



# AccessNI Customer Survey 2019

STATISTICAL REPORT

GOVERNMENT

Published 9 August 2019





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Just over a third of customers (35%) 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 online application process, disclosure certificates, contact with AccessNI, AccessNI finance, 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 91% of customers satisfied. This figure is lower than 2016 (94%) and the same as in 2014 (91%). Customers' views are broadly similar across the organisation types.

- Most customers (79%) fully understood what information was disclosed on the disclosure. Nearly all customers (91%) found it easy to complete the online application and 90% had no difficulties in checking the identity of applicants. Around nine in ten (87%) respondents report that their disclosure certificates were returned more quickly since the service came online.
- Almost nine out of ten (87%) used casetracker to monitor the progress of applications and 93% found it useful. A quarter of customers (25%) still required applicants to share disclosure the disclosure certificate even if casetracker indicated 'Certificate issued (N)'. Likewise, a quarter of customers (24%) still required applicants to obtain a paper certificate despite digital certificates being available online.
- Most respondents (73%) used the telephone to contact AccessNI and 58% of these contacted AccessNI directly and 29% were redirected from the NIDirect helpline. Of those who used the NIDirect helpline eight out of ten were satisfied with speed at which call was answered (80%) and helpfulness of staff (78%). Slightly less (about three quarters) were satisfied with the professional knowledge of staff (74%), commitment to dealing with query (76%) and confidence in their ability (73%).
- Similar proportions received Electronic (46%) and Hard Copy (42%) invoices. Nine out of ten (89%) respondents were satisfied that their finance staff received invoices in a timely matter. Point of contact for invoice queries was evenly spread between AccountNI (21%) and AccessNI (22%) although 47% either hadn't been in contact about an invoice or didn't know who they had been in contact with. Nine out of ten customers were happy with all aspects of service from AccountNI.
- Almost all customers received the AccessNI Newsletter (95%) and AccessNI Circulars (97%) and 97% were aware of training opportunities provided by AccessNI. Respondents indicated that 84% found the AccessNI Newsletter to be very useful, 84% found the AccessNI Circulars to be useful and 78% were satisfied with training opportunities provided.
- Only a small number of respondents had made a complaint (4%), lower than in 2016 (5%) and most (70%) were about certificate delays. More than 60% reported that they were satisfied with how AccessNI dealt with their complaint. More than 60% also felt that it had been resolved satisfactorily (56% in 2016 and 39% in 2014).
- Nine out of ten (90%) of customers accessed the AccessNI website through the NIDirect website and most respondents were satisfied with the AccessNI information on the NIDirect and DOJ websites (76% to 87% for the NIDirect website and 73% to 79% for the DOJ website).
- About seven out of ten (66% to 72%) Umbrella bodies were satisfied with all aspects of the Umbrella Body database with almost half (49%) agreeing that the presence of their organisation on the database secured them new business.



## Background

AccessNI was established in April 2008 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 which is part of the Tourism Statistics and Staff Surveys Branch in the Central Survey Unit of the Northern Ireland Statistics and Research Agency (NISRA) on behalf of AccessNI. This is the eighth year in which AccessNI has held a customer survey; the first of which was held in 2008 and the most recent in 2016. As a result of previous surveys, 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, training of Registered Body Network and a re-design of website features. Also, and more specifically in response to the 2013 survey, AccessNI developed an online application process which went live in April 2015. The availability of digital certificates came on-line in July 2018.

## Methodology

AccessNI provided a list of their customers to the staff survey team. The questionnaire was issued by email through Blaise software to 693 individuals who had been identified as customers during 2018. The fieldwork was carried out over a three week period from the 11th to 28th June 2019.

## Response

A total of 236 customers submitted a response, amounting to a response rate of 35% of the valid email addresses supplied (9 email addresses were not valid). Of those who responded 70% were Registered Bodies, 9% Responsible Bodies and 21% Umbrella Bodies.

## 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

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### Download

This report along with, earlier AccessNI customer satisfaction surveys can be found at this link: <https://www.nisra.gov.uk/publications/accessni-customer-survey-2019>



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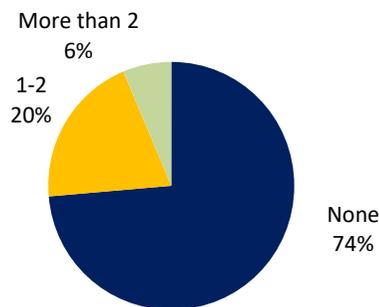
# Summary of results



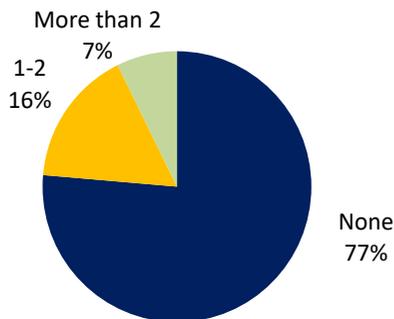
**Section 1: Applications to AccessNI**

Over the last 12 months 47% of respondents had viewed an AccessNI certificate that had information disclosed. Figure 1.1 shows that 26% of customers had refused a job application, while 23% had placed conditions on someone's employment (Figure 1.2) due to the disclosure information over the past 12 months. Of those applications refused, 76% of customers had refused 1 or more applications due to the specific nature of the conviction or other information (Figure 1.3) and 50% had been refused due to the applicant having misled the employer regarding the presence of a conviction (Figure 1.4).

