

# Customer Exit Survey 2009

*serving the community through the administration of justice*

## Document Details

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## **SURVEY RESULTS**

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### **Respondents**

- The majority of respondents (58.3%) were at court on criminal business.
- 70.4% of respondents had attended court on the day they were interviewed.
- Over half of respondents (56.7%) were called to court within an hour of arrival.
- Almost half of those surveyed (49.1%) thought that the court sitting times met their needs.

### **Court venue**

- 83.4% of respondents were satisfied by the overall court facilities in the court venue.

### **Court staff**

- Satisfaction was high with the helpfulness, courtesy, knowledge and fairness of court staff was very high with at least a 90% satisfaction level in each.

### **Accessibility**

- Over half of all respondents were satisfied with court access with people with disabilities; physical difficulties (64.6%); learning difficulties (50.4%); visual or hearing difficulties (54.5%); and people for whom English was not their first language (62.5%).
- For those respondents who paid a fine, 80.5% were paid at a local court venue or another court office.
- 41.4% of small claims applications were lodged through the Civil Processing Centre.
- In relation to county court business, 61.2% of applications were lodged at a local court venue.

## **Information**

- 92.2% of those surveyed stated that they had enough information before coming to court.
- Of those who read the court service leaflets, almost all respondents (97.9%) thought that the information was easy to understand.

## **Complaints**

- 61.8% of respondents were aware of the Northern Ireland Court Service complaints system. Of this proportion, 22.6% were aware of this by leaflets, 19.5% were aware of this through the legal profession and 19.3% were aware of it through information in court venues.
- A mere 1.9% of respondents had complained about the service provided by the Northern Ireland Court Service, and of these, 71.4% were satisfied with the procedure used to handle their complaint.

## **Legal Services Commission**

- 61.7% of respondents had applied for legal aid within the last 2 years and 77.3% of this proportion were granted legal aid.
- Of the 37.7% who did not apply for legal aid, 50.2% of respondents thought that they would be ineligible

## **Overall service satisfaction**

- 84.0% of respondents felt confident about the contribution the Northern Ireland Court Service makes to the fairness of the Criminal Justice System.
- 91.1% of those surveyed were satisfied with the overall service provided by the Northern Ireland Court Service.

**SECTION 1 – REASONS FOR ATTENDING COURT****Table 1: What role do you have as a court user today?**

	<b>Frequency</b>	<b>Percent</b>
Applicant/Claimant/Plaintiff	302	13.5
Defendant/Respondent	506	22.6
PSNI	196	8.8
DPP/PPS	14	.6
Member of the legal profession/representative	385	17.2
Prosecution agency	17	.8
Witness	116	5.2
Victim	38	1.7
Court Agent	51	2.3
Juror/Jury Panel	33	1.5
Family/friend	408	18.2
Media/Journalist	19	.8
Member of public	19	.8

Other	132	5.9
Don't know/refusal/missing	1	.0
Total	2237	100.0

**Table 2: Are you here today on...**

	Frequency	Percent
Criminal Business	1324	58.3
Civil Business	354	15.6
Family Business	485	21.3
Coroners Business	8	.4
Other	92	4.1
Don't know/refusal/missing	9	.4
Total	2272	100.0

NB: Respondent may have been in court in more than one business type.

**Table 3: Did you attend court today?**

	<b>Frequency</b>	<b>Percent</b>
Yes	1574	70.4
No	657	29.4
Don't know/refusal/missing	6	.3
Total	2237	100.0

**Table 4: Length of time between arrival and being called**

	<b>Frequency</b>	<b>Percent</b>
30 minutes or less	322	29.1
31 minutes - 1 hour	303	27.5
Between 1 and 2 hours	345	31.3
2 hours or more	133	12.1
Total	1103	100.0

**Table 5: How satisfied or dissatisfied were you with the NICtS that the case you were involved in went ahead when you were told it would?**

