

# NRPF Connect Survey Results

## 1. Why did the NRPF Network run the survey?

NRPF Connect has operated for over 8 years and the NRPF Network has used a survey to provide a snapshot appraisal of local authority experience, focusing on how and when local authorities use the system and how it helps practice. An 'opinion poll' approach was considered a useful way to appraise what works well and where improvements could be made.

## 2. How was the survey conducted?

On the 12th February 2021, the NRPF Network emailed the on-line survey to all local authority users of the NRPF Connect database with a 2-week response time allowed. The survey was anonymised to support open and honest feedback from local authorities and a high response rate of 102 completed surveys was achieved. A limitation of the survey is that it does not allow for detailed analysis of the way in which local authorities or the Home Office work on individual cases. The views of Home Office users was not canvassed as the focus of the survey was on local authority experiences only.

## 3. How will the feedback be used to improve the service?

The Home Office and the NRPF Network are committed to ensuring that NRPF Connect is an essential tool for managing and resolving NRPF cases, feedback informs the following:

<b>Technical development</b>	Taking into consideration people's recommendations to further improve the database.
<b>Training and user support</b>	Expanding the training offer and providing streamlined user support from the NRPF Network & Locta Ltd.
<b>Consultation</b>	Gaining clearer input from local authorities on the areas where people indicated improvement was most needed.
<b>Price review</b>	Using feedback to inform pricing options of the annual subscription charge to support service delivery.

## 4. Survey results - Summary information

There was a broad range of geographical responses. 46% of respondents were working in London, 20% from the South East and 13% from the East Midlands.

The survey results show that 43% of respondents work with families, 29% work with vulnerable adults and 28% work with looked after children & care leavers.

There was good representation from a range of professions and the majority of responses were from social workers, then caseworkers, then managers and business support officers.

A total of 69% of respondents were using NRPF Connect on either a daily, 2/3 times per week or once a week basis.

Creating cases, updating cases and using 'Queries' were the main features that respondents use. Only 5% of respondents are using excel reports for management purposes.

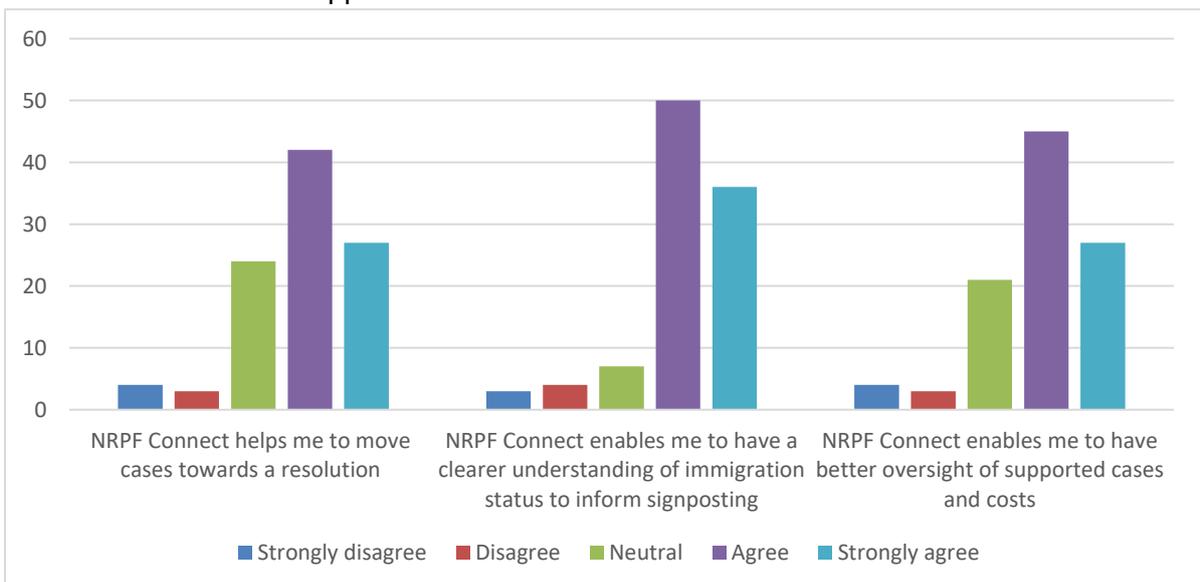
**99% of people would recommend NRPF Connect to other councils or teams.**