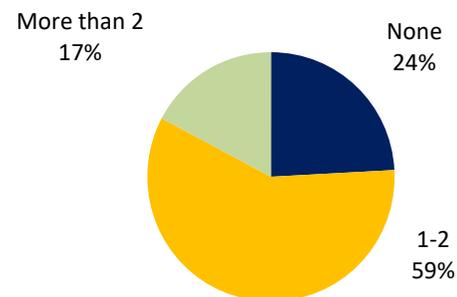
**Figure 1.1 Number of job applications refused employment due to disclosure information**



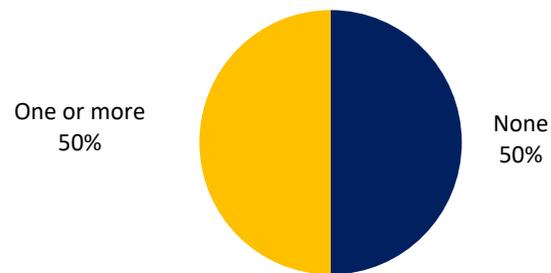
**Figure 1.2 Number of applications where conditions have been placed e.g. 'under supervision' on someone's employment**



**Figure 1.3 Number of job applications refused due to the specific nature of conviction or other information**



**Figure 1.4 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)**

Most customers (79%) fully understood what information is disclosed on the disclosure. More than nine out of ten (92%) Registered bodies understood the filtering of old and minor convictions and non-court disposals and 86% of Responsible bodies understood the application of the Rehabilitation of Offenders Order to criminal records to remove spent convictions. Nine out of ten (90%) had no difficulties in checking the identity of applicants.

Nine out of ten (91%) also found the online process to be very easy or easy, although Responsible and Umbrella bodies were less likely to report it was easy than Registered bodies. Two thirds of reported difficulties in understanding related to what the offences meant.



\* 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 (continued)

|   | Yes (%)                         | No (%)  | AccessNI Overall  | Registered Body                        | Responsible Body | Umbrella Body    |               |
|---|---------------------------------|---|---|--|------------------|------------------|---------------|
|   |                                 |   | % Yes   |  |                  |                  |               |
| Do you experience any particular difficulties in checking the identity of applicants?   | 10                              | 90  | 10  | 10                                     | 0                | 14               |               |
|   | Very Easy (%)                   | Easy (%)  | Neither Easy Nor Difficult/Difficult/Very Difficult (%) | AccessNI Overall                       | Registered Body  | Responsible Body | Umbrella Body |
|   |                                 |   |   | % Very Easy/Easy                       |                  |                  |               |
| How easy or difficult do you find completing the online applications?   | 47                              | 44  | 9   | 91                                     | 92               | ≥82              | 88            |
|   | Satisfied (%)                   | Neither Satisfied nor Dissatisfied (%)                        | Dissatisfied (%)  | AccessNI Overall                       | Registered Body  | Responsible Body | Umbrella Body |
|   |                                 |   |   | % Satisfied                            |                  |                  |               |
| From feedback you have received from applicants, how satisfied or dissatisfied are they with the online process?                                  | 77                              | 18  | 5   | 77                                     | 75               | ≥82              | 82            |
|   | Yes - returned more quickly (%) | About the same as before / No - they are 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? | 87                              | 13  |   | 87                                     | 87               | ≥76              | 88            |

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## Section 2: Disclosure Certificates

Responses indicate that 87% used casetracker to monitor the progress of their applications, however, whilst all responsible bodies use the facility, fewer Registered and Umbrella bodies (86%) make use of it. For those using it 93% found it either useful or very useful.

93% of users understood the difference between the statuses Certificate issued and Certificate issued (N).

Digital certificates came on-line in July 2018 and according to responses three quarters of respondents (76%) no longer require applicants to obtain a paper certificate.

|  | Yes (%)         | No (%)     | AccessNI Overall  | Registered Body  | Responsible Body | Umbrella Body    |               |
|--|-----------------|------------|---|------------------|------------------|------------------|---------------|
|  |                 |            | % Yes   |                  |                  |                  |               |
| Do you use case tracker to monitor the progress of an application?   | 87              | 13         | 87  | 86               | 100              | 86               |               |
|  | Very Useful (%) | Useful (%) | No Strong Views/Not Especially Useful/Not Useful at All (%) | AccessNI Overall | Registered Body  | Responsible Body | Umbrella Body |
|  |                 |            |   | % Very Useful    |                  |                  |               |
| How useful do you find this tool?  | 60              | 33         | 7   | 60               | 63               | 68               | 45            |
|  | Yes (%)         | No (%)     | AccessNI Overall  | Registered Body  | Responsible Body | Umbrella Body    |               |
|  |                 |            | % Yes   |                  |                  |                  |               |
| On the case tracker, do you understand the difference between statuses Certificate issued and Certificate issued (N)?                      | 93              | 7          | 93  | 94               | ≥82              | ≥90              |               |
| When the case tracker indicates a status of Certificate issued (N) do you still request the applicant to share the disclosure certificate? | 25              | 75         | 25  | 20               | 32               | 38               |               |
| Digital certificates came on-line in July 2018. As a result of this change do you still require applicants to obtain a paper certificate?  | 24              | 76         | 24  | 24               | *                | 33               |               |

