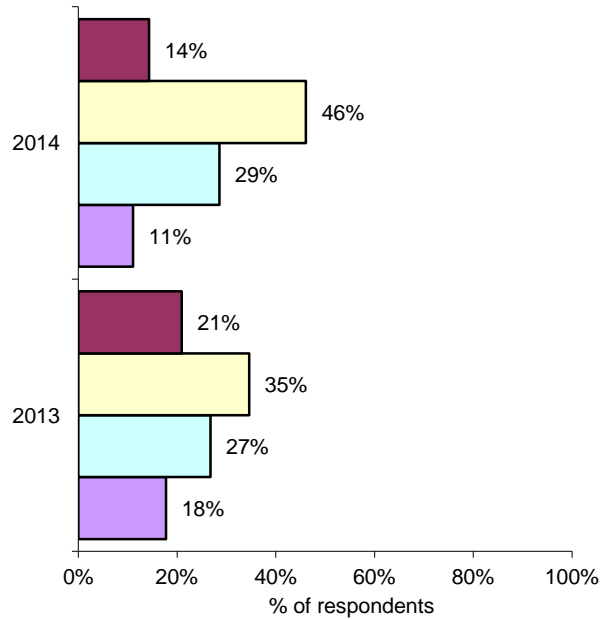
Figure 7.5: Distribution by Application Type
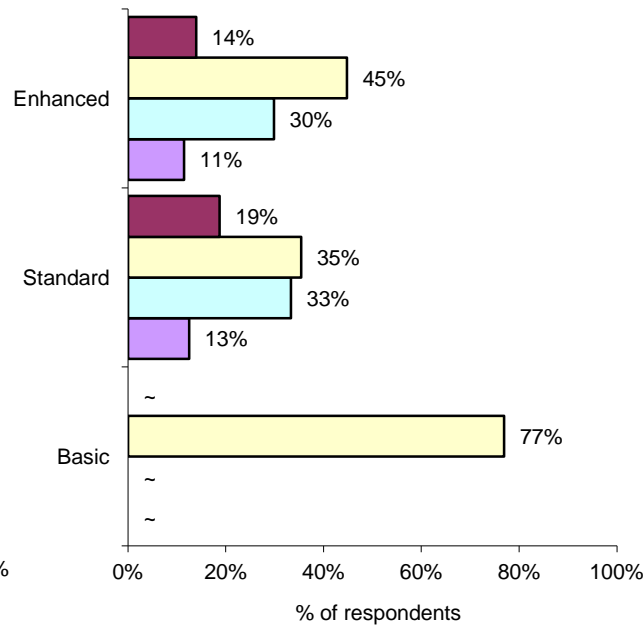
Figure 7.6: Distribution by Organisation
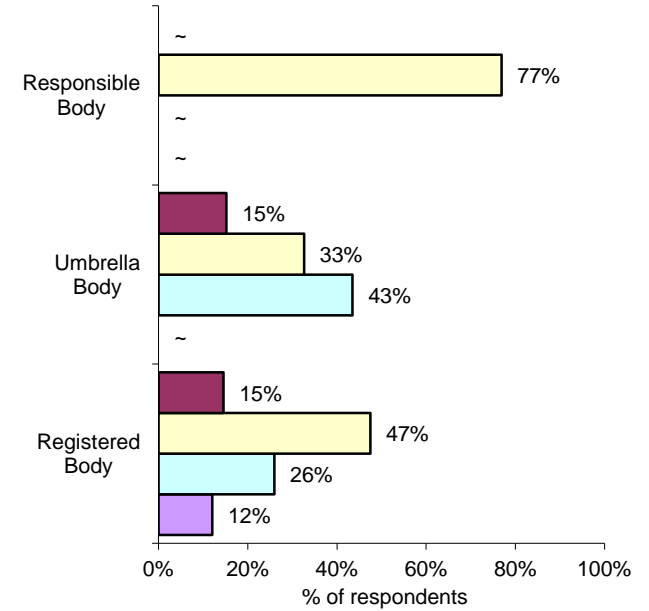
■ Department of Justice website  □ NIDirect website  □ Both of the above  □ Don't know

### Summary

Less than half of customers access the website through the NIDirect website, higher than in 2013. Fewer customers access the website through the Department of Justice (DOJ) website than did in 2013, with one in three using both the NIDirect and Department of Justice websites.

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

*How satisfied or dissatisfied are you with the AccessNI information on the*
***Department of Justice website*** *in terms of…*

**The layout**

Figure 7.7: Customers who use AccessNI website
*(AccessNI overall)*



Dissatisfied
7%

Very
satisfied
21%

Neither
18%
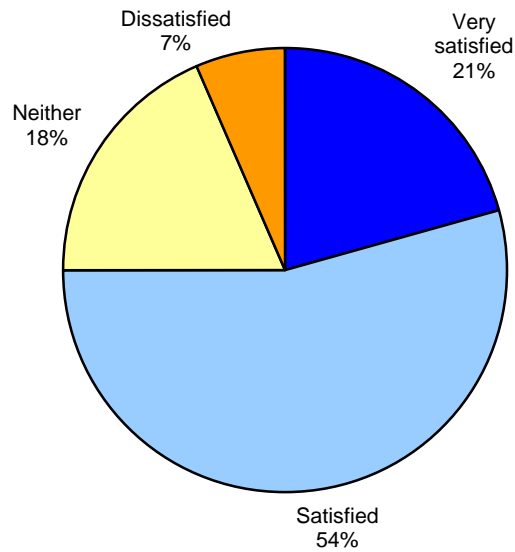
Satisfied
54%

Figure 7.8: Distribution by Year
*(% satisfied)*



2014    75%

2013    80%

0%   20%   40%   60%   80%   100%

% of respondents
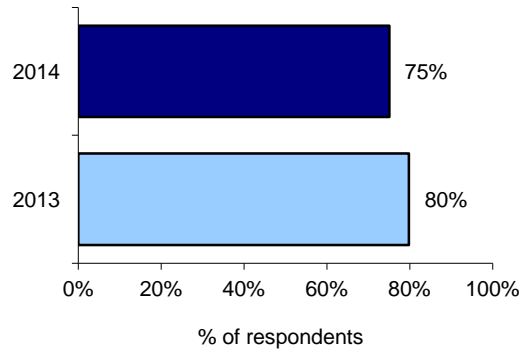
Figure 7.9a: Distribution by Organisation
*(% satisfied)*



Responsible Body    ~

Umbrella Body    70%

Registered Body    78%

0%   20%   40%   60%   80%   100%

% of respondents
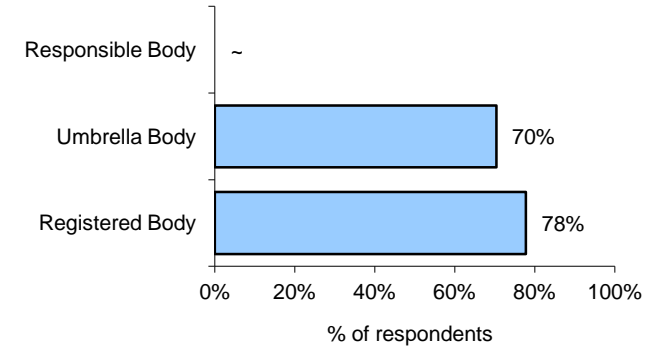
Figure 7.9b: Distribution by Application Type
*(% satisfied)*



Enhanced    76%

Standard    80%

Basic    ~

0%   20%   40%   60%   80%   100%

% of respondents
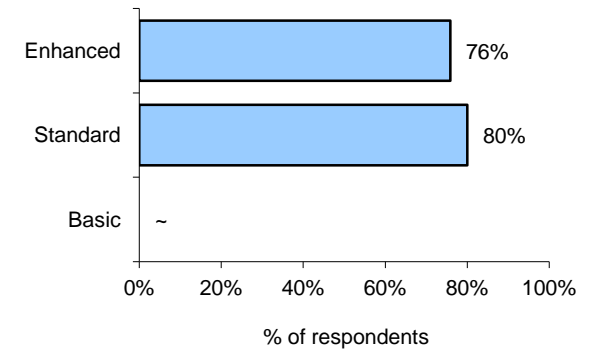
**Summary**

Three quarters of DOJ website users are satisfied with the layout of the AccessNI information on the website.

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

*How satisfied or dissatisfied are you with the AccessNI information on the*
***Department of Justice website*** *in terms of…*

**The quality of the information**

Figure 7.10: Customers who use AccessNI website *(AccessNI overall)*

- Other 19%
- Very satisfied 29%
- Satisfied 52%
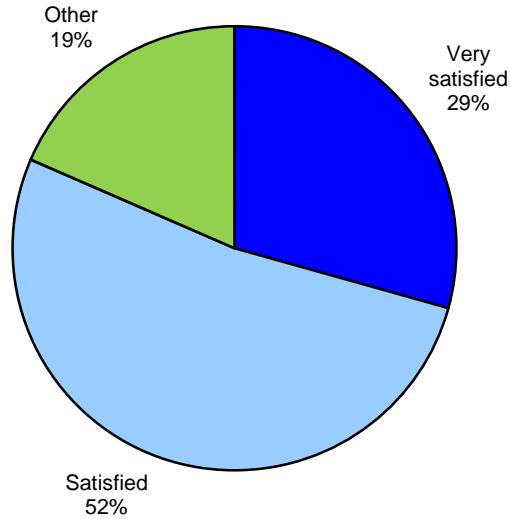
Figure 7.11: Distribution by Year
*(% satisfied)*

- 2014: 82%
- 2013: 81%

% of respondents
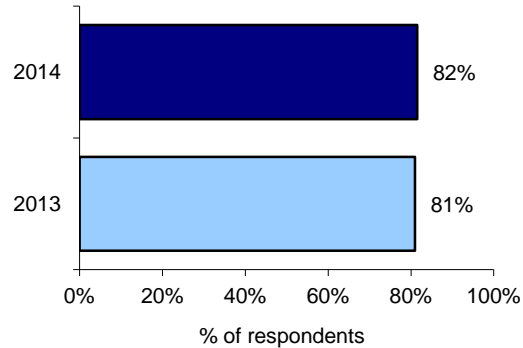
Figure 7.12a: Distribution by Organisation
*(% satisfied)*

- Responsible Body: ~
- Umbrella Body: 78%
- Registered Body: 84%

% of respondents
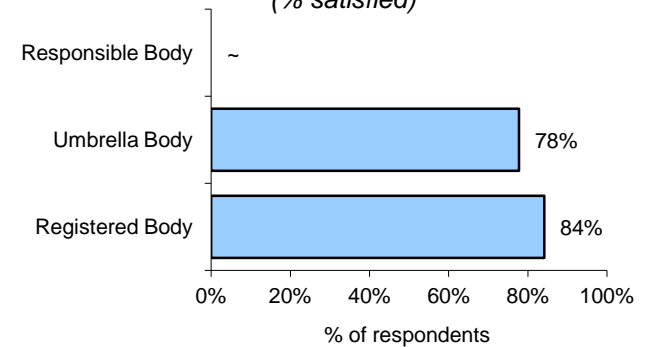
Figure 7.12b: Distribution by Application Type
*(% satisfied)*

- Enhanced: 83%
- Standard: 80%
- Basic: ~

% of respondents
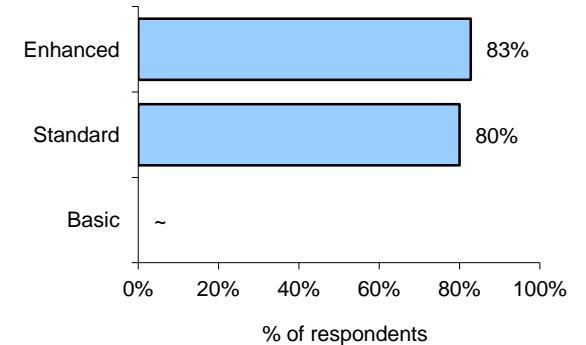
**Summary**

Just over eight in ten DOJ website users are satisfied with the quality of information on AccessNI contained in the website.

