



AccessNI Customer Survey 2016

STATISTICAL REPORT

GOVERNMENT



NISRA

Northern Ireland
Statistics and Research Agency

Gníomhaireacht Thuaisceart Éireann
um Staitisticí agus Taighde

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Just over half of customers responded to the survey this year. The survey covered a range of issues relating to the customers' experience of using AccessNI and included questions on the new online application process, methods of contact with AccessNI and experience with the NIDirect helpline and AccessNI. It also contained questions on communication with and complaints to AccessNI, the AccessNI website, the Umbrella Body database, and finally overall satisfaction.

On the whole, most respondents were satisfied with all aspects of the service provided by AccessNI.

Overall satisfaction with the service provided remains high with 94% of customers satisfied, higher than in 2014 (91%). Customers' views are broadly similar across the organisation types.

- Nearly all customers submitted their applications online and found it easy to complete the online application. Around nine in ten respondents report that their disclosure certificates were returned more quickly since the service came online.
- Around nine in ten respondents were satisfied with all aspects of the service they received from AccountNI regarding invoices; the same proportion were satisfied with how AccessNI dealt with their call when they had contacted them. Communication with AccessNI regarding finance and relations also had high levels of satisfaction, with 90% satisfied that staff responded in a timely matter, although fewer (76%) were satisfied that they knew who to contact.
- Respondents were less positive about the NIDirect Helpline, although nearly all were satisfied with the speed with which the call was answered. Fewer (73%) were confident that staff could deal with their query.
- Only a small number of respondents had made a complaint (5%), lower than in 2014 . There is an increase from 2014 in the proportion reporting that their complaints had been resolved satisfactorily (56% in 2016; 39% in 2014).
- Although most respondents were satisfied with the AccessNI information on the NIDirect and DOJ websites the levels of satisfaction were lower than in other areas (72% to 83% for the NIDirect website and 70% to 81% for the DOJ website).
- Around three quarters of Umbrella bodies were satisfied with all aspects of the New Umbrella Body database with just under six in ten agreeing that the presence of their organisation on the database secured them new business (59%).
- Just under half of respondents had undergone a compliance visit since April 2015. Nearly all of them were satisfied with the outcome of the visit and eight in ten had seen improvements in their processes since the visit.

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.

The survey is carried out and analysed by the Staff Surveys team in the Central Survey Unit of the Northern Ireland Statistics and Research Agency (NISRA) on behalf of AccessNI. This is the seventh year in which AccessNI has held a customer survey; the first of which was held in 2008. As a result of the survey, AccessNI has taken forward a number of actions including a re-vamp of 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 developed an online application process which began in April 2015, and a portable disclosure service is under development.

The questionnaire has been updated this year to take into account the new online service and processes involved, therefore comparisons to previous years for most questions are no longer valid.

Methodology

AccessNI provided a list of their customers to the CSU survey team. The questionnaire was issued by email through SNAP Webhost to 677 individuals who had been identified as customers during 2016. The fieldwork was carried out over a three week period from the 9th to 27th January 2017.

Response

A total of 340 customers submitted a response, amounting to a response rate of 51% of the valid email addresses supplied¹. Around 72% of those who responded were a Registered Body, with 8% Responsible Bodies and 19% Umbrella Bodies.

¹ 7 email addresses were not valid.

Presentation of Results

The results for AccessNI Overall 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 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.

Contact

For further information, please contact:

Michael McKibbin

**Staff Survey Branch
Colby House
Stranmillis Court
Belfast BT9 5RR**

✉ Michael.McKibbin@finance-ni.gov.uk

☎ 028 902 55166

Download

This report along with, earlier AccessNI customer satisfaction surveys can be found at this link: <http://www.nisra.gov.uk/publications/AccessNI.html>



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Summary of results

Section 1: Applications to AccessNI

Figure 1.1 shows the percentage of customers that had sent applications of each type in 2016. This is shown for AccessNI as a whole as well as for each type of organisation. Responsible Bodies can only send basic applications, whereas Registered and Umbrella Bodies can send both enhanced and standard applications. Most respondents had sent enhanced applications (89%), with 22% sending standard applications and 8% basic applications, similar to the proportions reported in 2014 (92% enhanced, 22% standard and 7% basic).