**86% of people rated the ease of using the system as good or very good.**

**78% of people rated the user support provided by the NRPF Network as good or very good.**

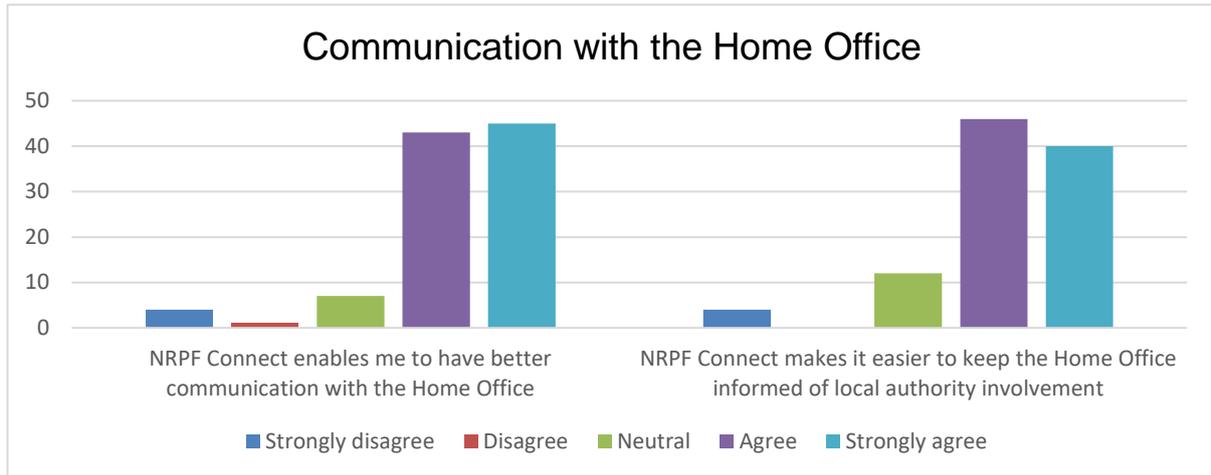
## 5. Survey results - NRPF Connect improves practice

A majority of people agreed that the database allows for greater understanding of service user's immigration history, moves a case closer to resolution and provides better oversight of both number of cases supported and the associated cost burden.

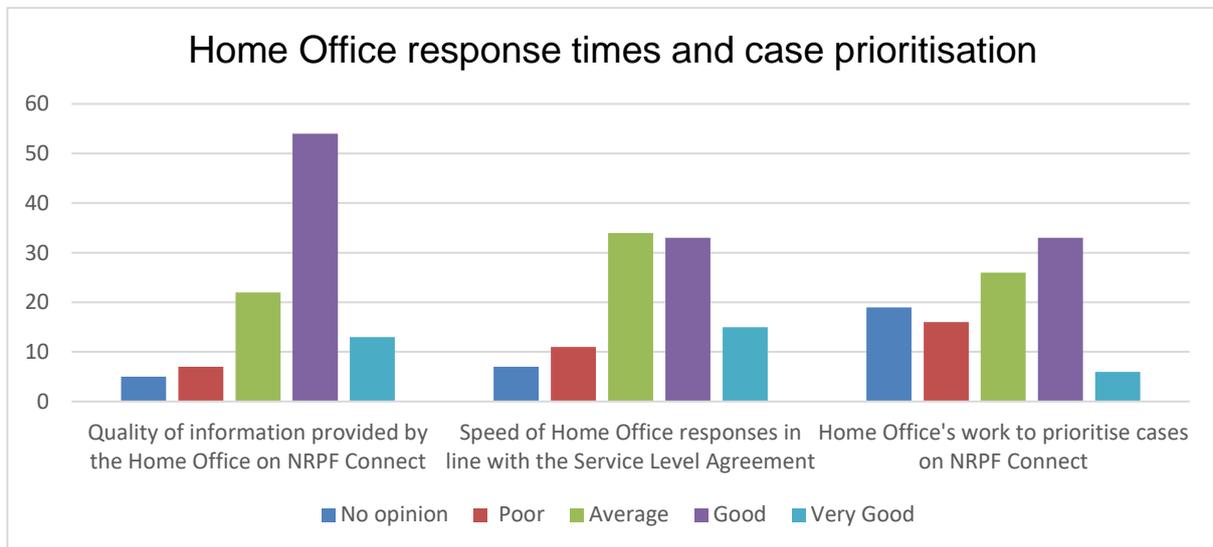


## 6. Survey results – Working with the Home Office

Respondents have delivered a clear message that NRPF Connect facilitates a vital link with the Home Office and supports positive communication, as demonstrated in the chart below:



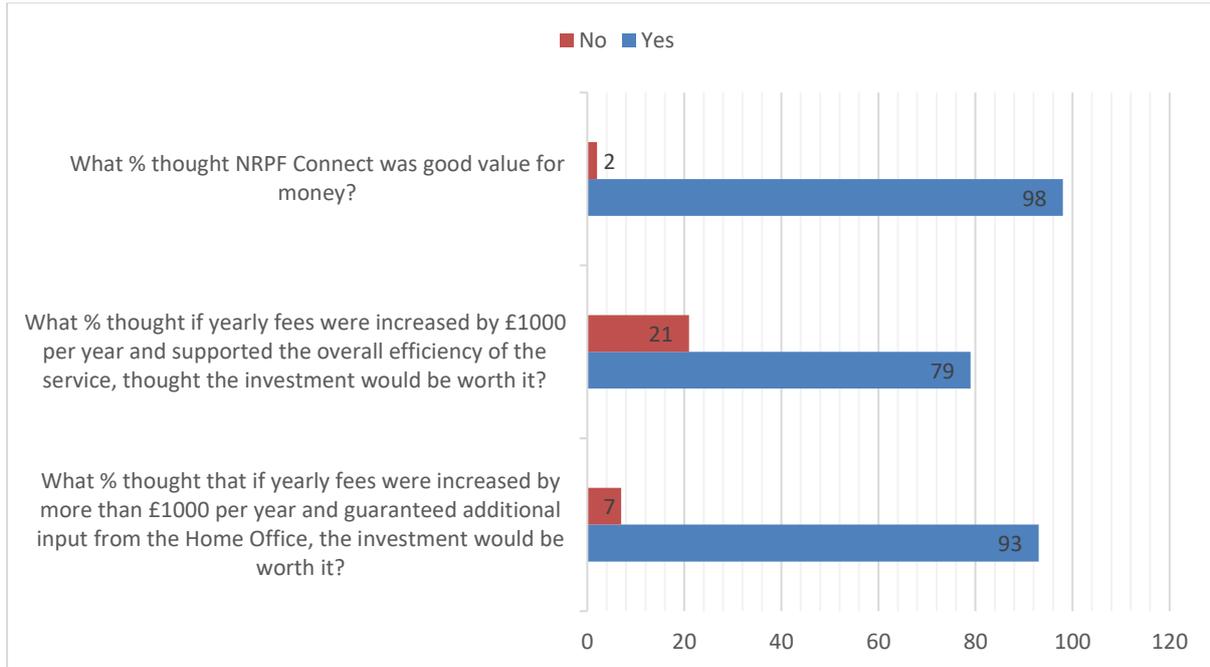
Feedback on Home Office response times and case prioritisation was not as positive when compared to communication. Service Level Agreement (SLA) response times can be exceeded and resolving complex NRPF cases is difficult to achieve for many reasons.



The NRPF Network will continue to raise case resolution at a [strategic level](#). The Data and Sanctions Team (DAST) already prioritises NRPF Connect cases at the operational level and are committed to providing high quality information to local authorities; DAST will require further input from local authorities to help establish what improvements can be made with the resources available.

## 7. Survey results - Thoughts on NRPF Connect Pricing

For questions on pricing, the option of 'no opinion' was given and so the data below is indicative of those who answered 'yes' or 'no'. The results indicate that local authorities would be prepared to pay a higher charge to support the overall efficiency of the service, including paying more for guaranteed additional input from the Home Office.



## 8. What people like about NRPF Connect

A free text box was provided to answer this question and the features of the database that people liked are summarised as follows:

- The sharing link and direct line of communication with the Home Office
- The ease of access to information about cases (including immigration history)
- The user-friendly nature of the database
- The fact that the database acts as a record for the cost/burden on local authorities

## 9. What people dislike about NRPF Connect

The summary of issues that people disliked are:

- When Home Office responses are inaccurate or insufficient
- When Home Office responses times are outside of the Service Level Agreement
- Some individuals reported login and access issues when working from home

- Some responses specified technical improvements relating to searches, reports and email notifications of changes

## **10. Recommendations for NRPF Connect**

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The summary of recommendations made by respondents to further improve the service are:

- Improvements in the speed of Home Office responses
- Greater detail of information provided by the Home Office (where there is a legal basis for this)
- Technical improvement to the database to further support practice

The NRPF Network and the Home Office will consider how to address these recommendations through the on-going partnership enabled over NRPF Connect.

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