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### Section 3: Contact with AccessNI

Most respondents had used the telephone to contact AccessNI (73%), with 14% having made contact by email.

Most respondents that made contact by telephone had called AccessNI directly (58%), with 29% being directed to AccessNI from the NIDirect Helpline. The majority of those that had been in contact with AccessNI were satisfied with how AccessNI dealt with their call.

Nearly all of these respondents (80%) were satisfied with the speed with which their call was answered, fewer however (73%) were confident that NIDirect staff could deal with their query.

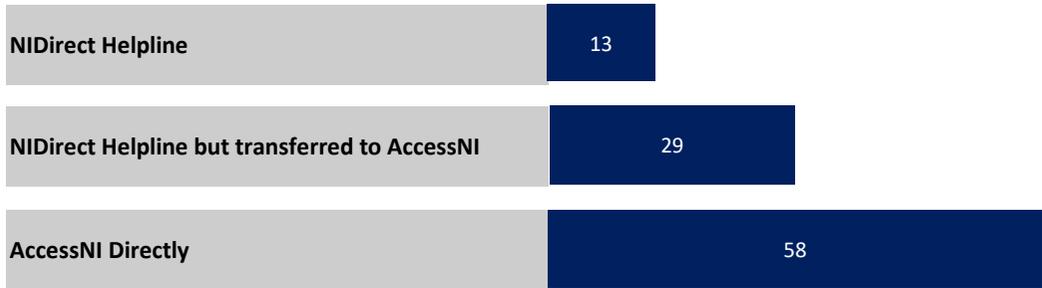
| In the last 12 months, which of the following methods have you used to contact AccessNI? | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|--|------------------|-----------------|------------------|---------------|
|  | %                |                 |                  |               |
| Telephone  | 73               | 70              | 64               | 88            |
| Email  | 14               | 15              | *                | 10            |
| Letter   | *                | *               | *                | 0             |
| Other  | *                | *               | 0                | 0             |
| None of these - I have not needed to contact AccessNI                                    | 11               | 13              | *                | *             |

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**Section 3: Contact with AccessNI (continued)**

**Contact by Telephone**

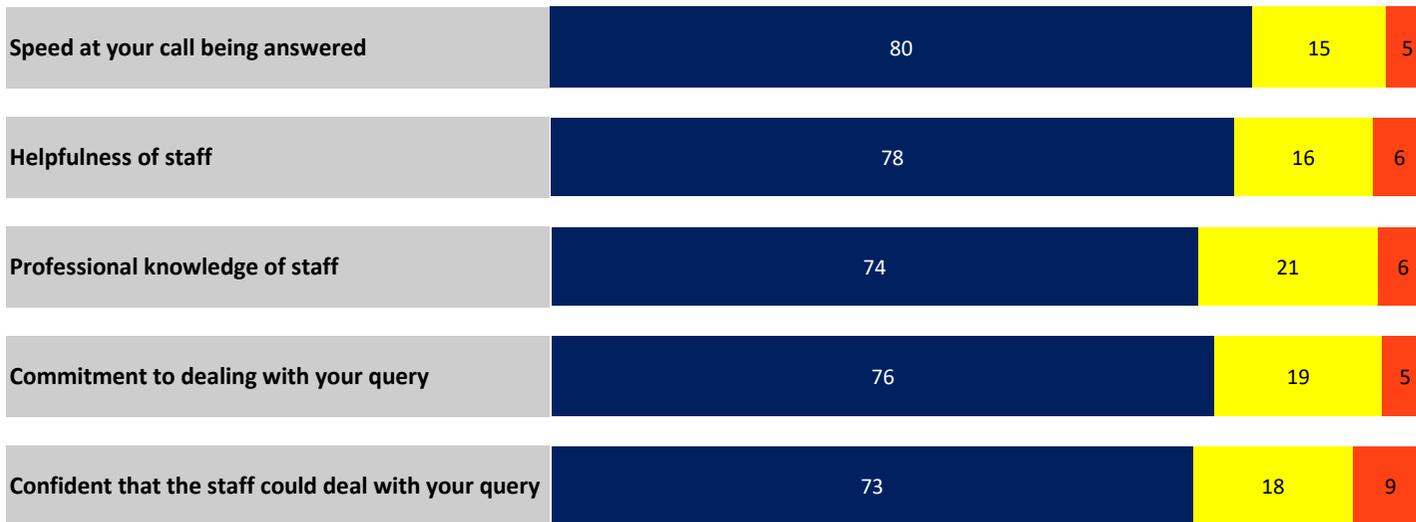
**Who did you contact by telephone in the last 12 months?**



|   | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|---|------------------|-----------------|------------------|---------------|
| %   |                  |                 |                  |               |
| NIDirect Helpline                             | 13               | 11              | 22               | 13            |
| NIDirect Helpline but transferred to AccessNI | 29               | 31              | 22               | 27            |
| AccessNI Directly                             | 58               | 58              | 57               | 61            |