Figure 1.2 shows that most (71%) of Responsible Bodies had sent less than 100 Basic applications in the past year. Figures 1.3 and 1.4 show that most Registered and Umbrella Bodies had sent less than 20 standard applications (71%) and less than 100 enhanced applications (73%).

Figure 1.1 Type of application by organisation type (%)

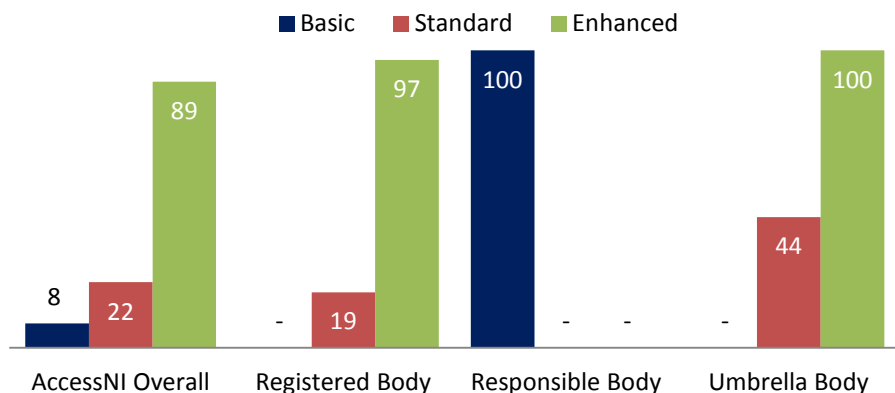


Figure 1.2 Number of Basic applications

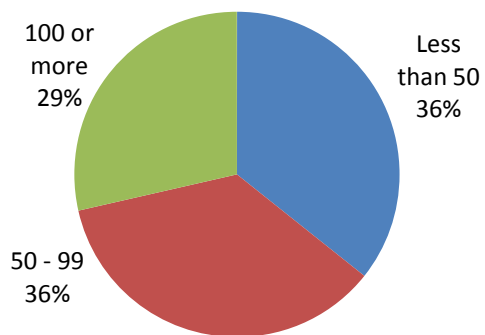


Figure 1.3 Number of Standard applications

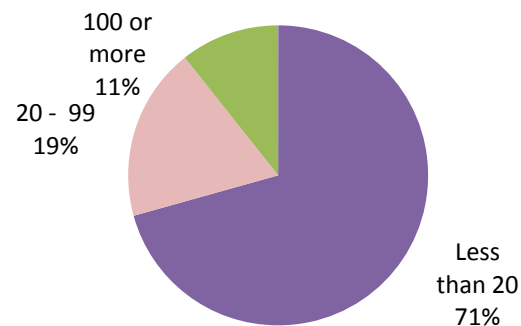
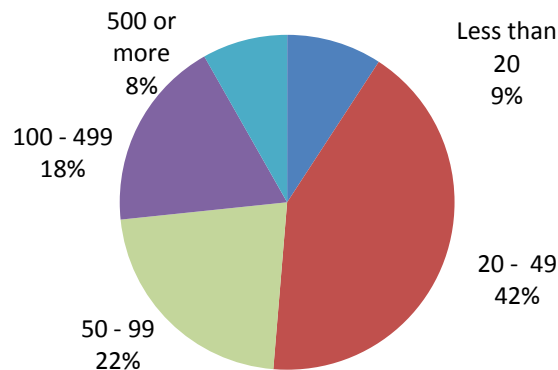


Figure 1.4 Number of Enhanced applications



Section 1: Applications to AccessNI (continued)

Figure 1.5 shows that 23% of customers had refused a job application, while 15% had placed conditions on someone's employment (Figure 1.6) due to the disclosure information over the past 12 months. Of those applications refused, 77% of customers had refused 1 or more applications due to the specific nature of the conviction or other information and 53% had been refused due to the applicant having misled the employer regarding the presence of a conviction.