	<b>Frequency</b>	<b>Percent</b>
Very Satisfied	157	7.0
Fairly Satisfied	462	20.7
Fairly Dissatisfied	131	5.9
Very Dissatisfied	162	7.2
Not Applicable	25	1.1
Don't know/refusal/missing	1300	58.1
Total	2237	100.0

**Table 6: How satisfied or dissatisfied were you with the NICtS with the time it has taken for the case you were involved in to reach this stage?**

	<b>Frequency</b>	<b>Percent</b>
Very Satisfied	229	10.2
Fairly Satisfied	466	20.8
Fairly Dissatisfied	126	5.6
Very Dissatisfied	97	4.3
Don't know/refusal/missing	1296	57.9
Not Applicable	23	1.0
Total	2237	100.0

**Table 7: Do the court sitting times meet your needs?**

	<b>Frequency</b>	<b>Percent</b>
Yes	1098	49.1
No	112	5.0
Don't know/refusal/missing	1027	45.9
Total	2237	100.0

**Table 8: Do the office opening hours meet your needs?**

	<b>Frequency</b>	<b>Percent</b>
Yes	2104	94.1
No	72	3.2
Don't know/refusal/missing	61	2.7
Total	2237	100.0

## SECTION 2 – THE VENUE

**Table 9: How satisfied are you with the waiting area**

	Frequency	Percent
Very Satisfied	554	24.8
Fairly Satisfied	1048	46.8
Fairly Dissatisfied	316	14.1
Very Dissatisfied	255	11.4
Not Applicable	59	2.6
Don't know/refusal/missing	5	.2
Total	2237	100.0

**Table 10: How satisfied are you with the facilities for children?**

	Frequency	Percent
Very Satisfied	101	4.5
Fairly Satisfied	268	12.0
Fairly Dissatisfied	183	8.2
Very Dissatisfied	298	13.3
Not Applicable	1226	54.8

Don't know/refusal/missing	161	7.2
Total	2237	100.0

**Table 11: How satisfied are you that signs for locations to courtrooms were clearly visible?**

	Frequency	Percent
Very Satisfied	859	38.4
Fairly Satisfied	1110	49.6
Fairly Dissatisfied	147	6.6
Very Dissatisfied	67	3.0
Not Applicable	41	1.8
Don't know/refusal/missing	13	.6
Total	2237	100.0

**Table 12: How satisfied are you that signs for locations to the offices were clearly visible?**

	<b>Frequency</b>	<b>Percent</b>
Very Satisfied	782	35.0
Fairly Satisfied	1060	47.4
Fairly Dissatisfied	193	8.6
Very Dissatisfied	77	3.4
Not Applicable	96	4.3
Don't know/refusal/missing	29	1.3
Total	2237	100.0

**Table 13: How satisfied are you that signs for locations to facilities were clearly visible?**

	<b>Frequency</b>	<b>Percent</b>
Very Satisfied	827	37.0
Fairly Satisfied	1107	49.5
Fairly Dissatisfied	193	8.6
Very Dissatisfied	70	3.1

Not Applicable	28	1.3
Don't know/refusal/missing	12	.5
Total	2237	100.0

**Table 14: How satisfied are you with the consultation rooms?**

	Frequency	Percent
Very Satisfied	400	17.9
Fairly Satisfied	646	28.9
Fairly Dissatisfied	178	8.0
Very Dissatisfied	110	4.9
Not Applicable	809	36.2
Don't know/refusal/missing	94	4.2
Total	2237	100.0

**Table 15: How satisfied are you with the solicitors' rooms?**

	Frequency	Percent
Very Satisfied	96	4.3
Fairly Satisfied	139	6.2
Fairly Dissatisfied	69	3.1
Very Dissatisfied	31	1.4
Don't know/refusal/missing	1902	85.0
Total	2237	100.0

**Table 16: How satisfied are you with the overall facilities in the court venue?**

	Frequency	Percent
Very Satisfied	566	25.3
Fairly Satisfied	1300	58.1
Fairly Dissatisfied	278	12.4
Very Dissatisfied	77	3.4
Don't know/refusal/missing	16	.7
Total	2237	100.0