**NIDirect Helpline**

**Thinking about your contact with the NIDirect Helpline, how satisfied or dissatisfied are you with the following aspects of this service?**



|   | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|---|------------------|-----------------|------------------|---------------|
| % satisfied   |                  |                 |                  |               |
| Speed at your call being answered                   | 80               | 81              | 100              | 69            |
| Helpfulness of staff                                | 78               | 80              | ≥78              | 67            |
| Professional knowledge of staff                     | 74               | 76              | ≥78              | 60            |
| Commitment to dealing with your query               | 76               | 78              | ≥78              | 67            |
| Confident that the staff could deal with your query | 73               | 75              | ≥78              | 63            |

Section 3: Contact with AccessNI (continued)

|  | Very Satisfied (%)      | Satisfied (%)                          | Neither satisfied nor Dissatisfied (%) | Dissatisfied/Very Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|--|-------------------------|--|--|------------------------------------|------------------|-----------------|------------------|---------------|
|  | <b>% very satisfied</b> |  |  |                                    |                  |                 |                  |               |
| How satisfied or dissatisfied were you with how AccessNI dealt with your call? | 53                      | 35                                     | 8                                      |                                    | 53               | 50              | 73               | 52            |
| <b>Other forms of contact</b>  |                         |  |  |                                    |                  |                 |                  |               |
|  | Satisfied (%)           | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%)                       |                                    | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|  | <b>% satisfied</b>      |  |  |                                    |                  |                 |                  |               |
| Email  | 88                      | 11                                     |  |                                    | 88               | 87              | ≥73              | ≥89           |
| Letter   | 78                      | 15                                     | 7                                      |                                    | 78               | 81              | *                | ≥71           |
| Other  | 80                      | 17                                     |  |                                    | 80               | 73              | 100              | ≥80           |

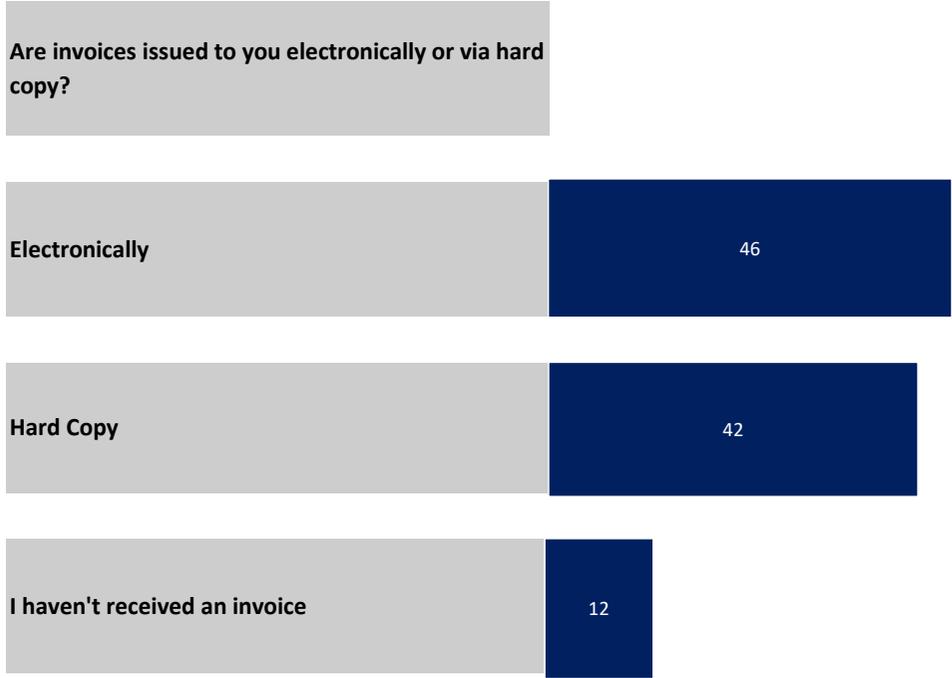
Section 3: Contact with AccessNI

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**Section 4: AccessNI Finance**

Almost half of respondents (46%) were issued an invoice via electronically, with 42% receiving a hardcopy. Most (89%) were satisfied or very satisfied that their finance staff were receiving their invoices in a timely manner.