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

*How satisfied or dissatisfied are you with the AccessNI information on the*
**Department of Justice website** *in terms of…*

**Its ability to address your query**

Figure 7.13: Customers who use AccessNI website *(AccessNI overall)*



- Other 25%
- Very satisfied 23%
- Satisfied 52%
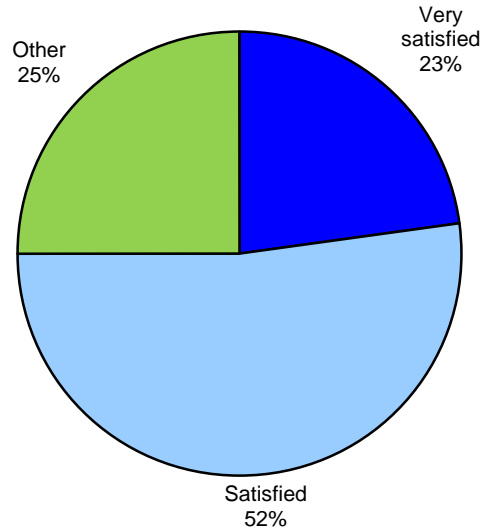
Figure 7.14: Distribution by Year
*(% satisfied)*



- 2014: 75%
- 2013: 73%

% of respondents
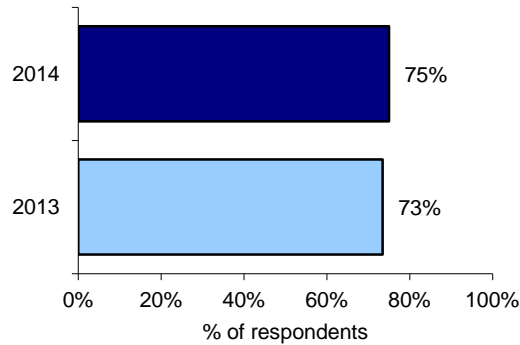
Figure 7.15a: Distribution by Organisation
*(% satisfied)*



- Responsible Body: ~
- Umbrella Body: 74%
- Registered Body: 76%

% of respondents
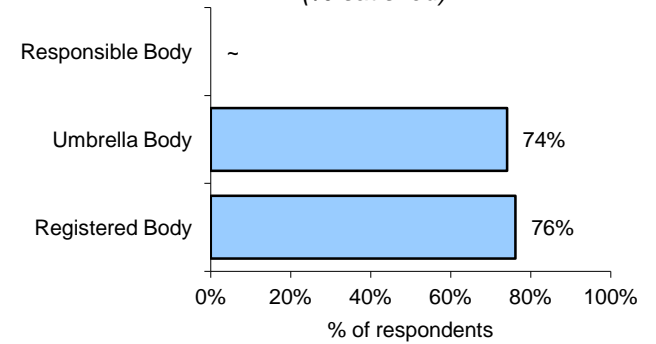
Figure 7.15b: Distribution by Application Type
*(% satisfied)*



- Enhanced: 76%
- Standard: ≥ 84%
- Basic: ~

% of respondents
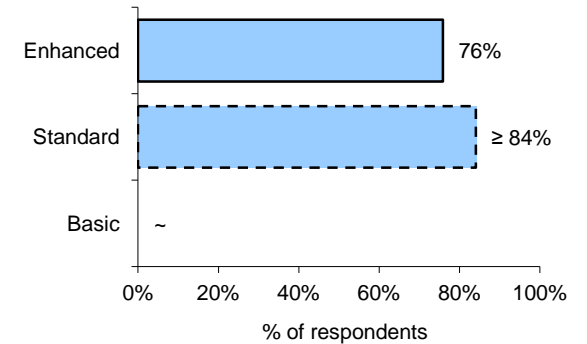
**Summary**

Three in four DOJ website users are satisfied that the AccessNI information on the Department of Justice website has the ability to address their query.

~ 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.
'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.

*How satisfied or dissatisfied are you with the AccessNI information on the*
***NIDirect website*** *in terms of…*

**The layout**

Figure 7.16: Customers who use AccessNI website *(AccessNI overall)*



Other
16%

Very satisfied
22%
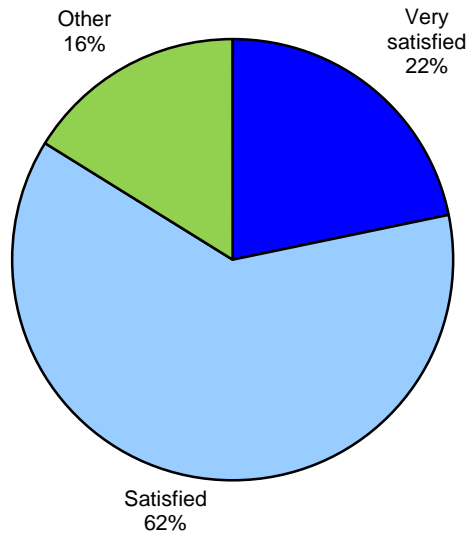
Satisfied
62%

Figure 7.17: Distribution by Year
*(% satisfied)*



2014 — 84%
2013 — 82%

% of respondents
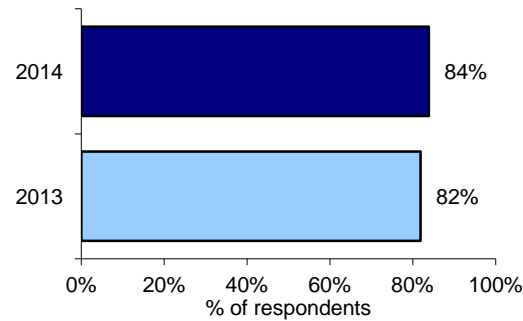
Figure 7.18a: Distribution by Organisation
*(% satisfied)*



Responsible Body — ≥ 64%
Umbrella Body — 80%
Registered Body — 84%

% of respondents
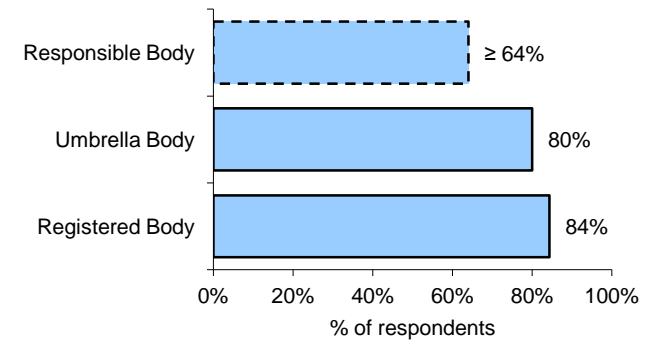
Figure 7.18b: Distribution by Application Type
*(% satisfied)*



Enhanced — 83%
Standard — ≥88%
Basic — ≥ 64%
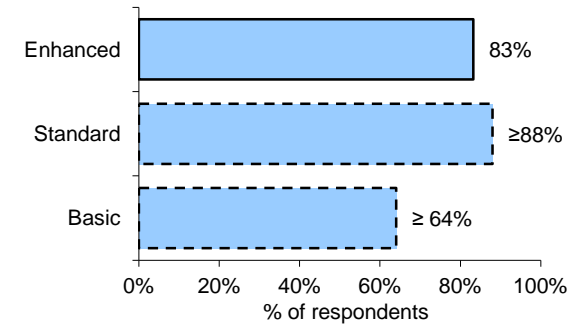
% of respondents

**Summary**

Over eight in ten NIDirect website users are satisfied with the layout of the AccessNI information on the website.

≥ '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.

80

*How satisfied or dissatisfied are you with the AccessNI information on the*
*__NIDirect website__ in terms of…*

**The quality of the information**

Figure 7.19: Customers who use AccessNI website *(AccessNI overall)*

Other
14%

Very satisfied
25%
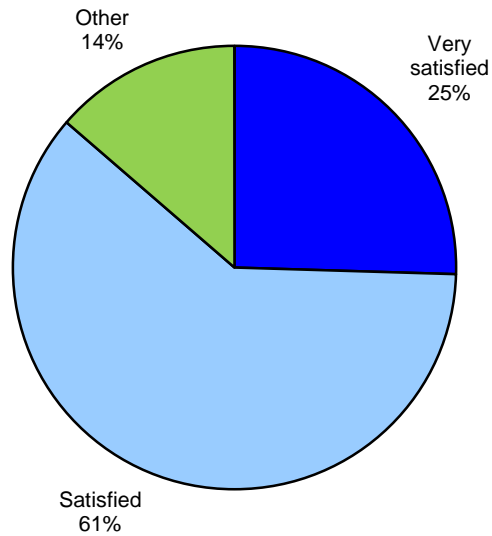
Satisfied
61%

Figure 7.20: Distribution by Year
*(% satisfied)*

2014    86%

2013    82%

0%    20%    40%    60%    80%   100%
% of respondents
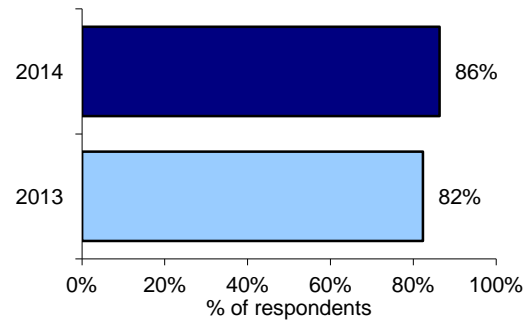
Figure 7.21a: Distribution by Organisation
*(% satisfied)*