Figure 1.5 Number of job applications refused employment due to disclosure information

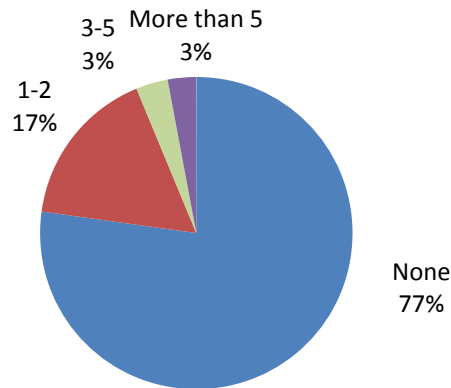


Figure 1.6 Number of applications where conditions have been placed e.g. 'under supervision' on someone's employment

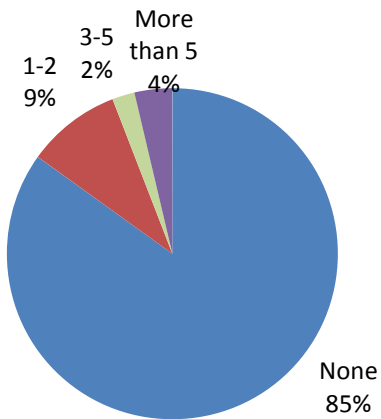


Figure 1.7 Number of job applications refused due to the specific nature of conviction or other information

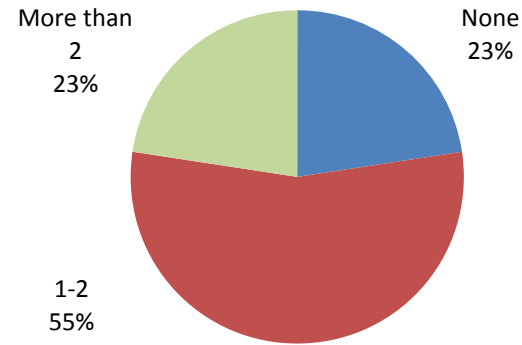
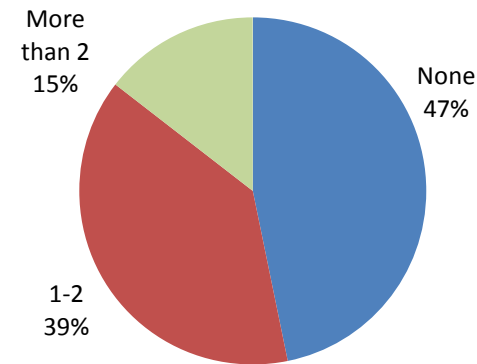


Figure 1.8 Number of job applications refused due to the application having misled the employer regarding the presence of conviction or other information



Section 1: Applications to AccessNI (continued)

Nearly all customers had some understanding of what information is disclosed on the disclosure and submitted their applications online. Again nearly all respondents found it easy to complete the online application, although Umbrella bodies were less likely to report it was easy than Registered bodies.

Around nine in ten respondents report that their disclosure certificates are returned more quickly since the service came online and that from feedback applicants are satisfied with the online process.

	Understand fully (%)	Understand to a point (%)	Not entirely sure/not at all (%)	AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
				% Understand fully/to a point			
Do you understand what information is and is not disclosed on the disclosures you receive?	65	32		98	98	≥86	100
What format do you use to submit your applications? (%)				%			
Online	95			95	95	100	92
Paper	*			*	*	0	0
Both	4			4	4	0	8
				% Easy			
	Very easy (%)	Easy (%)	Neither (%)	Very/Difficult (%)			
How easy or difficult do you find completing the online applications?	51	42	4	93	95	≥86	85
				% Satisfied			
	Very satisfied (%)	Satisfied (%)	Neither (%)	Dissatisfied (%)			
From feedback you have received from applicants, how satisfied or dissatisfied are they with the online process?	30	50		88	88	≥84	89

* the number of respondents is less than 5 and therefore deemed too small to release. # this number, while 5 or larger, has been suppressed to maintain confidentiality. ≥ 'greater than or equal to' is used where there has been a suppression due to less than 5 respondents in the other categories.