Just under half of respondents (47%) 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.



|                               | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|-------------------------------|------------------|-----------------|------------------|---------------|
| %                             |                  |                 |                  |               |
| Electronically                | 46               | 45              | 64               | 41            |
| Hard Copy                     | 42               | 42              | 23               | 49            |
| I haven't received an invoice | 12               | 13              | *                | 10            |

Section 4: AccessNI Finance

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Section 4: AccessNI Finance (continued)

|   | Very Satisfied (%) | Satisfied (%) | Neither satisfied nor Dissatisfied (%) | Dissatisfied/Very Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|---|--------------------|---------------|--|------------------------------------|------------------|-----------------|------------------|---------------|
|   |                    |               |  |                                    | % very satisfied |                 |                  |               |
| How satisfied or dissatisfied are you that your finance staff are receiving your invoices in a timely manner? | 49                 | 40            | 9                                      |                                    | 49               | 49              | 32               | 57            |
| Who do you contact with an invoice query?   |                    |               |  |                                    | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|   |                    |               |  |                                    | %                |                 |                  |               |
| AccountNI   | 21                 |               |  |                                    | 21               | 18              | 23               | 31            |
| AccessNI  | 22                 |               |  |                                    | 22               | 23              | *                | 20            |
| Both AccountNI and AccessNI   | 10                 |               |  |                                    | 10               | 8               | *                | 14            |
| Dont know / N/A   | 47                 |               |  |                                    | 47               | 51              | 50               | 35            |

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Section 4: AccessNI Finance (continued)

| How satisfied or dissatisfied were you with the service from the AccountNI staff in terms of... | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|---|---------------|--|------------------|------------------|-----------------|------------------|---------------|
| % satisfied   |               |  |                  |                  |                 |                  |               |
| Politeness/ courtesy  | 90            | #                                      | *                | 90               | 88              | 100              | ≥82           |
| Helpfulness of staff  | 89            | #                                      | *                | 89               | 88              | 100              | ≥82           |
| Knowledge/ professionalism  | 88            | #                                      | *                | 88               | 86              | 100              | ≥82           |
| Commitment to resolving issues  | 88            | #                                      | *                | 88               | 88              | ≥43              | ≥82           |

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## Section 5: Communication with AccessNI

Most customers (69%) were satisfied that they know who to contact regarding Finance and Customer relations, more (74%) were satisfied that the information they are given is accurate and clear and to the point (73%) and that staff responded in a timely manner (72%).

Most (95%) respondents reported that they receive the AccessNI newsletter, and most (84%) found it useful. Again almost all (97%) received AccessNI circulars and 84% found them useful. A similar proportion (97%) were aware of training opportunities and most (78%) were satisfied with the training opportunities provided by AccessNI.

| In terms of communication with AccessNI regarding Finance and Customer relations, how satisfied or dissatisfied are you that | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|--|---------------|--|------------------|------------------|-----------------|------------------|---------------|
|  | % satisfied   |  |                  |                  |                 |                  |               |
| You know who to contact  | 69            | 27                                     | 4                | 69               | 68              | 64               | 73            |
| The information you have been given is accurate  | 74            | 23                                     | 3                | 74               | 72              | 77               | 80            |
| The information you have been given is clear and to the point  | 73            | 24                                     | 3                | 73               | 71              | 73               | 80            |
| Staff respond in a timely manner   | 72            | 25                                     | 3                | 72               | 70              | 68               | 82            |

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Section 5: Communication with AccessNI (continued)

|  | Yes (%)         | No (%)                                 | AccessNI Overall  | Registered Body  | Responsible Body | Umbrella Body    |               |
|--|-----------------|--|---|------------------|------------------|------------------|---------------|
| <b>AccessNI newsletter</b>   |                 |  |   |                  |                  |                  |               |
|  |                 |  | % Yes   |                  |                  |                  |               |
| <b>Do you receive the AccessNI newsletter?</b>   | 95              | 5                                      | 95  | 96               | ≥82              | 100              |               |
|  | Very Useful (%) | Useful (%)                             | No Strong Views/Not Especially Useful/Not Useful at All (%) | AccessNI Overall | Registered Body  | Responsible Body | Umbrella Body |
|  |                 |  | % very useful   |                  |                  |                  |               |
| <b>How useful do you find the AccessNI Newsletter?</b>   | 84              | #                                      | 84  | 83               | 28               | 47               |               |
| <b>AccessNI Circulars</b>  | Yes (%)         | No (%)                                 | AccessNI Overall  | Registered Body  | Responsible Body | Umbrella Body    |               |
|  |                 |  | % Yes   |                  |                  |                  |               |
| <b>Do you receive the AccessNI circulars and other information emails from AccessNI?</b>           | 97              | 3                                      | 97  | ≥98              | ≥82              | ≥92              |               |
|  | Very Useful (%) | Useful (%)                             | No Strong Views/Not Especially Useful/Not Useful at All (%) | AccessNI Overall | Registered Body  | Responsible Body | Umbrella Body |
|  |                 |  | % very useful   |                  |                  |                  |               |
| <b>How useful do you find the AccessNI Circulars?</b>  | 47              | 37                                     | 16  | 47               | 47               | 44               | ≥92           |
| <b>Training Opportunities</b>  | Yes (%)         | No (%)                                 | AccessNI Overall  | Registered Body  | Responsible Body | Umbrella Body    |               |
|  |                 |  | % Yes   |                  |                  |                  |               |
| <b>Are you aware of the training opportunities provided by AccessNI?</b>                           | 97              | 3                                      | 97  | 96               | ≥82              | 100              |               |
|  | Satisfied (%)   | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%)  | AccessNI Overall | Registered Body  | Responsible Body | Umbrella Body |
|  |                 |  | % Satisfied   |                  |                  |                  |               |
| <b>How satisfied or dissatisfied are you with the training opportunities provided by AccessNI?</b> | 78              | 18                                     | 4   | 78               | 81               | 71               | 71            |