Responsible Body    ≥ 64%

Umbrella Body    80%

Registered Body    88%

0%    20%    40%    60%    80%   100%
% of respondents
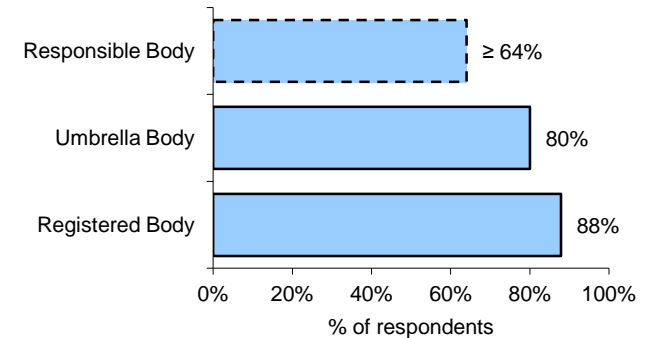
Figure 7.21b: Distribution by Application Type
*(% satisfied)*

Enhanced    86%

Standard    ≥88%

Basic    ≥ 64%

0%    20%    40%    60%    80%   100%
% of respondents
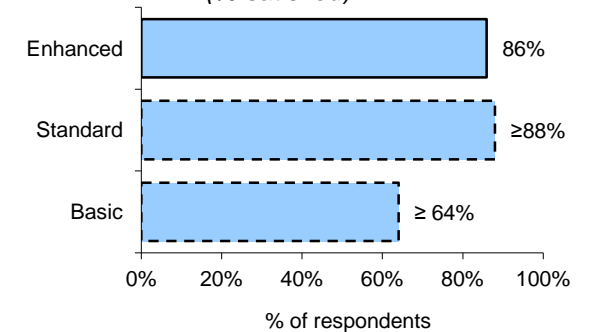
## Summary

Just under nine in ten NIDirect website users are satisfied with the quality of information on AccessNI contained in the website.

---

'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.

*How satisfied or dissatisfied are you with the AccessNI information on the*
***NIDirect website** in terms of…*

**Its ability to address your query**

Figure 7.22: Customers who use AccessNI website *(AccessNI overall)*



Very dissatisfied/ Dissatisfied 3%

Very satisfied 19%

Neither 22%
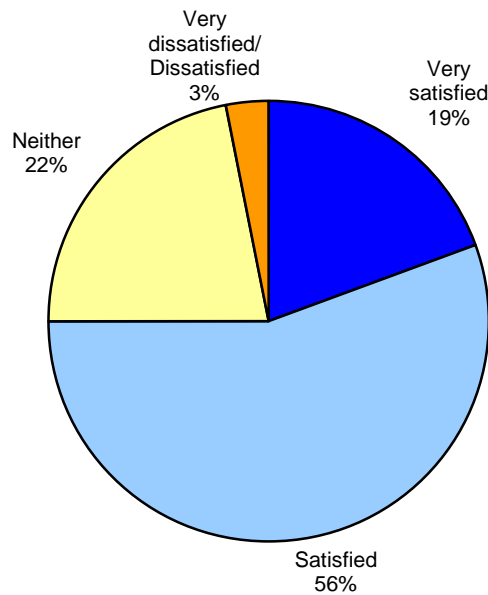
Satisfied 56%

Figure 7.23: Distribution by Application Type *(% satisfied)*



2014 — 75%

2013 — 76%

% of respondents
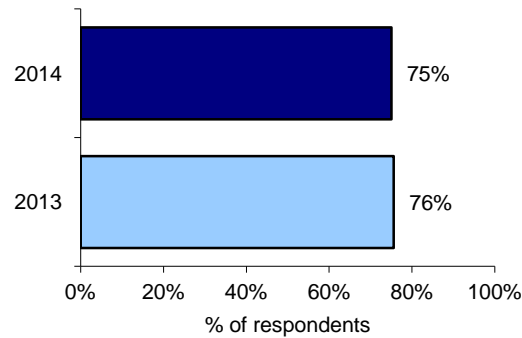
Figure 7.24a: Distribution by Organisation *(% satisfied)*



Responsible Body — ≥ 64%

Umbrella Body — 76%

Registered Body — 74%

% of respondents
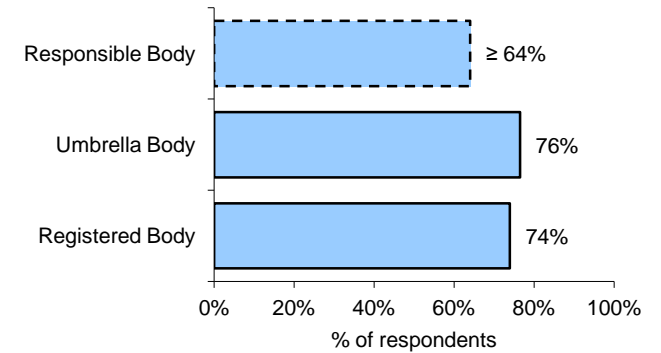
Figure 7.24b: Distribution by Application Type *(% satisfied)*



Enhanced — 74%

Standard — ≥88%

Basic — ≥ 64%
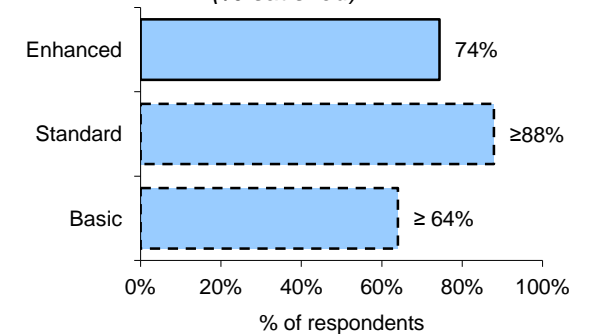
% of respondents

**Summary**

Three quarters of NIDirect website users are satisfied that the AccessNI information on the website has the ability to address their query.

---

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

**Section 8: Umbrella Body database**

## Key Findings

This section was only asked of Umbrella Bodies.

*How satisfied or dissatisfied are you with the following aspects of the Umbrella Body database....*

| % Satisfied | Umbrella Bodies |
|---|---|
| The layout | 80% |
| The ease of navigating the site | 78% |
| The accuracy of the information | 78% |

| % Yes | Umbrella Bodies |
|---|---|
| Has the presence of your organisation on the database secured any new business in the past 12 months? | 50% |
| Are there any improvements you would like to see to the Umbrella Body database? | 15% |

## Summary of Findings

Only Umbrella Bodies are asked the questions in this section in 2014. Four fifths of customers are satisfied with the layout, ease of navigation the

site and the accuracy of the information it contains.

Half of Umbrella Bodies feel that the presence of their organisation on the database has secured them new business in the past 12 months.

Views are similar for respondents who had made Standard or Enhanced applications.

*How satisfied or dissatisfied are you with the following aspects of the Umbrella Body database....*

**The layout**

Figure 8.1: Customers who use AccessNI website
*(AccessNI overall)*
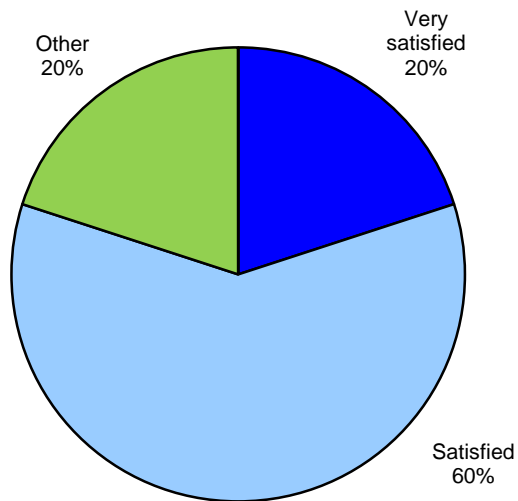
Figure 8.2: Distribution by Application Type
*(% satisfied)*
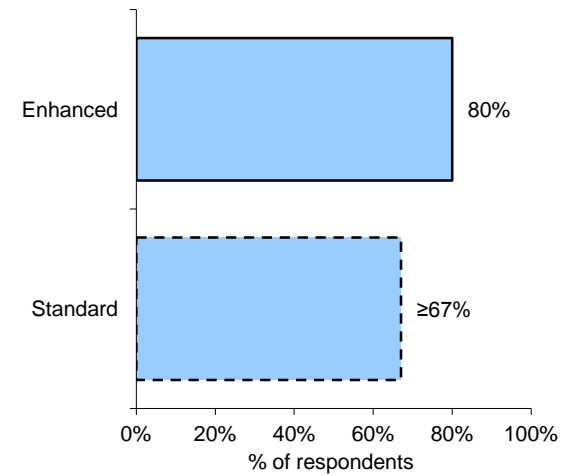


**Summary**

Four fifths of customers are satisfied with the layout of the Umbrella Body database.

≥ '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.

*How satisfied or dissatisfied are you with the following aspects of the Umbrella Body database....*

**The ease of navigating the site**

Figure 8.3: Customers who use AccessNI website
*(AccessNI overall)*
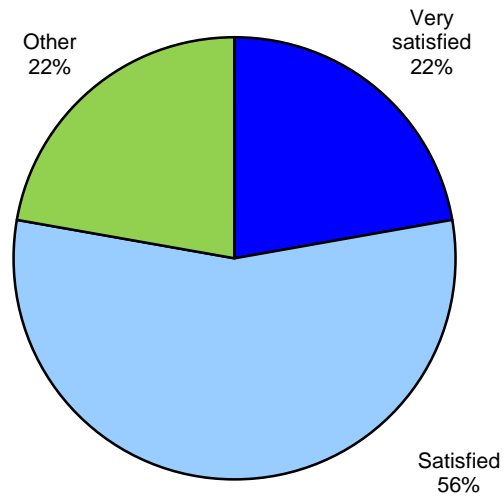
Figure 8.4: Distribution by Application Type
*(% satisfied)*
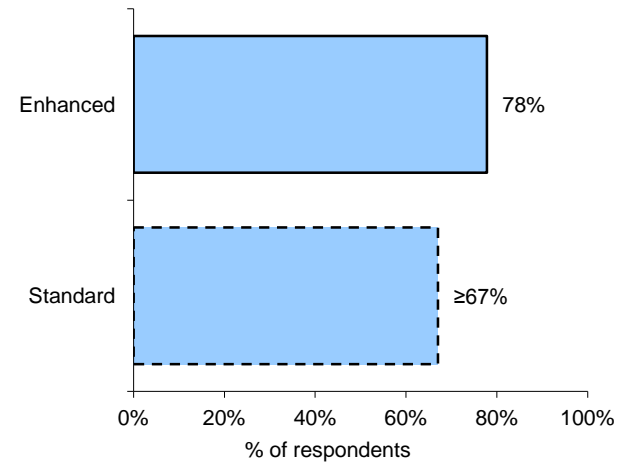
Other
22%

Very
satisfied
22%

Satisfied
56%

Enhanced    78%

Standard    ≥67%

0%    20%    40%    60%    80%    100%
% of respondents

## Summary

Four fifths of customers that use the Umbrella Body database are satisfied with the ease of navigating the site.