**Table 17: Facilities respondents were dissatisfied with...**

	<b>Frequency</b>	<b>Percent</b>
The waiting area	483	21.6
Facilities for children	188	8.4
Signs for location to courtrooms	54	2.4
Signs for location to offices	45	2.0
Signs for location to facilities	45	2.0
The consultation rooms	162	7.2
The solicitor's rooms	30	1.3
Other facilities	64	2.9
Don't know/refusal/missing	1161	51.9
<b>Total</b>	<b>2237</b>	<b>100.0</b>

## SECTION 3 - STAFF

**Table 18: How helpful are the Court Service Staff?**

	Frequency	Percent
Very helpful	1601	71.6
Fairly helpful	516	23.1
Not very helpful	45	2.0
Not at all helpful	14	.6
Don't know/refusal/missing	61	2.7
Total	2237	100.0

**Table 19: How courteous are the Court Service Staff?**

	Frequency	Percent
Very courteous	1642	73.4
Fairly courteous	499	22.3
Not very courteous	39	1.7
Not at all courteous	5	.2
Don't know/refusal/missing	52	2.3
Total	2237	100.0

**Table 20: How knowledgeable are the Court Service Staff?**

	<b>Frequency</b>	<b>Percent</b>
Very knowledgeable	1477	66.0
Fairly knowledgeable	599	26.8
Not very knowledgeable	45	2.0
Not at all knowledgeable	8	.4
Don't know/refusal/missing	108	4.8
Total	2237	100.0

**Table 21: Thinking about your experience with court staff today ...  
How satisfied were you with the ability of staff to respond and  
deal with your query there and then?**

	<b>Frequency</b>	<b>Percent</b>
Very Satisfied	1206	53.9
Fairly Satisfied	674	30.1
Fairly Dissatisfied	47	2.1
Very Dissatisfied	20	.9
Not Applicable	241	10.8
Don't know/refusal/missing	49	2.2
Total	2237	100.0

**Table 22: Do you believe that the Court Service staff treated you  
fairly today?**

	<b>Frequency</b>	<b>Percent</b>
Yes	2146	95.9
No	50	2.2
Don't know/refusal/missing	41	1.8
Total	2237	100.0

## SECTION 4 - ACCESSIBILITY

**Table 23: How satisfied are you that the Court Service provides adequate accessibility for people with physical difficulties?**

	Frequency	Percent
Very Satisfied	518	23.2
Fairly Satisfied	928	41.5
Fairly Dissatisfied	324	14.5
Very Dissatisfied	155	6.9
Don't know/refusal/missing	312	13.9
Total	2237	100.0

**Table 24: How satisfied are you that the Court Service provides adequate accessibility for people with learning difficulties?**

	Frequency	Percent
Very Satisfied	278	12.4
Fairly Satisfied	849	38.0
Fairly Dissatisfied	232	10.4
Very Dissatisfied	61	2.7
Don't know/refusal/missing	817	36.5

Total	2237	100.0
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**Table 25: How satisfied are you that the Court Service provides adequate accessibility for people with visual or hearing difficulties?**

	Frequency	Percent
Very Satisfied	317	14.2
Fairly Satisfied	902	40.3
Fairly Dissatisfied	268	12.0
Very Dissatisfied	80	3.6
Don't know/refusal/missing	670	30.0
Total	2237	100.0

**Table 26: How satisfied are you that the Court Service caters for people for whom English is not their first language?**

	Frequency	Percent
Very Satisfied	508	22.7
Fairly Satisfied	891	39.8
Fairly Dissatisfied	140	6.3
Very Dissatisfied	37	1.7

Don't know/refusal/missing	661	29.5
Total	2237	100.0

**Table 27: I'd now like to ask a couple of questions about language in the courtroom. You said earlier that you attended court today. How much of the hearing did you follow/understand?**

	Frequency	Percent
I understood everything	980	43.8
I understood most of what happened	369	16.5
I understood some of what happened	148	6.6
I understood none of what happened?	49	2.2
Don't know/refusal/missing	691	30.9
Total	2237	100.0