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Section 6: Complaints to AccessNI

|  | Yes (%)   | No (%)           | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|--|---|------------------|------------------|-----------------|------------------|---------------|
| Have you complained about any aspect of the service provided by AccessNI?                  | 4   | 96               | 4                | 5               | 0                | *             |
| % Yes  |   |                  |                  |                 |                  |               |
| Was The complaint about: (%)   |   |                  | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
| AccessNI informing you incorrectly that the application was not eligible for a certificate | None  |                  | 0                | 0               | 0                | 0             |
| The delay in issuing a certificate   | 70  |                  | 70               | 75              | 0                | *             |
| Incorrect information on a certificate   | None  |                  | 0                | 0               | 0                | 0             |
| Another issue  | 30  |                  | 30               | *               | 0                | *             |
|  | Very Satisfied or Satisfied or Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
| How satisfied or dissatisfied are you with how AccessNI dealt with your complaint?         | ≥60   |                  | ≥60              | ≥50             | 0                | *             |
|  | Yes (%)   | No (%)           | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
| Has your complaint with AccessNI been resolved satisfactorily?                             | ≥60   |                  | ≥60              | *               | 0                | *             |
| % Yes  |   |                  |                  |                 |                  |               |

Section 6: Complaints to AccessNI

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Section 7: AccessNI Website

| How do you access the AccessNI Website? Do you go through... |    | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|--|----|------------------|-----------------|------------------|---------------|
| %  |    |                  |                 |                  |               |
| NIDirect website   | 90 | 90               | 90              | 91               | 88            |
| Department of Justice website                                | *  | *                | *               | 0                | 0             |
| Both of the above  | 8  | 8                | 7               | *                | 10            |
| Dont know  | *  | *                | *               | 0                | 0             |
| Don't use website  | *  | *                | *               | 0                | *             |

| How satisfied or dissatisfied are you with the AccessNI information on the NIDirect website in terms of... | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|--|---------------|--|------------------|------------------|-----------------|------------------|---------------|
| % satisfied  |               |  |                  |                  |                 |                  |               |
| The layout   | 82            | 12                                     | 6                | 82               | 84              | ≥82              | 77            |
| The quality of the information   | 87            | #                                      |                  | 87               | 87              | ≥82              | 85            |
| The ability to address your query  | 76            | 20                                     | 4                | 76               | 79              | 73               | 67            |

Section 7: AccessNI Website

\* 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 7: AccessNI Website (continued)

| How satisfied or dissatisfied are you with the AccessNI information on the Department of Justice website in terms of... | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|---|---------------|--|------------------|------------------|-----------------|------------------|---------------|
|   |               |  |                  | % satisfied      |                 |                  |               |
| The layout  | 76            | 17                                     | 6                | 76               | 78              | ≥75              | 70            |
| The quality of the information  | 79            | #                                      |                  | 79               | 79              | ≥75              | 75            |
| The ability to address your query   | 73            | 22                                     | 5                | 73               | 76              | ≥75              | 64            |

\* 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 8: The Umbrella Body Database**

| Thinking about the new Umbrella Body database, how satisfied or dissatisfied are you with the following aspects of this service?: | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|---|---------------|--|------------------|------------------|-----------------|------------------|---------------|
|   | % satisfied   |  |                  |                  |                 |                  |               |
| The layout  | 66            | #                                      |                  | 66               |                 |                  | 66            |
| The ease of navigating the site   | 70            | #                                      |                  | 70               |                 |                  | 70            |
| The accuracy of the information   | 72            | #                                      |                  | 72               |                 |                  | 72            |
|   | Yes (%)       | No (%)                                 |                  | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|   | % Yes         |  |                  |                  |                 |                  |               |
| Has the presence of your organisation on the database secured any new business in the past 12 months?                             | 49            | 51                                     |                  | 49               |                 |                  | 49            |

\* 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 9: AccessNI Overall**

Overall satisfaction with the service provided by AccessNI stood at 91%, slightly lower (3 pp) than in 2016.

|   | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | AccessNI Overall | Registered Body | Responsible Body | Umbrella Body |
|---|---------------|--|------------------|------------------|-----------------|------------------|---------------|
|   |               |  |                  | % Satisfied      |                 |                  |               |
| Overall, how satisfied or dissatisfied have you been with the service provided? | 91            | #                                      |                  | 91               | 92              | ≥82              | 90            |

\* 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.