≥ '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.

*How satisfied or dissatisfied are you with the following aspects of the Umbrella Body database....*

**The accuracy of the information**

Figure 8.5: Customers who use AccessNI website
*(AccessNI overall)*
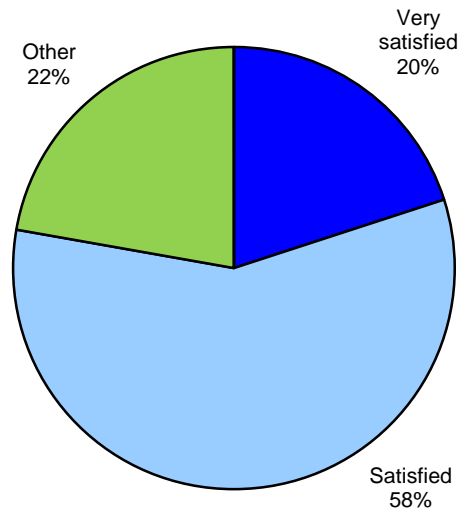
Figure 8.6: Distribution by Application Type
*(% satisfied)*
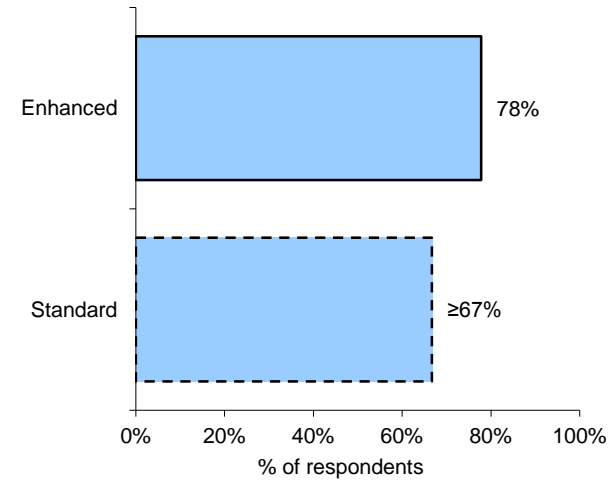


## Summary

Four fifths of customers that use the Umbrella Body database are satisfied with the accuracy of the information on the site.

≥ '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.

**Has the presence of your organisation on the database secured any new business in the past 12 months?**

Figure 8.7: Customers who use AccessNI website
*(AccessNI overall)*
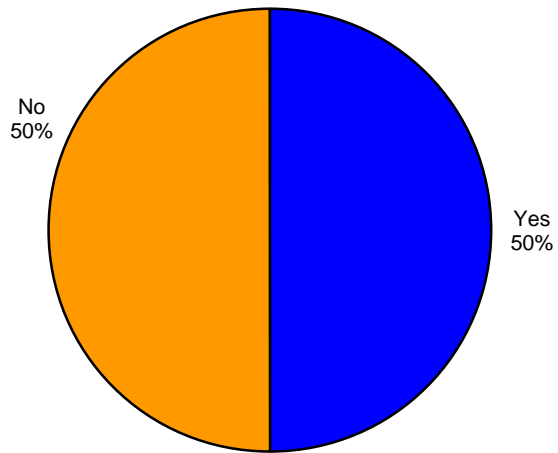
Figure 8.8: Distribution by Application Type
*(% Yes)*



No
50%

Yes
50%



Enhanced — 50%

Standard — ≥67%

0%   20%   40%   60%   80%   100%
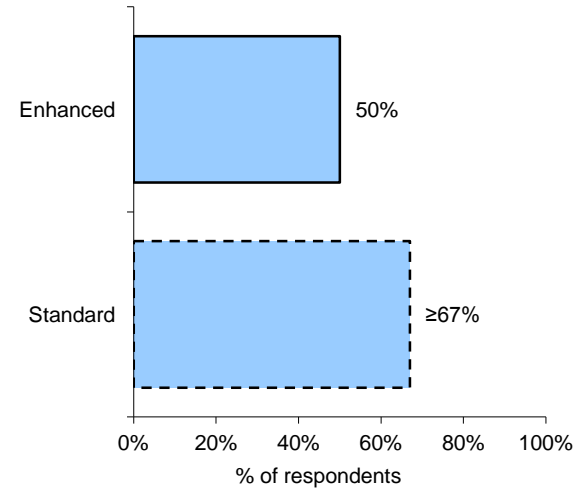
% of respondents

## Summary

Half of Umbrella Bodies felt that the presence of their organisation on the database has secured them new business in the past 12 months.

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

**Are there any improvements you would like to see to the Umbrella Body database?**

Figure 8.9: Customers who use AccessNI website
*(AccessNI overall)*
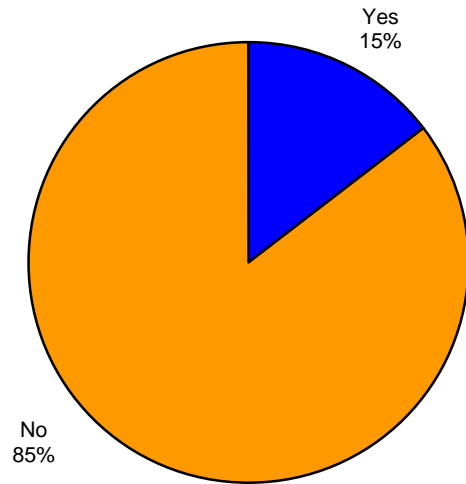
Figure 8.10: Distribution by Application Type
*(% Yes)*

Yes
15%

No
85%

Enhanced — 15%

Standard — ~

0%   20%   40%   60%   80%   100%

% of respondents
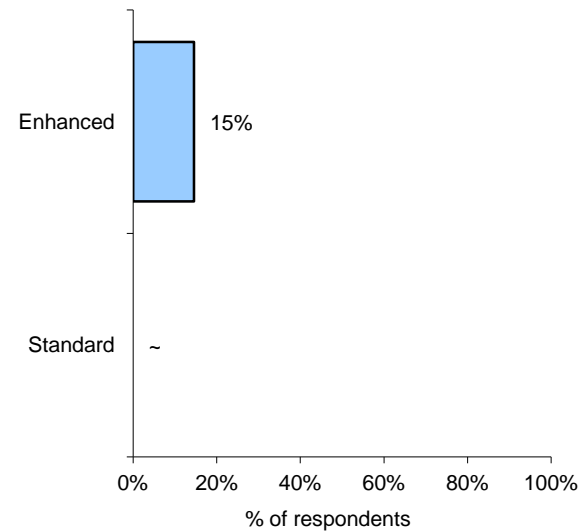
### Summary

A small number of customers feel that they would like to see improvements in the Umbrella Body database, with a suggestion being made to make it clear which organisations accept outside applications and those that process their own.

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

**Section 9: Disclosure Forms Online**

## Key Findings

| % Yes | AccessNI Overall |
|---|---|
| Would you be interested in the provision of an 'online' service where you can submit disclosure applications to AccessNI? | 93% |
| Would you be content if disclosure applications could ONLY be submitted 'online' to AccessNI? | 59% |

## Summary of Findings

Nearly all customers would be interested in the provision of an 'online' service where you can submit disclosure applications to AccessNI. Fewer would be content if disclosure applications could only be submitted 'online' to AccessNI.

These views are similar to those expressed in 2013.

Figure 9.1: Provision of an online service
*(AccessNI overall)*
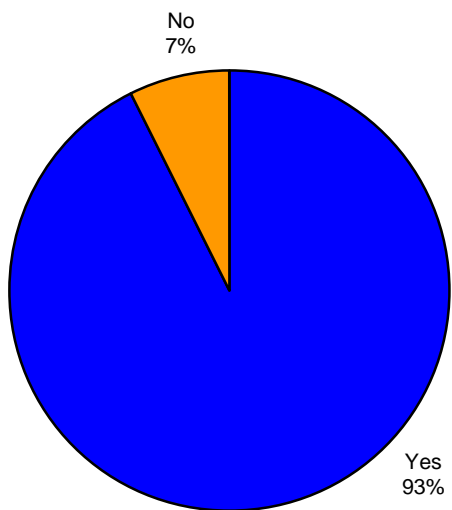
Figure 9.2: Distribution by Year
*(% Yes)*
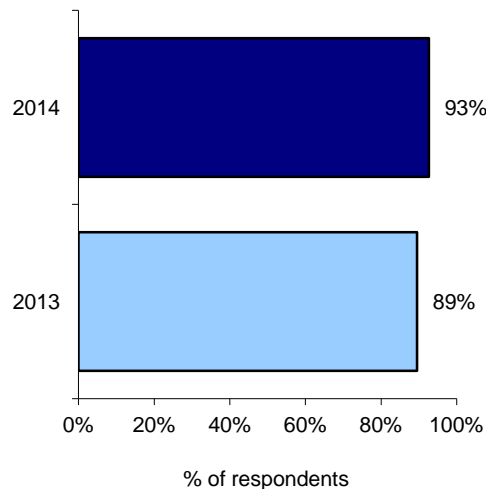
Figure 9.3a: Distribution by Organisation
*(% Yes)*
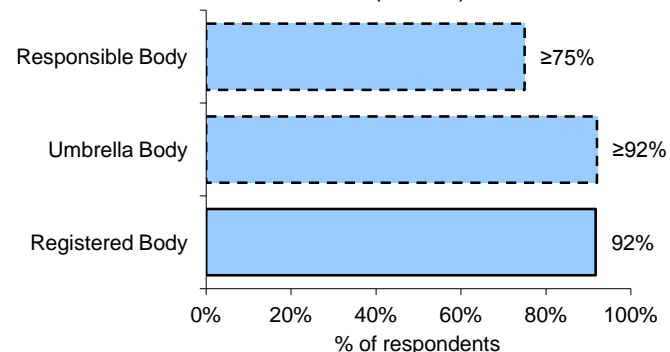
Figure 9.3b: Distribution by Application Type
*(% Yes)*
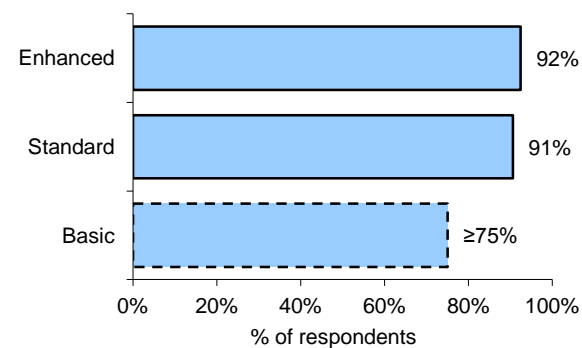
## Summary

Nearly all customers would be interested in the provision of an 'online' service where you can submit disclosure applications to AccessNI.