**Table 28: Why did you not understand some/none of what happened?**

	Frequency	Percent
Could not hear the judiciary	44	13.3
Could not hear the lawyers	36	10.9
Could not hear the witnesses	20	6.0

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Could not hear what was being said - generally	81	24.5
Was not listening	3	0.9
The pace of court was too fast	38	11.5
Could not understand the legal jargon	101	30.5
Other	7	2.1
Don't know/refusal/missing	1	0.3
Total	331	100.0

Base = 197 respondents

**Table 29: Which of these have you done in the last twelve months?**

	Frequency	Percent
Paid a fine	287	9.0
Paid a fixed penalty	172	5.4
Made a domestic payment/maintenance payment	51	1.6
Taken someone to the small claims court	111	3.5
Searched a bankruptcy record	127	4.0
Searched a Queen s Bench & Chancery record	92	2.9
Searched a Probate record	94	3.0
Searched a Decree Absolute record	86	2.7
County Court civil business	237	7.5
Copy orders	199	6.3
Public Court lists	275	8.7
Media lists	33	1.0
None of these	1385	43.6
Don't know/refusal/missing	24	0.8

Total	3173	100.0
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Base = 2237 respondents

**Table 30: And did you pay the fine ...**

	Frequency	Percent
At a local court venue or another court office	231	80.5
Through the Customer Service Centre?	49	17.1
Don't know/refusal/missing	7	2.4
Total	287	100.0

**Table 31: How satisfied were you with the Customer Service Centre?**

	Frequency	Percent
Very Satisfied	23	46.9
Fairly Satisfied	24	49.0
Fairly Dissatisfied	1	2.0
Don't know/refusal/missing	1	2.0
Total	49	100.0

**Table 32: And did you lodge the small claims application...**

	Frequency	Percent
Online	31	27.9
At a local court venue	33	29.7
Through the Civil Processing Centre?	46	41.4
Don't know/refusal/missing	1	0.9
Total	111	100.0

**Table 33: How satisfied were you with the online facility?**

	Frequency	Percent
Very Satisfied	24	77.4
Fairly Satisfied	7	22.6
Total	31	100.0

**Table 34: How satisfied were you with the Civil Processing Centre?**

	Frequency	Percent
Very Satisfied	29	63.0
Fairly Satisfied	15	32.6

Fairly Dissatisfied	2	4.3
Total	46	100.0

**Table 35: And did you search for a court record ...**

	Frequency	Percent
Online	125	67.2
At the High Court?	58	31.2
Don't know/refusal/missing	3	1.6
Total	186	100.0

**Table 36: How satisfied were you with the Online facility?**

	Frequency	Percent
Very Satisfied	87	69.6
Fairly Satisfied	32	25.6
Fairly Dissatisfied	4	3.2
Very Dissatisfied	1	0.8
Don't know/refusal/missing	1	0.8
Total	125	100.0

**Table 37: How satisfied were you with the Civil Processing Centre?**

	Frequency	Percent
Very Satisfied	48	64.9
Fairly Satisfied	24	32.4
Fairly Dissatisfied	1	1.4
Very Dissatisfied	1	1.4
Total	74	100.0

**Table 38: County court civil business - And did you lodge your documents at ...**

	Frequency	Percent
A Local Court venue	145	61.2
Through the Civil Processing Centre?	74	31.2
Don't know/refusal/missing	18	7.6
Total	237	100.0

## SECTION 5 - INFORMATION

**Table 38: Did you have enough information before you came to court today?**

	Frequency	Percent
Yes	2062	92.2
No	159	7.1
Don't know/refusal/missing	16	.7
Total	2237	100.0

**Table 39: Have you used any of the following methods to find out more information about your visit to court today?**

	Frequency	Percent
Plasma screens in the court venue (Dungannon only)	77	3.1
Court Service Posters	91	3.7
Court Service Leaflets	143	5.8
Written communication to the Court Service	95	3.9
Telephone call to the Court Service	192	7.8
Court Service Website	271	11.0
Other	106	4.3