# Appendix I: Comparison with 2016 results



## Section 1: Applications to AccessNI

| Over the last 12 months please indicate the number of job applications in which you have used the disclosure information to: (% Yes)                      | 2019 | 2016 | Change |
|---|------|------|--------|
| refuse someone employment?  | 26   | 23   |        |
| place conditions (eg 'under supervision') or restrictions (eg 'probation') on someone's employment?   | 23   | 15   | ↑      |
| refused due to the specific nature of conviction or other information   | 76   | 77   |        |
| refused due to the application having misled the employer regarding the presence of conviction or other information                                       | 50   | 53   |        |
|   | 2019 | 2016 | Change |
| Do you understand what information is and is not disclosed on the disclosures you receive? (% understand fully)   | 79   | 65   | ↑      |
|   | 2019 | 2016 | Change |
| How easy or difficult do you find completing the online applications? (% very easy or easy)   | 91   | 93   |        |
|   | 2019 | 2016 | Change |
| From feedback you have received from applicants, how satisfied or dissatisfied are they with the online process?  | 77   | 80   |        |
|   | 2019 | 2016 | Change |
| AccessNI came Online in April 2015. Have you seen any improvements in the speed that your disclosure certificates are returned since this change? (% Yes) | 87   | 92   | ↓      |

### Section 3: Contact with AccessNI

| In the last 12 months, which of the following methods have you used to contact AccessNI? (%) | 2019 | 2016 | Change |
|--|------|------|--------|
| Telephone  | 73   | 78   |        |
| Email  | 14   | 57   |        |
| Letter   | *    | *    |        |
| Other  | *    | *    |        |

| Who did you contact by telephone in the last 12 months? (%) | 2019 | 2016 | Change |
|---|------|------|--------|
| NIDirect Helpline   | 13   | 16   |        |
| NIDirect Helpline but transferred to AccessNI               | 29   | 23   | ↑      |
| AccessNI Directly   | 58   | 78   | ↓      |

| Thinking about your contact with the NIDirect Helpline, how satisfied or dissatisfied are you with the following aspects of this service? | 2019 | 2016 | Change |
|---|------|------|--------|
| Speed at your call being answered   | 80   | 99   | ↓      |
| Helpfulness of staff  | 78   | 85   | ↓      |
| Professional knowledge of staff   | 74   | 77   |        |
| Commitment to dealing with your query   | 76   | 83   | ↓      |
| Confident that the staff could deal with your query   | 73   | 73   |        |

|  | 2019 | 2016 | Change |
|--|------|------|--------|
| How satisfied or dissatisfied were you with how AccessNI dealt with your call? (% satisfied) | 88   | 91   |        |

| How satisfied or dissatisfied are you with the method of contact you have used...(% satisfied) | 2019 | 2016 | Change |
|--|------|------|--------|
| Email  | 88   | 93   | ↓      |

#### Section 4: AccessNI Finance

| Are invoices issued to you electronically or via hard copy? (%) | 2019 | 2016 | Change |
|---|------|------|--------|
| Electronically  | 46   | 26   | ↑      |
| Hard Copy   | 42   | 61   | ↓      |
| I haven't received an invoice                                   | 12   | 13   |        |

|   | 2019 | 2016 | Change |
|---|------|------|--------|
| How satisfied or dissatisfied are you that your finance staff are receiving your invoices in a timely manner? (% satisfied) | 89   | 87   |        |

| Who do you contact with an invoice query? | 2019 | 2016 | Change |
|---|------|------|--------|
| AccountNI                                 | 21   | 16   | ↑      |
| AccessNI                                  | 22   | 20   |        |
| Both AccountNI and AccessNI               | 10   | 17   | ↓      |
| Dont know / N/A                           | 47   | 47   |        |

| How satisfied or dissatisfied were you with the service from the AccountNI staff in terms of... | 2019 | 2016 | Change |
|---|------|------|--------|
| Politeness/ courtesy  | 90   | 92   |        |
| Helpfulness of staff  | 89   | 90   |        |
| Knowledge/ professionalism  | 88   | 88   |        |
| Commitment to resolving issues  | 88   | 86   |        |