Views are 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.

Figure 9.4: Provision of ONLY an online service
*(AccessNI overall)*
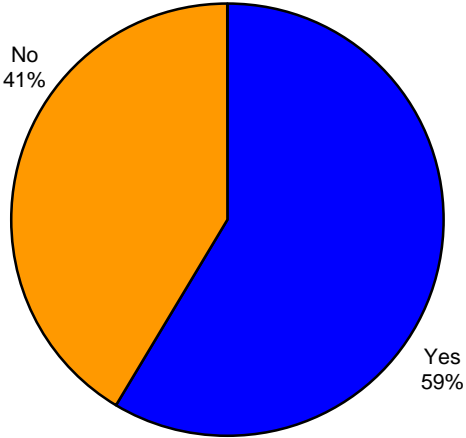
Figure 9.5: Distribution by Year
*(% Yes)*
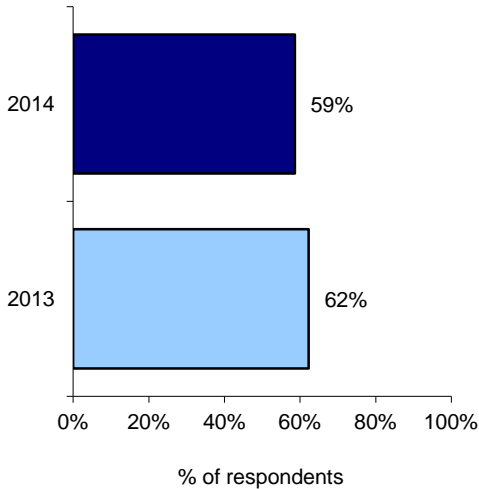
Figure 9.6a: Distribution by Organisation
*(% Yes)*

No
41%

Yes
59%

2014   59%

2013   62%

% of respondents

Responsible Body   50%

Umbrella Body   56%

Registered Body   60%

% of respondents
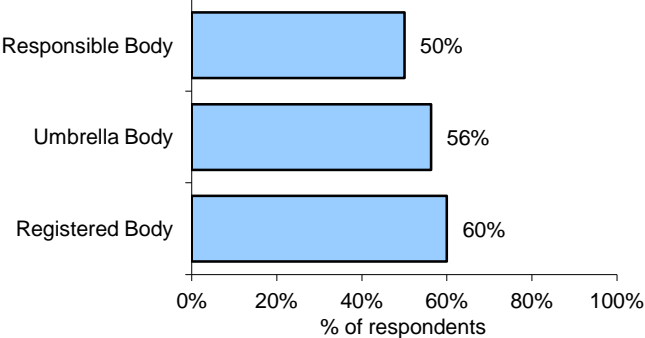
Figure 9.6b: Distribution by Application Type
*(% Yes)*

Enhanced   60%

Standard   53%

Basic   50%

% of respondents
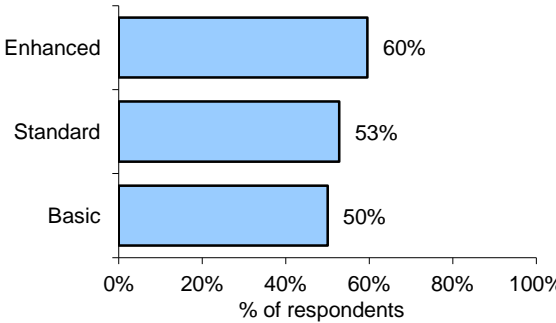
## Summary

Just under six in ten customers would be content if disclosure applications could only be submitted 'online' to AccessNI.

Again views are similar by organisation and application type.

# Section 10: Overall

## Key Findings

| % Satisfied | AccessNI Overall |
|---|---|
| Overall, how satisfied or dissatisfied have you been with the service provided? | 91% |

## Summary of Findings

Nine out of ten customers are satisfied with the service provided, similar to previous years with the exception of 2008 which was significantly lower.

Only a small proportion of customers are dissatisfied.

Figure 10.1: Level of satisfaction
*(AccessNI overall)*
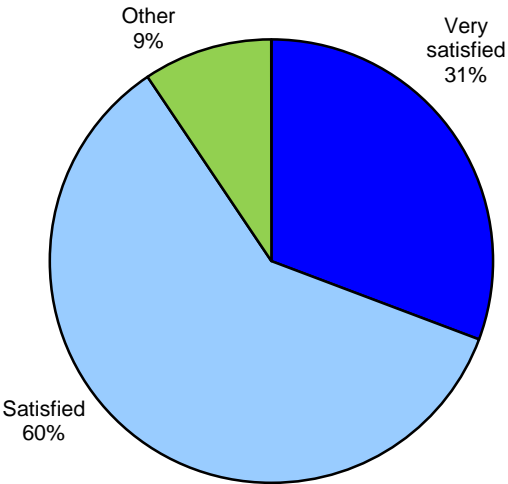


Figure 10.2: Distribution by Application Type
*(% satisfied)*
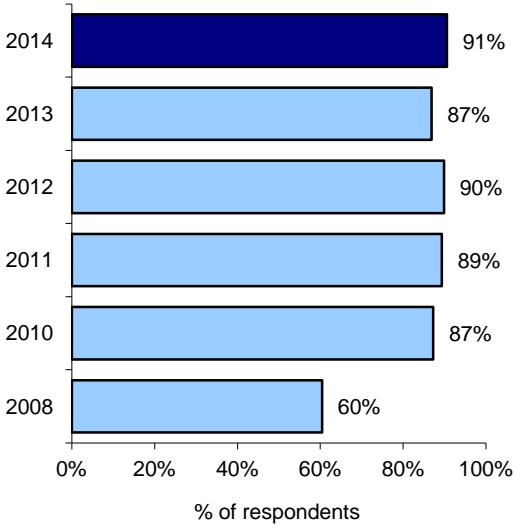


Figure 10.3a: Distribution by Organisation
*(% satisfied)*
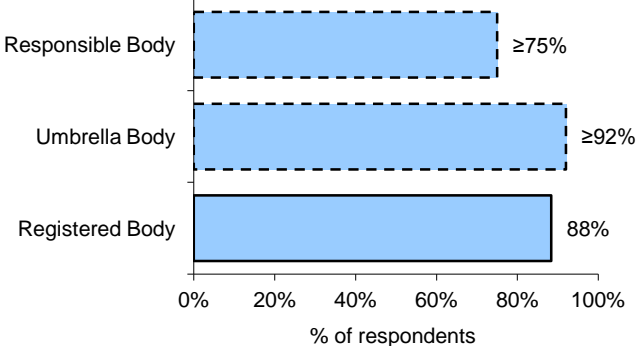


Figure 10.3b: Distribution by Application Type
*(% satisfied)*
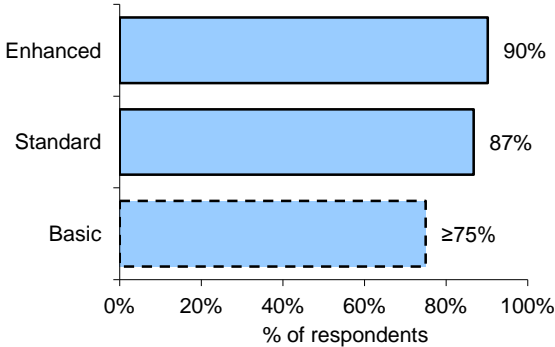


## Summary

Nearly all customers are satisfied with the service provided, similar to the previous 4 years.

Views are 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.

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.

**Appendix I:**
**Respondent Profile**

**Respondent Profile by:**

| Type of Organisation | n=244 |
|---|---|
| Registered Body | 74% |
| Umbrella Body | 20% |
| Responsible Body | 7% |

| Type of Registered Body | n=179 |
|---|---|
| Health - Statutory | ~ |
| Health - Private/Voluntary | 23% |
| Education | 11% |
| Child care - Statutory | ~ |
| Child care - Voluntary | ~ |
| Sports Association or Body | 8% |
| Voluntary - Church or Church Based | 7% |
| Voluntary - Voluntary or Community groups | 22% |
| Other, please specify | 22% |

~ Due to small numbers no breakdown is available.

# Appendix II: Comparison with 2013

# Comparison with 2013 results

This section compares the 2014 results with those from the previous survey completed in 2013 (involving 419 respondents).  Figures are also shown for the years 2008 to 2012.

In the following tables a ↓ in the 'Change' column indicates that the percentage of respondents 'satisfied' with a particular question has decreased[1] in 2014 compared with 2013.  A ↑ in the 'Change' column indicates that the percentage of respondents 'satisfied' with a particular question has increased[1] in 2014 compared with 2013.

## Section 1: Applications to AccessNI

*How many applications have you sent to AccessNI? ^*

| % Respondents who had sent at least one | 2008[R] | 2010[R] | 2011[R] | 2012[R] | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Basic | 10% | 14% | 15% | 16% | 4% | 7% | |
| Standard | 21% | 18% | 16% | 12% | 17% | 22% | |
| Enhanced | 89% | 90% | 93% | 93% | 92% | 92% | |

*Over the last 12 months please indicate the number of job applications in which you have used the disclosure information to:*
*(% of respondents who had refused someone employment or placed conditions or restrictions on someone's employment)*

| % Yes | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| refuse someone employment? | 11% | 13% | 12% | 13% | 16% | 21% | |
| place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment? | - | 12% | 10% | 12% | 13% | 18% | |

^Please treat any differences in these questions with caution as the questions have been filtered since 2013 so that they are only asked of the relevant organisations.

[1] A change that is statistically significant at the 5% level  - this means that the change is likely to be real rather than by chance.

[R] Figures have been revised for 2008, 2010, 2011, 2012 to include only customers who had sent at least one type of application.