None	1474	59.9
Don't know/refusal/missing	13	0.5
Total	2462	100.0

Base = 2237 respondents

**Table 40: Was there a reason why you did not find out more information before you came to court today?**

	Frequency	Percent
Did not need to know	643	28.5
Could not get access to information	13	.6
Did not know that information was available	42	1.9
None of these information methods had the information that I required	30	1.3
Information was known already	735	32.6
Other	30	1.3
Don't know/refusal/missing	764	33.9
Total	2257	100.0

Base = 2237 respondents

**Table 41: You said that you have read the court service leaflets.**

	<b>Frequency</b>	<b>Percent</b>
The court/tribunal	56	37.6
CAB (Citizens Advice Bureau)	9	6.0
Internet	1	.7
Solicitor	41	27.5
Other government department	2	1.3
Local Authority	1	0.7
Friend/Family	4	2.7
Court Office	23	15.4
Other	6	4.0
Court waiting room	1	0.7
PSNI	2	1.3
Sent in post	1	0.7
Waiting area	2	1.3
Total	149	100.0

Base = 143 respondents

**Table 42: How easy were the leaflets to understand?**

	Frequency	Percent
Very easy	81	56.6
Fairly easy	59	41.3
Not very easy	3	2.1
Total	143	100.0

**Table 43: How useful were the leaflets?**

	Frequency	Percent
Very useful	72	50.3
Fairly useful	68	47.6
Not very useful	2	1.4
Not at all useful	1	.7
Total	143	100.0

**Table 44: You mentioned that you contacted the court service before you came today. How useful was the information you received?**

	Frequency	Percent
Very useful	169	69.3
Fairly useful	66	27.0
Not very useful	8	3.3
Not at all useful	1	.4
Total	244	100.0

**Table 45: You mentioned that you wrote to the court service before your visit today. How long did the reply take?**

	Frequency	Percent
Less than 1 week	38	40.0
From 1 week - less than 2 weeks	25	26.3
From 2 weeks - less than 3 weeks	10	10.5
3 weeks or more	13	13.7
No reply received	6	6.3
Don't know/refusal/missing	3	3.2

Total	95	100.0
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**Table 46: You said that you had used the Court Service website. How useful was the information on the website?**

	Frequency	Percent
Very useful	191	70.5
Fairly useful	68	25.1
Not very useful	11	4.1
Not at all useful	1	.4
Total	271	100.0

## SECTION 6 - COMPLAINTS

**Table 47: Are you aware of the Northern Ireland Court Service complaints system?**

	Frequency	Percent
Yes	1382	61.8
No	844	37.7
Don't know/refusal/missing	11	0.5
Total	2237	100.0

**Table 48: How did you hear about the Northern Ireland Court Service complaints system?**

	Frequency	Percent
Advertised in court venue - plasma screen notice board etc.	308	19.3
Member of the Northern Ireland Court Service	39	2.4
The police	105	6.6
The legal profession	312	19.5
Leaflet	360	22.6
Word of mouth	244	15.3
Most organisations have a complaints system	156	9.8

Other	70	4.4
Don't know/refusal/missing	2	0.1
Total	1596	100.0

Base = 1382 respondents

**Table 49: Have you ever complained about the service provided by the Northern Ireland Court Service?**

	Frequency	Percent
Yes	42	1.9
No	2183	97.6
Don't know/refusal/missing	12	0.5
Total	2237	100.0

**Table 50: Please tell us how satisfied you were with the procedure used to handle your complaint.**

	<b>Frequency</b>	<b>Percent</b>
Very Satisfied	10	23.8
Fairly Satisfied	20	47.6
Fairly Dissatisfied	7	16.7
Very Dissatisfied	4	9.5
Don't know/refusal/missing	1	2.4
Total	42	100.0

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## SECTION 7 – LEGAL SERVICES COMMISSION