Section 1: Applications to AccessNI

Section 1: Applications to AccessNI (continued)

	Yes - returned more quickly (%)	About the same (%)	No - returned more slowly (%)	AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
	% - Yes they are returned more quickly						
AccessNI came Online in April 2015. Have you seen any improvements in the speed that your disclosure certificates are returned since this change?	92	6	2	92	93	≥85	85

Section 2: Contact with AccessNI

Most respondents had used the telephone to contact AccessNI (78%), with 57% having made contact by email.

Most respondents that made contact by telephone had called AccessNI directly (78%), with 23% being directed to AccessNI, the majority of those that had been in contact with AccessNI were satisfied with how AccessNI dealt with their call.

16% of respondents had made contact with the NIDirect Helpline and a further 23% had contacted the NIDirect Helpline but were then transferred to AccessNI, nearly all of these respondents were satisfied with the speed with which their call was answered, fewer however (73%) were confident that NIDirect staff could deal with their query.

The majority of respondents who had made contact by email were satisfied with this method of contact.

In the last 12 months, which of the following methods have you used to contact AccessNI?		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
		%			
Telephone	78	78	77	79	83
Email	57	57	52	75	71
Letter	*	*	*	0	*
Other	1	1	*	*	*

Contact by Telephone

Who did you contact by telephone in the last 12 months?		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
		%			
NIDirect Helpline	16	16	17	*	9
NIDirect Helpline but transferred to AccessNI	23	23	21	32	27
AccessNI Directly	78	78	76	≥82	84

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Section 2: Contact with AccessNI (continued)

NIDirect Helpline

Thinking about your contact with the NIDirect Helpline, how satisfied or dissatisfied are you with the following aspects of this service?	Very satisfied (%)	Satisfied (%)	Neither (%)	Dissatisfied/ Very dissatisfied (%)		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
						% satisfied			
Speed at your call being answered	40	59				≥95	≥93	100	100
Helpfulness of staff	35	50	#			85	89	*	≥76
Professional knowledge of staff	35	42	17	6		77	79	*	≥76
Commitment to dealing with your query	36	47	12	6		83	84	≥50	≥76
Confident that the staff could deal with your query	33	41	20	7		73	77	*	71

Contact with AccessNI

	Very satisfied (%)	Satisfied (%)	Neither (%)	Dissatisfied/ Very dissatisfied (%)		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
						% satisfied			
How satisfied or dissatisfied were you with how AccessNI dealt with your call?	49	42	7			91	92	≥82	85

Other forms of contact

How satisfied or dissatisfied are you with the method of contact you have used...	Very satisfied (%)	Satisfied (%)	Neither (%)	Dissatisfied (%)		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
						% satisfied			
Email	51	42	#			93	94	100	85

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Section 3: AccessNI Finance

Six in ten respondents were issued an invoice via hardcopy, with only one in four receiving it electronically. Most were satisfied that their finance staff were receiving their invoices in a timely manner (87%).

Just under half of respondents didn't know who they contact with a invoice query. The majority of respondents who had contacted AccountNI with an invoice query were satisfied with all aspects of the service they received from AccountNI.

Are invoices issued to you electronically or via hard copy?		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
Electronically	26	26	26	36	26
Hardcopy	61	61	60	#	64
I haven't received an invoice	13	13	14	*	11

How satisfied or dissatisfied are you that:	Very satisfied (%)	Satisfied (%)	Neither (%)	Very/Dissatisfied (%)	% satisfied			
your finance staff are receiving your invoices in a timely manner?	36	51	11		87	87	≥85	83

Who do you contact with an invoice query?		%			
AccountNI	16	16	17	19	14
AccessNI	20	20	19	*	25
Both AccountNI and AccessNI	17	17	16	22	19
Don't know / N/A	47	47	48	48	42

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Section 3: AccessNI Finance (continued)

How satisfied or dissatisfied were you with the service from the AccountNI staff in terms of...	Very satisfied (%)	Satisfied (%)	Neither (%)	Dissatisfied (%)		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
						% satisfied			
Politeness/ courtesy	48		43	8		92	90	100	≥79
Helpfulness of staff	48		41	#		90	90	≥64	≥79
Knowledge/ professionalism	42		45	12		88	87	≥64	≥79
Commitment to resolving issues	44		41	#		86	88	≥64	74

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Section 4: Communication with AccessNI

Most customers were satisfied that they know who to contact regarding Finance and Customer relations (76%), more were satisfied that the information they are given is accurate and clear and to the point and that staff responded in a timely manner.