## Section 1: Applications to AccessNI (continued)

*Of the Job applications you have refused due to disclosure information please indicate the number that were:*
*(% of respondents who had refused someone employment due to:)*

| | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| the specific nature of conviction information or other information? | - | 83% | 81% | 83% | 74% | 80% | ↑ |
| the application having misled the employer regarding the presence of conviction information or other information? | - | 45% | 55% | 47% | 44% | 51% | |

| *% Very useful/ useful* | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/ employment? | - | 85% | 86% | 90% | 90% | 90% | |
| *% Yes* | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | |
| Did you use AccessNI prior to the last 12 months? | - | - | 89% | 92% | 96% | 97% | |
| *% A lot quicker/ a bit quicker* | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | |
| How is AccessNI performing in respect of returning disclosure certificates between January to December 2013 compared to 2012? | - | - | 90% | 76% | 71% | 64% | ↓ |

112

## Section 2: Contact with AccessNI

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

| | 2008 | 2010 | 2011† | 2012† | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Telephone Helpline | - | 50% | 66% | 68% | 72% | 74% | |
| Telephone | - | 25% | 34% | 33% | 28% | 29% | |
| Email | - | 11% | 40% | 41% | 44% | 50% | |
| Letter/Other | - | 22% | 23% | 19% | 16% | 16% | |

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

| % Satisfied | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Telephone Helpline | 57% | 90% | 92% | 91% | 90% | 90% | |
| Telephone | 66% | 89% | 92% | 92% | 91% | 88% | |
| Email | 71% | ≥91% | 90% | 89% | 94% | 90% | |
| Letter/Other | 69% | 74% | 90% | 88% | 85% | 83% | |

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

| | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Telephone Helpline | - | 29% | 31% | 32% | 38% | 42% | |
| Telephone | - | 30% | 26% | 25% | 23% | 21% | |
| Email | - | 37% | 39% | 39% | 36% | 35% | |
| Letter/Other | - | 4% | 4% | 3% | 2% | 1% | |

≥ 'greater than or equal to' is used where there are less than 5 respondents in the remaining answer categories.
†Figures for 2011 and 2012 have been updated to include only respondents who had some form of contact with AccessNI

## Section 3: Customer Services Helpline

*Thinking about your contact with AccessNI through the Customer Service helpline, how satisfied or dissatisfied are you with the following aspects of this service?*

| % Satisfied | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Speed at you call being answered | 49% | 85% | 92% | 92% | 97% | 94% | |
| Helpfulness of staff | 71% | 89% | 92% | 92% | 91% | 88% | |
| Professional knowledge of staff | 61% | 86% | 86% | 90% | 87% | 83% | |
| Commitment to dealing with your query | 67% | 87% | 89% | 90% | 88% | 83% | ⬇ |
| Confident that the staff could deal with you query | 62% | 86% | 88% | 89% | 85% | 82% | |

## Section 4: AccessNI Finance

*How satisfied or dissatisfied are you with the invoices issued in terms of....*

| % Yes | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Have you received any invoices in relation to AccessNI services in the past 12 months? | - | - | - | - | 69% | 83% | ⬆ |

*How satisfied or dissatisfied are you with the invoices issued in terms of....*

| % Satisfied | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | |
|---|---|---|---|---|---|---|---|
| The layout is easy to understand | - | - | - | - | 84% | 90% | |
| The accuracy of the charges | - | - | - | - | 84% | 86% | |
| The level of detail provided | - | - | - | - | 84% | 88% | |

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

## Section 4: AccessNI Finance (continued)

*Who do you contact with an invoice query?*

|  | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| AccountNI | - | - | - | - | 18% | 27% | ⬆ |
| AccessNI | - | - | - | - | 27% | 24% |  |
| Don't know | - | - | - | - | 56% | 49% |  |

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

|  | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 |  |
|---|---|---|---|---|---|---|---|
| Politeness/ courtesy | - | - | - | - | 81% | 89% | ⬆ |
| Helpfulness of staff | - | - | - | - | 79% | 86% | ⬆ |
| Knowledge/professionalism | - | - | - | - | 81% | 86% |  |
| Commitment to resolving issues | - | - | - | - | 78% | 82% |  |

## Section 5: Communication with AccessNI

*In terms of communication, how satisfied or dissatisfied are you that…*

| % Satisfied | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| You know who to contact | 48% | 69% | 73% | 75% | 80% | 78% |  |
| Staff respond in a timely manner | 60% | 84% | 88% | 87% | 87% | 90% |  |
| The information you have been given is accurate | 73% | 85% | 86% | 86% | 86% | 82% |  |
| The information you have been given is clear and to the point | 70% | 81% | 84% | 85% | 84% | 80% |  |
| *% Yes* |  |  |  |  |  |  |  |
| Do you receive the AccessNI newsletter? | - | - | - | - | 91% | 95% | ⬆ |
| *% Very/useful* |  |  |  |  |  |  |  |
| How useful do you find the AccessNI Newsletter? | - | - | - | - | 72% | 82% | ⬆ |

## Section 6: Complaints to AccessNI

| % Yes | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Have you complained about any aspect of the service provide by AccessNI? | 22% | 8% | 4% | 5% | 6% | 13% | ⬆ |
| **% Satisfied** | | | | | | | |
| How satisfied or dissatisfied are you with how AccessNI dealt with your complaint? | 39% | 54% | 52% | 43% | 38% | 39% | |
| **% Yes** | | | | | | | |
| Has you complaint been resolved satisfactorily? | 70% | 80% | 76% | 68% | 38% | 55% | ⬆ |

## Section 7: AccessNI Website

| % Yes | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Do you use the AccessNI Website? | 81% | 83% | 84% | 76% | 82% | 89% | ⬆ |

*How do you access the AccessNI Website? Do you go through the...*

| % Yes | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | |
|---|---|---|---|---|---|---|---|
| DOJ Website | - | - | - | - | 21% | 14% | ⬇ |
| NIDirect website | - | - | - | - | 35% | 46% | ⬆ |
| Both of the above | - | - | - | - | 27% | 29% | |

*How satisfied or dissatisfied are you with the AccessNI information on the DOJ website, in terms of....*

| % Satisfied | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | |
|---|---|---|---|---|---|---|---|
| layout | - | - | - | - | 80% | 75% | |
| quality of the information | - | - | - | - | 81% | 82% | |
| ability to address your query | - | - | - | - | 73% | 75% | |

## Section 7: AccessNI Website (continued)

*How satisfied or dissatisfied are you with the AccessNI information on the NIDirect website, in terms of....*

| % Satisfied | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| layout | - | - | - | - | 82% | 84% | |
| quality of the information | - | - | - | - | 82% | 86% | |
| ability to address your query | - | - | - | - | 76% | 75% | |

## Section 9: Disclosure Forms Online

*How satisfied or dissatisfied are you with the following aspects of the database?*

| % Yes | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Would you be interested in the provision of an 'online' service where you can submit disclosure applications to AccessNI? | - | - | - | - | 89% | 93% | |
| Would you be content if disclosure applications could ONLY be submitted 'online' to AccessNI? | - | - | - | - | 62% | 59% | |

## Section 10: Overall

| % Satisfied | 2008 | 2010 | 2011 | 2012 | 2013 | 2014 | Change 2013 - 2014 |
|---|---|---|---|---|---|---|---|
| Overall, how satisfied or dissatisfied have you been with the service provided? | 60% | 87% | 89% | 90% | 87% | 91% | |

# Appendix III:
# Breakdown by Organisation Type

## Section 1: Applications to AccessNI

*How many applications have you sent to AccessNI in the past 12 months?*

| (% of respondents who at made at least one application) | AccessNI Overall n=244 | Registered Body n=180 | Umbrella Body n=48 | Responsible Body n=16 |
|---|---|---|---|---|
| Basic | 7% | - | - | 100% |
| Standard | 22% | 22% | 27% | - |
| Enhanced | 92% | 98% | 100% | - |

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

| (% of respondents who had refused someone employment or placed conditions or restrictions on someone's employment) | AccessNI Overall n=196 | Registered Body n=180 | Umbrella Body - | Responsible Body n=16 |
|---|---|---|---|---|
| refuse someone employment | 21% | 19% | - | 38% |
| place conditions (e.g. 'under supervision') or restrictions (e.g. 'probation') on someone's employment | 18% | 19% | - | ~ |

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

| (% of respondents who had refused someone employment:) | AccessNI Overall n=41 | Registered Body n=35 | Umbrella Body - | Responsible Body n=6 |
|---|---|---|---|---|
| Due to the specific nature of conviction information or other information. | 80% | 80% | - | ~ |
| Due to the application having misled the employer regarding the presence of conviction information or other information. | 51% | 46% | - | ~ |
| *% Very/Moderately useful* | **n=196** | **n=180** | **-** | **n=16** |
| How useful have you found the Disclosure Certificate in helping you make a decision about an individual's application/employment? | 90% | 89% | - | 100% |
| *% Yes* | **n=244** | **n=180** | **n=48** | **n=16** |
| Did you use AccessNI prior to the last 12 months? | 97% | 97% | 100% | ≥75% |
| | **n=237** | **n=174** | **n=48** | **n=15** |

| How did AccessNI perform in respect of returning disclosure certificates between January to December 2013 compared to 2012? | Alot/bit quicker | 64% | 60% | 77% | 67% |
|---|---|---|---|---|---|
| | About the same | 30% | 34% | # | 33% |
| | A bit/lot slower | 6% | 6% | ~ | 0% |

~ Due to small numbers in this category, no breakdown is available.
# suppressed because of small numbers in another category.

## Section 2: Contact with AccessNI

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

|  | AccessNI Overall n=222 | Registered Body n=162 | Umbrella Body n=45 | Responsible Body n=15 |
|---|---|---|---|---|
| Telephone Helpline | 74% | 75% | 71% | 73% |
| Telephone (other, not helpline) | 29% | 28% | 31% | 40% |
| Email | 50% | 46% | 60% | 53% |
| Letter/Other | 16% | 13% | 22% | 33% |

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

| % Satisfied | AccessNI Overall n=164 | Registered Body n=121 | Umbrella Body n=32 | Responsible Body n=11 |
|---|---|---|---|---|
| Telephone Helpline | 90% | 88% | 100% | ≥64% |
|  | n=65 | n=45 | n=14 | n=6 |
| Telephone | 88% | 84% | 100% | ~ |
|  | n=110 | n=75 | n=27 | n=8 |
| Email | 90% | 88% | ≥85% | 100% |
|  | n=36 | n=21 | n=6 | n=5 |
| Letter/Other | 83% | 76% | ≥60% | 100% |

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

|  | AccessNI Overall n=222 | Registered Body n=162 | Umbrella Body n=45 | Responsible Body n=15 |
|---|---|---|---|---|
| Telephone Helpline | 42% | 42% | 44% | 40% |
| Telephone | 21% | 20% | 20% | 33% |
| Email | 35% | 36% | 36% | 27% |
| Letter/Other | 1% | 2% | 0% | 0% |

---

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

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

## Section 3: Customer Service Helpline

*Thinking about your contact with AccessNI through the Customer Service helpline, how satisfied or dissatisfied are you with the following*

| % Satisfied | AccessNI Overall n=164 | Registered Body n=121 | Umbrella Body n=32 | Responsible Body n=11 |
|---|---|---|---|---|
| Speed at your call being answered | 94% | 93% | ≥88% | ≥64% |
| Helpfulness of staff | 88% | 88% | ≥88% | ≥64% |
| Professional knowledge of staff | 83% | 84% | 78% | ≥64% |
| Commitment to dealing with your query | 83% | 81% | ≥88% | ≥64% |
| Confident that the staff could deal with your query | 82% | 83% | 78% | ≥64% |