## Section 5: Communication with AccessNI

| In terms of communication with AccessNI regarding Finance and Customer relations, how satisfied or dissatisfied are you that (% satisfied) | 2019        | 2016        | Change        |
|--|-------------|-------------|---------------|
| You know who to contact  | 69          | 76          | ↓             |
| The information you have been given is accurate  | 74          | 85          | ↓             |
| The information you have been given is clear and to the point  | 73          | 86          | ↓             |
| Staff respond in a timely manner   | 72          | 90          | ↓             |
|  | <b>2019</b> | <b>2016</b> | <b>Change</b> |
| Do you receive the AccessNI newsletter? (% Yes)  | 95          | 90          | ↑             |
| How useful do you find the AccessNI Newsletter? (% useful)   | 84          | 78          | ↑             |
|  | <b>2019</b> | <b>2016</b> | <b>Change</b> |
| Do you receive the AccessNI circulars and other information emails from AccessNI? (% Yes)  | 97          | 97          |               |
| How useful do you find the AccessNI Circulars? (% useful)  | 84          | 82          |               |
|  | <b>2019</b> | <b>2016</b> | <b>Change</b> |
| Are you aware of the training opportunities provided by AccessNI? (% Yes)  | 97          | 89          | ↑             |
| How satisfied or dissatisfied are you with the training opportunities provided by AccessNI? (% satisfied)                                  | 78          | 76          |               |

## Section 6: Complaints to AccessNI

|   | 2019 | 2016 | Change |
|---|------|------|--------|
| Have you complained about any aspect of the service provided by AccessNI? (% Yes) | 4    | 5    |        |

| Was The complaint about: (%)   | 2019 | 2016 | Change |
|--|------|------|--------|
| AccessNI informing you incorrectly that the application was not eligible for a certificate | 0    | *    |        |
| The delay in issuing a certificate   | 70   | *    |        |
| Incorrect information on a certificate   | 0    | *    |        |
| Another issue  | 30   | 63   |        |

|  | 2019 | 2016 | Change |
|--|------|------|--------|
| How satisfied or dissatisfied are you with how AccessNI dealt with your complaint? (% satisfied) | ≥60  | 56   |        |
| Has your complaint with AccessNI been resolved satisfactorily? (% Yes)                           | ≥60  | 56   |        |

## Section 7: AccessNI Website

| How do you access the AccessNI Website? Do you go through... (%) | 2019 | 2016 | Change |
|--|------|------|--------|
| NIDirect website   | 90   | 86   |        |
| Department of Justice website                                    | *    | *    |        |
| Both of the above  | 8    | 10   |        |
| Dont know  | *    | #    |        |

| How satisfied or dissatisfied are you with the AccessNI information on the NIDirect website in terms of...(% satisfied) | 2019 | 2016 | Change |
|---|------|------|--------|
| The layout  | 82   | 77   |        |
| The quality of the information  | 87   | 83   |        |
| The ability to address your query   | 76   | 72   |        |

| How satisfied or dissatisfied are you with the AccessNI information on the Department of Justice website in terms of... (% satisfied) | 2019 | 2016 | Change |
|---|------|------|--------|
| The layout  | 76   | 70   | ↑      |
| The quality of the information  | 79   | 81   |        |
| The ability to address your query   | 73   | 75   |        |

## Section 8: The Umbrella Body Database

|  | 2019 | 2016 | Change |
|--|------|------|--------|
| Thinking about the new Umbrella Body database, how satisfied or dissatisfied are you with the following aspects of this service? (% satisfied) |      |      |        |
| The layout   | 66   | 76   | ↓      |
| The ease of navigating the site  | 70   | 71   |        |
| The accuracy of the information  | 72   | 74   |        |
|  |      |      |        |
|  | 2019 | 2016 | Change |
| Has the presence of your organisation on the database secured any new business in the past 12 months?  | 49   | 59   | ↓      |

## Section 9: AccessNI Overall

|   | 2019 | 2016 | Change |
|---|------|------|--------|
| Overall, how satisfied or dissatisfied have you been with the service provided? | 91   | 94   |        |



# Appendix II: Respondent Profile



**Respondent Profile by:**

| Type of Organisation | n = 236 |
|----------------------|---------|
| Registered Body      | 70%     |
| Responsible Body     | 9%      |
| Umbrella Body        | 21%     |

| Type of Registered Body                   | n = 165 |
|---|---------|
| Health - Private/Voluntary                | 29%     |
| Voluntary - Voluntary or Community groups | 15%     |
| Voluntary - Church or Church Based        | 12%     |
| Sports Association or Body                | 8%      |
| Other, please specify                     | 7%      |
| Education                                 | 7%      |
| Health - Statutory                        | 6%      |
| Private Sector Organisation               | 5%      |
| Public Body                               | 5%      |
| Child care - Statutory and Voluntary      | 5%      |



# 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 2016 survey and those obtained in the current 2019 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. AccessNI developed an online application process which went live in April 2015. Digital certificates came on-line in July 2018.

Accuracy: The statistics included are representative of the online survey responses received between Tuesday 11th June 2019 and Friday 28th June 2019. Blaise Survey Software is used to produce the online survey. Questions have set routing and users must answer the core questions. Both of elements eliminate the possibility of respondents' accidentally omitting to answer. The Blaise survey software also prevents respondents completing multiple copies of the questionnaire.

Timeliness and Punctuality: The 'AccessNI Customer Survey 2019' Report has been published on the 9th August 2019, approximately 1 month 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 concentrate on current areas of interest, therefore comparisons to previous years for some questions are no longer valid. However, where possible comparison of responses are provided to the equivalent survey carried out in 2016.