Nine in ten respondents reported that they receive the AccessNI newsletter, lower than in 2014, and most found it useful. A similar proportion were aware of training opportunities and most were satisfied with the training opportunities provided by AccessNI.

Nearly all respondents reported that they receive AccessNI circulars and again most found them useful.

In terms of communication with AccessNI regarding Finance and Customer relations, how satisfied or dissatisfied are you that	Very satisfied (%)	Satisfied (%)	Neither (%)	Very / Dissatisfied (%)		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
						%			
You know who to contact	28	48	20			76	77	78	71
The information you have been given is accurate	34	51	13			85	86	≥86	82
The information you have been given is clear and to the point	34	52	#			86	86	≥86	84
Staff respond in a timely manner	41	49	#			90	91	≥84	89

AccessNI newsletter	Very useful (%)	Useful/ Yes (%)	Neither (%)	Not useful/ No (%)	Not useful at all (%)	% yes/useful				
	Do you receive the AccessNI newsletter?	90					10	90	90	≥86
How useful do you find the AccessNI Newsletter?	29	49	21			78	77	68	83	

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Section 4: Communication with AccessNI (continued)

AccessNI circulars	Very useful (%)	Useful/ Yes (%)	Neither (%)	Not useful/ No (%)	Not useful at all (%)	AccessNI Overall	Registered Body	Responsible Body	Umbrella Body	
	% yes/useful									
Do you receive the AccessNI circulars?	97					3	97	98	≥86	≥94
How useful do you find AccessNI circulars?	33	49	#			82	81	77	86	

Training opportunities	Very satisfied (%)	Satisfied /Yes (%)	Neither (%)	No (%)	Very / Dissatisfied (%)	% yes/satisfied				
	Are you aware of the training opportunities provided by AccessNI?	89					11	89	89	≥86
How satisfied or dissatisfied are you with the training opportunities provided by AccessNI?	27	49	20			76	76	76	76	

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Section 5: Complaints with AccessNI

Only a small proportion of respondents had made a complaint, lower than in 2014 (13%). Over half reported that their complaint was resolved satisfactorily and a similar proportion were satisfied with how AccessNI dealt with their complaint, higher than in 2014 (39%).





	Yes (%)	No (%)	AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
			% yes			
Have you complained about any aspect of the service provided by AccessNI?	5	95	5	4	*	*
Was the complaint about: (%)			%			
AccessNI informing you incorrectly that the application was not eligible for a certificate	*		*	*	*	*
The delay in issuing a certificate	*		*	*	*	*
Incorrect information on a certificate	*		*	0	*	*
Another issue		63	63	56	*	*
	Very /Satisfied (%)	Other (%)	AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
			% satisfied/yes			
How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?	56	44	56	*	*	*
	Yes (%)	No (%)	% yes			
Has your complaint with AccessNI been resolved satisfactorily?	56	44	56	*	*	*




* the number of respondents is less than 5 and therefore deemed too small to release. - not enough respondents in a group to analyse.

Section 6: AccessNI Website

Less than nine in ten respondents had accessed AccessNI information through the NIDirect website, one in ten had used both the NIDirect and Department of Justice websites. Just over seven in ten respondents who had used the NIDirect Website were satisfied with its ability to address their query, more were satisfied with the layout (77% lower than in 2014 (84%)) and more were satisfied with the quality of the information (83%).

Seven in ten respondents who had used the Department of Justice website were satisfied with the layout, more were satisfied with its ability to address their query (75%) with more satisfied with the quality of the information (81%).

		AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
How do you access the AccessNI Website? Do you go through...		%			
NIDirect website		86	88	79	82
Department of Justice website		*	*	*	*
Both of the above		10	8	18	14
Don't know		#	#	*	*

		Very satisfied (%)	Satisfied (%)	Neither (%)	Very / Dissatisfied (%)	AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
How satisfied or dissatisfied are you with the AccessNI information on the <u>NIDirect website</u> in terms of...		% satisfied							
The layout		26	52	18	4	77	80	70	69
The quality of the information		28	55	15	2	83	86	70	77
The ability to address your query		24	48	23	5	72	75	67	65

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Section 6: AccessNI Website (continued)

	Very satisfied (%)	Satisfied (%)	Neither (%)	Very / Dissatisfied (%)	AccessNI Overall	Registered Body	Responsible Body	Umbrella Body
How satisfied or dissatisfied are you with the AccessNI information on the <u>Department of Justice website</u> in terms of...					% satisfied			
The layout	19	51	#		70	77	*	≥56
The quality of the information	27	54	19		81	≥82	*	≥56
The ability to address your query	19	56	#		75	≥81	*	≥56

Section 6: AccessNI Website

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Section 7: The new Umbrella Body database

Around three quarters of Umbrella bodies were satisfied with all aspects of the New Umbrella Body database, no one selected the very dissatisfied option. Just under six in ten felt that the presence of their organisation on the database secured them any new business (59%).

	Very satisfied (%)	Satisfied (%)	Neither (%)	Dissatisfied (%)		Umbrella Body %
The layout	16	60	#			76
The ease of navigating the site	15	56	#			71
The accuracy of the information	18	56	#			74
		Yes (%)	No (%)			
Has the presence of your organisation on the database secured any new business in the past 12 months?		59	41			59

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Section 8: Compliance

Just under half of respondents had undergone a compliance visit since April 2015. Nearly all of them were satisfied with the outcome of the visit and eight in ten had seen improvements in their processes since the visit.

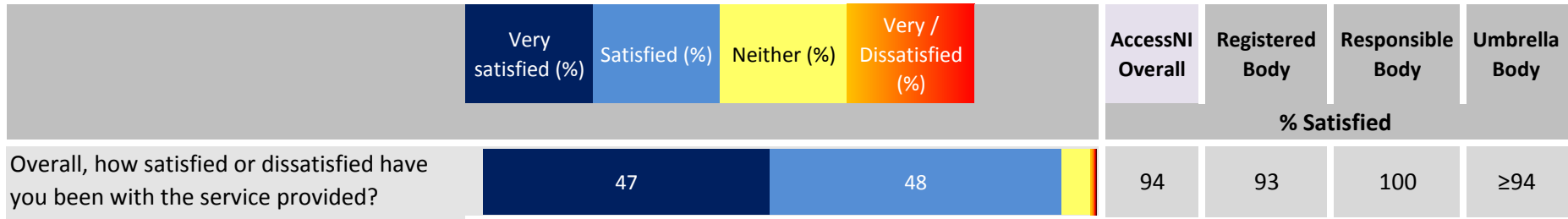
	Very satisfied (%)	Satisfied/ Yes (%)	Neither (%)	Dissatisfied/ No (%)		AccessNI	Registered	Responsible	Umbrella
						Overall	Body	Body	Body
						% Yes/ Satisfied			
Have you undergone a compliance visit since April 2015?	48		52			48	46	43	55
Overall, how satisfied or dissatisfied were you with the outcome of the compliance visit?	59		37			96	≥96	100	≥89
Have you seen an improvement in your processes since the visit?	82		18			82	80	≥67	≥89

Section 8: Compliance

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Section 9: Overall

Nearly all respondents were satisfied with the service provided by AccessNI, higher than in 2014.



Section 9: Overall

Appendix I: Comparison with 2014 results

Comparison with 2014 results

This section compares the 2016 results with those from the previous survey completed in 2014 (involving 244 respondents). Figures are also shown for the 2013 survey. Please note that the questionnaire has been updated this year to take into account the new online service and processes involved, therefore comparisons to previous years for the majority of questions are no longer valid and these questions have not been included in this section.