## Section 4: AccessNI Finance

| % Yes | AccessNI Overall n=244 | Registered Body n=180 | Umbrella Body n=48 | Responsible Body n=16 |
|---|---|---|---|---|
| Have you received any invoices in relation to AccessNI services in the past 12 months? | 83% | 80% | 90% | 100% |

*How satisfied or dissatisfied are you with the new invoices issued in terms of…*

| % Satisfied | n=203 | n=144 | n=43 | n=16 |
|---|---|---|---|---|
| The layout is easy to understand | 90% | 87% | ≥91% | ≥75% |
| The accuracy of the charges | 86% | 88% | 79% | ≥75% |
| The level of detail provided | 88% | 87% | 88% | ≥75% |
| | n=243 | n=179 | n=48 | n=16 |
| Who do you contact with an invoice query? — AccountNI | 27% | 25% | 33% | 31% |
| Who do you contact with an invoice query? — AccessNI | 24% | 23% | 27% | 31% |
| Who do you contact with an invoice query? — Don't know / N/A | 49% | 52% | 40% | 38% |

*How satisfied or dissatisfied were you with the service from the AccountNI staff in terms of…*

| % Satisfied | n=66 | n=45 | n=15 | n=5 |
|---|---|---|---|---|
| Politeness/ courtesy | 89% | ≥91% | ≥75% | ~ |
| Helpfulness of staff | 86% | 89% | ≥75% | ~ |
| Knowledge/professionalism | 86% | ≥91% | ≥75% | ~ |
| Commitment to resolving issues | 82% | 84% | ≥75% | ~ |

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

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

## Section 5: Communication with AccessNI

*In terms of communication, how satisfied or dissatisfied are you that…*

| % Satisfied | AccessNI Overall n=220 | Registered Body n=160 | Umbrella Body n=45 | Responsible Body n=15 |
|---|---|---|---|---|
| You know who to contact | 78% | 76% | 82% | ≥73% |
| Staff respond in a timely manner | 90% | 89% | ≥91% | ≥73% |
| The information you have been given is accurate | 82% | 81% | 82% | ≥73% |
| The information you have been given is clear and to the point | 80% | 79% | 80% | ≥73% |
| *% Yes* | **n=244** | **n=180** | **n=48** | **n=16** |
| Do you receive the AccessNI newsletter? | 95% | 94% | 100% | 100% |
| *% Very/useful* | | | | |
| How useful do you find the AccessNI Newsletter? | 82% | 81% | 85% | ≥75% |

## Section 6: Complaints with AccessNI

| % Yes | AccessNI Overall n=244 | Registered Body n=180 | Umbrella Body n=48 | Responsible Body n=16 |
|---|---|---|---|---|
| Have you complained about any aspect of the service provided by AccessNI? | 13% | 13% | 13% | ~ |
| Are you aware of the AccessNI complaints policy document entitled 'Making a Complaint'? | 67% | 64% | 78% | ≥50% |
| *% Satisfied* | | | | |
| | **n=31** | **n=24** | **n=~** | **n=~** |
| How satisfied or dissatisfied are you with how AccessNI dealt with your complaint? | 39% | 33% | ~ | ~ |
| *% Yes* | | | | |
| Has your complaint with AccessNI been resolved satisfactorily? | 55% | 54% | ~ | ~ |

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

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

## Section 7: AccessNI Website

| | | AccessNI Overall | Registered Body | Umbrella Body | Responsible Body |
|---|---|---|---|---|---|
| *% Yes* | | n=244 | n=180 | n=48 | n=16 |
| Do you use the AccessNI Website ? | | 89% | 88% | ≥92% | ≥75% |
| *% Satisfied* | | n=217 | n=158 | n=46 | n=13 |
| How do you access the AccessNI Website? Do you go through... | Department of Justice website | 14% | 15% | 15% | ~ |
| | NIDirect website | 46% | 47% | 33% | 77% |
| | Both of the above | 29% | 26% | 43% | ~ |
| | Don't know | 11% | 12% | ~ | ~ |

*How satisfied or dissatisfied are you with the AccessNI information on the Department of Justice website, in terms of…*

| | n=92 | n=63 | n=# | n=~ |
|---|---|---|---|---|
| *% Satisfied* | | | | |
| Department of Justice Website's layout | 75% | 78% | 70% | ~ |
| Department of Justice Website's quality of the information | 82% | 84% | 78% | ~ |
| Department of Justice Website's ability to address your query | 75% | 76% | 74% | ~ |

*How satisfied or dissatisfied are you with the AccessNI information on the NIDirect website, in terms of…*

| | n=161 | n=115 | n=35 | n=11 |
|---|---|---|---|---|
| NIDirect Website's layout | 84% | 84% | 80% | ≥64% |
| NIDirect Website's quality of the information | 86% | 88% | 80% | ≥64% |
| NIDirect Website's ability to address your query | 75% | 74% | 76% | ≥64% |

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

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

# suppressed because of small numbers in another category.

## Section 8: The Umbrella Body Database

*The following questions were only asked of Umbrella Bodies.*

*How satisfied or dissatisfied are you with the following aspects of the database?*

| % Satisfied | Umbrella Body n=45 |
|---|---|
| The layout | 80% |
| The ease of navigating the site | 78% |
| The accuracy of the information | 78% |
| *% Yes* | |
| Has the presence of your organisation on the database secured any new business in the past 12 months? | 50% |
| Are there any improvements you would like to see to the Umbrella Body database? | 15% |

## Section 9: Disclosure Forms Online

| % Yes | AccessNI Overall n=244 | Registered Body n=180 | Umbrella Body n=48 | Responsible Body n=16 |
|---|---|---|---|---|
| Would you be interested in the provision of an 'online' service where you can submit disclosure applications to AccessNI? | 93% | 92% | ≥92% | ≥75% |
| Would you be content if disclosure applications could ONLY be submitted 'online' to AccessNI? | 59% | 60% | 56% | 50% |

## Section 10: Overall

| % Satisfied | AccessNI Overall n=244 | Registered Body n=180 | Umbrella Body n=48 | Responsible Body n=16 |
|---|---|---|---|---|
| Overall, how satisfied or dissatisfied have you been with the service provided? | 91% | 88% | ≥92% | ≥75% |

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

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

**Appendix IV:
Glossary of terms and Quality
Measures**

## Glossary of terms

*% satisfied*   The proportion of respondents that selected either 'Very satisfied' or 'Satisfied' for a question.

-   This question was not asked.

## Confidentiality

This survey is managed by Human Resource Consultancy Service (HRCS) on behalf of AccessNI. HRCS is part of the Northern Ireland Statistics and Research Agency (NISRA). Throughout the report, where the number of respondents is less than 5, the number is not disclosed to avoid possibly compromising the anonymity of individuals. However, all responses do contribute to the overall scores for AccessNI.

## Rounding

Percentages are presented as whole numbers for ease of reading. To give maximum accuracy, rounding is performed at the last stage of calculation. Values from .00 to .49 are rounded down and values from .50 to .99 are rounded up. If you perform calculations using rounded figures, these may differ slightly from our calculations. For example, if you add together the % Strongly agree, % Agree, % Neither, % Disagree and % Strongly disagree these may not total exactly 100%.

Please note, in some paper questionnaires some questions may not have been completed.  The percentages shown in this report have been adjusted to exclude those respondents who did not give a response.

## Significance

Statistical testing has been carried out on the comparisons between the current year (2014) and 2013 and between the Bodies and Application types to identify differences that are statistically significant. You can therefore be confident that any difference highlighted in the text of this report or by symbols (↑/↓) represents a real difference between the results.

Relevance:  This Report includes information on customer experiences of AccessNI. There are a wide variety of users of this information, in particular AccessNI. AccessNI has taken forward a number of actions in response to the findings in this survey, including a re-vamp of its seasonal Newsletter, refinements to application forms, targeted training for customer services staff and re-design of website features.  Also, and more specifically in response to the 2013 survey, AccessNI is currently progressing the development of an e-applications process and delivery of a portable disclosure service.

Accuracy:  The statistics included are representative of the online and paper survey responses received between Monday 17th February 2014 and Friday 7th March 2014. Survey administrators carried out validation checks to minimise respondent error on the paper copy responses. SNAP Online Survey Software is used to produce the online survey. Questions have set routing and users must answer the core questions, both of which eliminate the possibility of respondents' accidently omitting to answer. The SNAP survey saves a cookie (small text file) on a respondent's computer that records their position in the survey. This should also prevent them completing multiple copies of the questionnaire until the cookie expires. Note that not all computers accept cookies.

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 0.019 or 1.9%. So the 95% confidence interval for the proportion is 91% ± 3.7%. These figures disregard any possible errors arising from response bias (the possibility that non respondents had different views from respondents).

Timeliness and Punctuality: The 'AccessNI Customer Survey 2013' Report has been produced on the 17th April 2014, approximately 6 weeks after the survey ended.

Accessibility and Clarity:  The online Customer Survey was available in text format to aid users of most screen-reading software. Survey administrators were also available to assist and advise respondents by both telephone and email should they have required additional assistance. The survey was available in other formats upon request. This report includes tables, charts and text highlighting key facts and is available in other formats upon request.

Comparability:  The 'AccessNI Staff Attitudes 2013' Report provides a comparison of responses to the equivalent surveys carried out annually since 2008.  Where question wording differs from a previous survey, this is indicated in the report.