**Table 51: Have you applied for Legal Aid in relation to your attendance at court today or within the last 2 years?**

	Frequency	Percent
Yes	729	61.7
No	446	37.7
Don't know/refusal/missing	7	0.6
Total	1182	100.0

**Table 52: Could you please tell me the reason you did not apply for Legal Aid?**

	Frequency	Percent
I did not know how to apply	42	9.4
I was not aware of Legal Aid	22	4.9
I was reluctant to apply (i.e. social stigma)	12	2.7
I believed I (or my client) would not be eligible for Legal	224	50.2
Other	139	31.2
Don't know/refusal/missing	7	1.6
Total	446	100.0

**Table 53: What was the outcome of your/your client's Legal Aid application?**

	Frequency	Percent
Granted - no contribution to pay	563	77.3
Granted - contribution to pay	58	8.0
Refused	22	3.0
Outcome not yet known	77	10.6
Other - please specify	8	1.1
Don't know/refusal/missing	1	0.1
Total	729	100.0

**Table 54: Did you have any contact with Legal Services Commission and its staff?**

	Frequency	Percent
Yes	238	32.6
No	491	67.4
Total	729	100.0

**Table 55: In your experience of dealing with the legal aid process could you please rate the following ... How easy was the initial process (i.e. contact with your solicitor, completion of application forms, contact with the commission - if any)?**

	<b>Frequency</b>	<b>Percent</b>
Very easy	75	31.5
Fairly easy	95	39.9
Not very easy	50	21.0
Not at all easy	15	6.3
Don't know/refusal/missing	3	1.3
Total	238	100.0

**Table 56: What was the timescale of the process from your initial contact with your solicitor (or client) up until today?**

	<b>Frequency</b>	<b>Percent</b>
Up to one month	92	38.7
More than one month - six months	90	37.8
More than six months - twelve months	31	13.0
More than one year - two years	9	3.8
More than two years - five years	7	2.9
Don't know/refusal/missing	9	3.8
<b>Total</b>	<b>238</b>	<b>100.0</b>

**SECTION 8 – COMMISSION’S STAFF****Table 57: How helpful were the Commission’s staff**

	<b>Frequency</b>	<b>Percent</b>
Very helpful	89	37.4
Fairly helpful	108	45.4
Not very helpful	33	13.9
or not at all helpful?	6	2.5
Don’t know/refusal/missing	2	.8
Total	238	100.0

**Table 58: How courteous were the Commission’s staff**

	<b>Frequency</b>	<b>Percent</b>
Very courteous	113	47.5
Fairly courteous	108	45.4
Not very courteous	12	5.0
or not at all courteous?	4	1.7
Don’t know/refusal/missing	1	.4
Total	238	100.0

**Table 59: Did the Commission staff member follow-up and resolve your query?**

	Frequency	Percent
Yes	190	79.8
No	42	17.6
Don't know/refusal/missing	6	2.5
Total	238	100.0

**Table 60: Have you ever formally complained about the service provided by the Commission?**

	Frequency	Percent
Yes	23	9.7
No	215	90.3
Total	238	100.0

**Table 61: Please tell us how satisfied you were with the procedure used to handle your formal complaint.**

	Frequency	Percent
Very satisfied	8	34.8
Fairly satisfied	3	13.0
Fairly dissatisfied	6	26.1

Very dissatisfied	6	26.1
Total	23	100.0

**Table 62: Why were you dissatisfied with the Commission's complaints procedure...**

	Frequency	Percent
Procedure too complicated	1	7.1
Not kept updated on progress of complaint	3	21.4
The time taken to sort out the complaint	3	21.4
Other reason	7	50.0
Total	14	100.0

Base = 12

**Table 63: Do you have any comments on how the Commission could improve their service...**

	<b>Frequency</b>	<b>Percent</b>
Helpline	49	19.9
Interactive Website	72	29.3
Information leaflet	19	7.7
Other	104	42.3
Don't know/refusal/missing	2	0.8
<b>Total</b>	<b>246</b>	<b>100.0</b>