In the following tables ↓ indicates that the percentage of respondents 'satisfied' or who answered 'yes' to a particular question has shown a real decrease in 2016 compared with 2014. A ↑ that the percentage of respondents 'satisfied' or who answered 'yes' to particular question has shown a real increase in 2016 compared with 2014.

Section 1: Applications to AccessNI

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

% Respondents who had sent at least one	2016	2014	2013
Basic	8	7	4
Standard	22	22	17
Enhanced	89	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	2016	2014	2013
refuse someone employment?	23	21	16
place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment?	15	18	13

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:)*

	2016	2014	2013
the specific nature of conviction information or other information?	77	80	74
the application having misled the employer regarding the presence of conviction information or other information?	53	51	44

Section 3: AccessNI Finance

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

	2016	2014	2013
Politeness/ courtesy	92	89	81
Helpfulness of staff	90	86	79
Knowledge/professionalism	88	86	81
Commitment to resolving issues	86	82	78

Section 4: Communication with AccessNI

<i>% Yes</i>	2016	2014	2013
Do you receive the AccessNI newsletter?	90 ↓	95	91
<i>% Very/useful</i>			
How useful do you find the AccessNI Newsletter?	78	82	72

Section 5: Complaints to AccessNI

% Yes	2016	2014	2013
Have you complained about any aspect of the service provide by AccessNI?	5 ↓	13	6
% Satisfied			
How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?	56 ↑	39	38
% Yes			
Has your complaint been resolved satisfactorily?	56	55	38

Section 6: AccessNI Website

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

% Yes	2016	2014	2013
NIDirect website	86 ↑	46	35
DOJ Website	* ↓	14	21
Both of the above	10 ↓	29	27

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

% Satisfied	2016	2014	2013
layout	77 ↓	84	82
quality of the information	83	86	82
ability to address your query	72	75	76

Section 6: AccessNI Website (continued)

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

% Satisfied	2016	2014	2013
layout	70	75	80
quality of the information	81	82	81
ability to address your query	75	75	73


Section 7: The new Umbrella Body database

Only Umbrella bodies got asked these questions

% Satisfied	2016	2014
The layout	76	80
The ease of navigating the site	71	78
The accuracy of the information	74	78

% Yes	2016	2014
Has the presence of your organisation on the database secured any new business in the past 12 months?	59	50

Section 9: Overall

% Satisfied	2016	2014	2013
Overall, how satisfied or dissatisfied have you been with the service provided?	94 	91	87

Appendix II: Respondent Profile

Respondent Profile by:

Type of Organisation	n=340
Registered Body	72%
Responsible Body	8%
Umbrella Body	19%

Type of Registered Body	n=246
Health - Statutory	6%
Health - Private/Voluntary	24%
Education	10%
Child care - Statutory	2%
Child care - Voluntary	2%
Sports Association or Body	6%
Voluntary - Church or Church Based	11%
Voluntary - Voluntary or Community groups	24%
Other	14%

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

Appendix III: 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 Central Survey Unit (CSU) on behalf of AccessNI. CSU 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%.

Significance

Where possible, statistical significance testing at the 95% confidence interval was carried out to test differences between the results obtained in the 2014 survey and those obtained in the current 2016 survey. Therefore, where differences have been highlighted in the text of this report or by the symbols (↑/↓), then it is likely that these represent a real difference between the results, rather than being due simply to chance.

Quality Measures

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 including a re-vamp of 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 developed an online application process which began in April 2015 and a portable disclosure service is under development.

Accuracy: The statistics included are representative of the online survey responses received between Monday 9th January 2017 and Friday 27th January 2017. 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' accidentally 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.

Timeliness and Punctuality: The 'AccessNI Customer Survey 2016' Report has been published on the 23th March 2017, approximately 2 months 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 questionnaire has been updated this year to take into account the new online service and processes involved, therefore comparisons to previous years for the majority of questions are no longer valid. However, where possible comparison of responses are provided to the equivalent survey carried out annually in 2014.