Quality Measures

**Appendix V:
Questionnaire**

# AccessNI Customer Survey 2014

## BACKGROUND INFORMATION

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

## COMPLETION INSTRUCTIONS

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

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

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

**The closing date for returns is 7th March 2014.**

**If you have any queries regarding the questionnaire please contact Siobhan Mawhinney on 028 9054 2083 or ext 42083.**

## Customer background

**Please be aware that electronic routing throughout the questionnaire may mean that question numbers are not always consecutive.**

**Please tick the box that best suits your position with AccessNI (select ONLY ONE and complete the survey in this respect).**
*Place your cursor over the ❓ symbol to find a description of each Body.*

| | |
|---|---|
| a Registered Body ❓ | ◯ |
| an Umbrella Body ❓ | ◯ |
| a Responsible Body ❓ | ◯ |

## Customer background

**Q1** **Please indicate the category that best describes your Registered Body.**

Health - Statutory ○

Health - Private/Voluntary ○

Education ○

Child care - Statutory ○

Child care - Voluntary ○

Sports Association or Body ○

Voluntary - Church or Church Based ○

Voluntary - Voluntary or Community groups ○

Other, please specify ○

[                                        ]

## Applications to AccessNI

**Q2** **As a Responsible Body, how many basic applications have you sent to AccessNI in the past 12 months?**

| None | Less than 10 | 10 - 49 | 50 - 99 | 100 - 499 | 500 or more |
|------|-------------|---------|---------|-----------|-------------|
| ○ | ○ | ○ | ○ | ○ | ○ |

## Applications to AccessNI

**Q3** **As {Q1}, 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) Standard | ○ | ○ | ○ | ○ | ○ | ○ |
| (b) Enhanced | ○ | ○ | ○ | ○ | ○ | ○ |

## Applications to AccessNI (continued)

**Q4** **As a Registered or Responsible BodyAs {Q1}. 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 | ○ | ○ | ○ | ○ | ○ |
| (b) place conditions (e.g. 'under supervision') or restrictions (e.g. 'probation') on someone's employment | ○ | ○ | ○ | ○ | ○ |

## Applications to AccessNI (continued)

**Q5** IF YOU HAVE USED THE DISCLOSURE INFORMATION TO REFUSE SOMEONE EMPLOYMENT **Of the Job applications you have refused due to disclosure information please indicate, roughly, the number that was..**

| | None | 1-2 | 3-5 | 6-10 | More than 10 |
|---|------|-----|-----|------|-------------|
| (a) Due to the specific nature of conviction information or other information. | ○ | ○ | ○ | ○ | ○ |

| (b) | Due to the application having misled the employer regarding the presence of conviction information or other information. | ○ | ○ | ○ | ○ | ○ |
|---|---|---|---|---|---|---|

## Applications to AccessNI (continued)

**Q6** **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 |
|---|---|---|---|
| ○ | ○ | ○ | ○ |

**Please tell us why you found the Disclosure Certificate {Q6}?**

## Applications to AccessNI (continued)

**Q7** **Did you use AccessNI prior to the last 12 months?**

| Yes | ○ |
|---|---|
| No | ○ |

**Q8** **How did AccessNI perform in respect of returning disclosure certificates between January to December 2013 compared to 2012?**

| A lot quicker | A bit quicker | About the same | A bit slower | A lot slower |
|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ |

## Contact with AccessNI

**Q9** **In the last 12 months, which of the following methods have you used to contact AccessNI? (select all that apply)**

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

**Please specify Other type of contact**

## Contact with AccessNI (continued)

135

**Q10** **How satisfied or dissatisfied are you with each method of contact you have used....**

| | Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Telephone Helpline | ○ | ○ | ○ | ○ | ○ |
| Telephone | ○ | ○ | ○ | ○ | ○ |
| Email | ○ | ○ | ○ | ○ | ○ |
| Letter | ○ | ○ | ○ | ○ | ○ |
| Other | ○ | ○ | ○ | ○ | ○ |

If you were 'Dissatisfied'  or 'Very dissatisfied' with any method of contact  **Why were you dissatisfied with the method of contact you used?**

[ ]

## Contact with AccessNI (continued)

**Q11** **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 | ○ |

## Customer Services Helpline

**Q12** **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 |
|---|---|---|---|---|---|---|
| (a) | Speed at your call being answered | ○ | ○ | ○ | ○ | ○ |
| (b) | Helpfulness of staff | ○ | ○ | ○ | ○ | ○ |
| (c) | Professional knowledge of staff | ○ | ○ | ○ | ○ | ○ |
| (d) | Commitment to dealing with your query | ○ | ○ | ○ | ○ | ○ |
| (e) | Confident that the staff could deal with your query | ○ | ○ | ○ | ○ | ○ |

**Do you have any further comments with regards to the AccessNI Customer Services Helpline?**

<br><br><br><br><br>

## AccessNI Finance

**Q13 Have you received any invoices in relation to AccessNI services in the past 12 months?**

Yes     ○

No     ○

**Q14 How satisfied or dissatisfied are you with the new invoices issued in terms of...**

|  |  | Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied | N/A |
|---|---|---|---|---|---|---|---|
| (a) | The layout is easy to understand | ○ | ○ | ○ | ○ | ○ | ○ |
| (b) | The accuracy of the charges | ○ | ○ | ○ | ○ | ○ | ○ |
| (c) | The level of detail provided | ○ | ○ | ○ | ○ | ○ | ○ |

## AccessNI Finance (continued)

**Q15 Who do you contact with an invoice query?**

AccountNI     ○

AccessNI     ○

*Don't know / N/A*     ○

## AccessNI Finance (continued)

**Q16 How satisfied or dissatisfied were you with the service from the AccountNI staff in terms of...**

|  |  | Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|---|
| (a) | Politeness/ courtesy | ○ | ○ | ○ | ○ | ○ |
| (b) | Helpfulness of staff | ○ | ○ | ○ | ○ | ○ |
| (c) | Knowledge/professionalism | ○ | ○ | ○ | ○ | ○ |
| (d) | Commitment to resolving issues | ○ | ○ | ○ | ○ | ○ |

## Communication with AccessNI

**Q17 In terms of <u>communication</u> with AccessNI, how satisfied or dissatisfied are you that...**

|  |  | Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied | N/A |
|---|---|---|---|---|---|---|---|
| (a) | You know who to contact | ○ | ○ | ○ | ○ | ○ | ○ |

| (b) | Staff respond in a timely manner | ○ | ○ | ○ | ○ | ○ | ○ |
| (c) | The information you have been given is accurate | ○ | ○ | ○ | ○ | ○ | ○ |
| (d) | The information you have been given is clear and to the point | ○ | ○ | ○ | ○ | ○ | ○ |

## Communication with AccessNI

**Q18 Do you receive the AccessNI newsletter?**

Yes ○

No ○

**Q19 How useful do you find the AccessNI Newsletter?**

| Very useful | Useful | No strong views | Not especially Useful | Not useful at all |
|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ |

**Why do you not find the AccessNI Newsletter useful?**

<br><br><br><br><br><br>

## Complaints with AccessNI

**Q20 Have you complained about any aspect of the service provided by AccessNI?**

Yes ○

No ○

**Are you aware of the AccessNI complaints policy document entitled 'Making a Complaint'?**

Yes ○

No ○

## Complaints with AccessNI (continued)

**Q21 How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?**

| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ |

**Q22 Has your complaint with AccessNI been resolved satisfactorily?**

Yes ○

No ○

## Complaints with AccessNI (continued)

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

---

## AccessNI Website

**Q23  Do you use the AccessNI Website ?**

Yes　　　　　　　　　○

No　　　　　　　　　○

---

## AccessNI Website

**Q24  How do you access the AccessNI Website? Do you go through the...**
*Further explanation is found by placing your cursor on the ? symbol.*

Department of Justice website ?　　　　○

NIDirect website ?　　　　○

Both of the above　　　　○

*Don't know*　　　　○

---

## AccessNI Website

**Q25  How satisfied or dissatisfied are you with the AccessNI information on the <u>Department of Justice website</u>, in terms of...**

|  |  | *Very satisfied* | *Satisfied* | *Neither satisfied nor dissatisfied* | *Dissatisfied* | *Very dissatisfied* | *N/A* |
|---|---|---|---|---|---|---|---|
| (a) | The layout | ○ | ○ | ○ | ○ | ○ | ○ |
| (b) | The quality of the information | ○ | ○ | ○ | ○ | ○ | ○ |
| (c) | The ability to address your query | ○ | ○ | ○ | ○ | ○ | ○ |

---

## AccessNI Website

**Q26  How satisfied or dissatisfied are you with the AccessNI information on <u>NIDirect website</u> in terms of...**

|  |  | *Very satisfied* | *Satisfied* | *Neither satisfied nor dissatisfied* | *Dissatisfied* | *Very dissatisfied* | *N/A* |
|---|---|---|---|---|---|---|---|
| (a) | The layout | ○ | ○ | ○ | ○ | ○ | ○ |
| (b) | The quality of the information | ○ | ○ | ○ | ○ | ○ | ○ |
| (c) | The ability to address your query | ○ | ○ | ○ | ○ | ○ | ○ |

## AccessNI Website

**Q27    Have you any suggestions for improvements to AccessNI web presence?**

```
[                                                                    ]
[                                                                    ]
[                                                                    ]
[                                                                    ]
[                                                                    ]
[                                                                    ]
```

## AccessNI Website

**Q28    Why do you not use the AccessNI Website?**

```
[                                                                    ]
[                                                                    ]
[                                                                    ]
[                                                                    ]
[                                                                    ]
```

## The new Umbrella Body database

**Q29    Thinking about the Umbrella Body database, how satisfied or dissatisfied are you with the following aspects of the database?**

|  |  | Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied | N/A |
|---|---|---|---|---|---|---|---|
| (a) | The layout | ○ | ○ | ○ | ○ | ○ | ○ |
| (b) | The ease of navigating the site | ○ | ○ | ○ | ○ | ○ | ○ |
| (c) | The accuracy of the information | ○ | ○ | ○ | ○ | ○ | ○ |

**Q30    Has the presence of your organisation on the database secured any new business in the past 12 months?**

Yes     ○
No      ○

**Q31    Are there any improvements you would like to see to the Umbrella Body database?**

Yes     ○
No      ○

**Q32    Please let us have your suggestions on how the Umbrella Body database could be improved?**

```
[                                                                    ]
[                                                                    ]
[                                                                    ]
[                                                                    ]
[                                                                    ]
```

## Disclosure Forms Online

**Q33    Would you be interested in the provision of an 'online' service where you can submit disclosure applications to AccessNI?**

Yes            ⊙

No             ⊙

**Q34    Would you be content if disclosure applications could ONLY be submitted 'online' to AccessNI?**

Yes            ⊙

No             ⊙

**Q35    Have you any suggestions / comments with regard to the potential for an online process?**

## Overall

**Q36    If you could change any one thing about the service you have received from AccessNI, what would you change?**

**Q37    Overall, how satisfied or dissatisfied have you been with the service provided?**

| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
|:---:|:---:|:---:|:---:|:---:|
| ⊙ | ⊙ | ⊙ | ⊙ | ⊙ |

## Overall (continued)

**Q37a   Please use the space below if you wish to further comment on the service provided by AccessNI or any aspect of this survey.**

## Contact Details

**Q38**  **Would you be content that your details are passed to AccessNI so that they can follow-up on specific points you have made?**

        Yes          ○

        No          ○

**Please  provide you contact details below:**

**Name :**

**Organisation :**

**Telephone :**

**E-mail :**

# Thank you for completing this questionnaire.

# Please click on submit.

**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**

**HR Consultancy Services**
**Level 7A,**
**Royston House,**
**Upper Queens Street,**
**Belfast,**
**BT1 6FD**

**Tel: 02890542049**
**Email: amanda.alexander@dfpni.gov.uk**