Base = 221

## SECTION 9 – OVERALL SERVICE

**Table 64: How confident do you feel about the contribution the court service makes to the fairness of the Criminal Justice System?**

	Frequency	Percent
Very confident	578	25.8
Fairly confident	1302	58.2
Not very confident	194	8.7
Not at all confident	53	2.4
Don't know/refusal/missing	110	4.9
Total	2237	100.0

**Table 65: How satisfied are you with the overall service provided (delivered) by the Northern Ireland Court Service?**

	Frequency	Percent
Very Satisfied	726	32.5
Fairly Satisfied	1311	58.6
Fairly Dissatisfied	125	5.6
Very Dissatisfied	36	1.6
Don't know/refusal/missing	39	1.7

Total	2237	100.0
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## SECTION 10 – SECTION 75 (EQUALITY) STATISTICS

**Table 66: Gender**

	Frequency	Percent
Male	1351	60.4
Female	873	39.0
Refusal/missing	13	.6
Total	2237	100.0

**Table 67: Marital Status**

	Frequency	Percent
Single that is never married	1052	47.0
Married and living with husband/wife	822	36.7
A civil partner in a legally recognised Civil Partnership	34	1.5
Married and separated from husband/wife	154	6.9
Divorced	134	6.0
Widowed	23	1.0
Refusal/missing	18	.8

Total	2237	100.0
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**Table 68: Age**

	Frequency	Percent
under 17 years	11	.5
17-25 years	476	21.3
26-35 years	618	27.6
36-45 years	591	26.4
46-55 years	326	14.6
56-65 years	153	6.8
over 65	36	1.6
Refusal/missing	26	1.2
Total	2237	100.0

**Table 69: Do you have any children who are dependant on you?**

	Frequency	Percent
Yes	1065	47.6
No	1152	51.5
Refusal/missing	20	.9
Total	2237	100.0

**Table 69: Do you consider that you meet this definition of disability?**

The Disability Discrimination Act 1995 defines a disabled person as someone who has

‘a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities.

	Frequency	Percent
Yes	175	7.8
No	2043	91.3
Refusal/missing	19	.8
Total	2237	100.0

**Table 70: Are there any adults living with you who are sick, disabled or elderly whom you look after or give special help to? (e.g. a sick, disabled, or elderly relative, wife, husband, partner of friend?)**

	<b>Frequency</b>	<b>Percent</b>
Yes	161	7.2
No	2061	92.1
Refusal/missing	15	.7
Total	2237	100.0

**Table 71: Ethnic Group**

	<b>Frequency</b>	<b>Percent</b>
White	2202	98.4
Chinese	3	.1
Irish Traveller	2	.1
Indian	2	.1
Bangladeshi	6	.3
Other Asian	1	.0
Black - African	4	.2
Mixed ethnic group	2	.1
Other	3	.1
Refusal/missing	12	.5
Total	2237	100.0

**Table 72: Religion (even if not currently practising)**

	<b>Frequency</b>	<b>Percent</b>
Catholic	1061	47.4
Presbyterian	361	16.1
Church of Ireland	269	12.0
Methodist	42	1.9
Baptist	13	.6
Free Presbyterian	19	.8
Brethren	5	.2
Protestant - not specified	216	9.7
Other Christian	33	1.5
Buddhist	2	.1
Jewish	1	.0
Muslim	4	.2
Any other religion please describe	18	.8
No religion	149	6.7

Refusal/missing	44	2.0
Total	2237	100.0

Other religions described included:

- Orthodox
- Church of England / Scotland
- Church of the latter Day Saints
- Pentecostal
- Humanist
- Lutheran
- Agnostic
- Russian /Russian Orthodox

**Table 73: Do you consider that you are actively practising your religion?**

	Frequency	Percent
Yes	1045	46.7
No	1010	45.1
Refusal/missing	182	8.1
Total	2237	100.0

Northern Ireland Courts and Tribunals Service  
Laganside House  
23-27 Oxford Street  
Belfast  
BT1 3LA

[www.courtsni.gov.uk](http://www.courtsni.gov.uk)

