

# **2014 Environmental Body Satisfaction Survey**

## **Overview**

## 1. Introduction

We conduct our stakeholder satisfaction survey every year to give Environmental Bodies (EBs) an opportunity to provide us with their feedback, thoughts, views and opinions on the quality and performance of the services we provide.

In 2013 we made some changes to the survey to reduce its length and to ensure we were asking the right questions in the right way to show our improvements and progress. This year we have removed some of the questions asked in previous years and have retained the new questions introduced in 2013.

We have also developed a report showing all of the responses in chart format and an action plan to address some of the key issues that have been fed back to us. The action plan is available on our website along with a report containing charts showing the answers to all of the questions.

## 2. Overview

The survey is an important tool that allows us to form an understanding, and gauge the level, of satisfaction with the quality of our services and EBs perception of our work. Following an analysis of the results, we are then able to target our resources effectively to identified areas for improvement.

The principle aim of the survey is to gather information to help us to independently assess the level of satisfaction EBs have had with our services over the last 12 months. Following an analysis of these results, we are then able to identify any trends or areas of concern in order to be able to develop an action plan to facilitate an improvement in our performance.

After the restructure of the survey in 2013 we removed questions asking about 'good' and 'satisfactory' levels of performance and retained those that focused on excellence and quality which has provided comparative data and has allowed us to track the satisfaction levels.

We moved the publication of our survey forward this year to enable the results and action plan to be reviewed by our Board and for the results to be incorporated into our Corporate Planning process.

The overall level of satisfaction reported for 2014 is 81% (2013: 67%). While we are pleased to see an improvement in satisfaction, we do not believe that this should cause us to be complacent. We have used the findings from the survey to focus on a number of areas for improvement which have formed the basis for our action plan for 2014.

## 3. Open feedback

In the second part of the survey we asked EBs to provide suggestions as to how our regulatory services might be improved.

Some common themes in the suggestions received were that our enforcement action could be more reasonable and proportional to the breach and our compliance inspections do not facilitate improvements in EBs' processes and procedures. We will look at how we can improve on these areas to ensure EBs' understand and see the impact of any recommendations or action taken.

We saw improvements in the satisfaction with the enrolment process with respondents stating that it is simple and easy to understand, however it was felt that there was still scope for improvement. The main issues related to the enrolment and project registration processes through ENTRUST online (EOL) and it was suggested that some 'how to' guides would be beneficial additions to the website. We also received

feedback that submitting applications using our paper forms is not straightforward. We will review this in line with our work to reduce the volume of paper used by both ourselves and EBs.

For those EBs who have not attended our training, the vast majority stated this was because they did not feel the training would be beneficial to them or their EB. We reviewed our training strategy in 2013 and are in the process of reviewing the information provided at these sessions. We are also implementing additional resources to support our face-to-face training sessions which will be available on our website.

We saw a low number of EBs stating that they would use our website as a method to access advice, guidance and information relating to the LCF. We will review the reasons EBs contact us and look at the best way to present this on our website to make our website a useful resource for EBs.

To improve response rates in future surveys we will only ask questions of respondents where they indicate these are relevant to their experience of us and the LCF. We will also review the terminology used in the survey to ensure it matches that used in other communications.

**The action plan including timescales for completion and the full charts report are available [on our website](#).**