

## 2019 ENVIRONMENTAL BODY (EB) SATISFACTION SURVEY – ACTION PLAN

The 2019 EB Satisfaction Survey has shown strong overall satisfaction for ENTRUST’s regulatory services. Overall satisfaction recorded in the 2019 EB Satisfaction Survey was **86 per cent** (2018: 86 per cent), representing a continuation in the percentage of stakeholders satisfied with our services.

All three core satisfaction measures remain high at:

- **94 per cent** agree that they ‘understand the role that ENTRUST undertakes as Regulator of the LCF’ (2018: 96 per cent); and
- **91 per cent** agree that ‘ENTRUST staff are very professional when dealing with me and my EB’ (2018: 91 per cent);
- **83 per cent** agree that ‘overall ENTRUST provides high quality services’ (2018: 85 per cent).

These results show the stability of ENTRUST’s performance as the regulator of the LCF. We have fully analysed the results of the Satisfaction Survey and the following action plan sets out the actions which we will undertake to address those areas which, we consider, may require improvement. We will continue to undertake all other actions required to maintain our high EB satisfaction scores in other areas.

Action Point	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
1	<p><b>Registrations –projects</b></p> <p>Whilst satisfaction scores for our project registration process is strong it has dropped a little year on year, with those saying the project approval process was simple and easy to understand dropping from 93 per cent in 2018 to 86 per cent in 2019. As the EB Satisfaction Survey was completed one month after the implementation of the enhanced project registration framework, it is considered that that this could be causing uncertainty, as all other satisfaction scores for project registration remain high.</p> <p>In 2019/2020 we will undertake further review and communications activity to ensure that all EBs understand the purpose of the enhanced project registration framework and the additional information they may need to provide to support high value or high-risk projects.</p>	Policy and Regulations Manager and Communications Manager	31 October 2019	

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2	<p><b>Regulations – training</b></p> <p>Following an action set in the 2017 EB Satisfaction Survey Action Plan, the training questions were moved to earlier in the 2018 EB Satisfaction Survey to encourage a stronger response rate. Despite this, the response rate remains low at 12 per cent in 2019.</p> <p>To resolve this issue in 2019/2020 we will assess whether there might be a more appropriate way to review the ENTRUST training provision and materials in the 2020 EB Satisfaction Survey.</p> <p>Whilst we provide many training resources and how to guides, stakeholders say they would like further information and advice on a number of areas. As these guides and resources already exist, we will ensure that we further improve their accessibility and visibility as we update the ENTRUST website.</p>	Policy and Regulations Manager and Communications Manager	30 April 2020	
3	<p><b>Compliance</b></p> <p>Our customer service standards seek to ensure that wherever possible we communicate clearly with all stakeholders. As part of our Compliance process we endeavour to always conduct our Desktop Reviews (DTR) with at least some telephone communication. By ensuring that we speak to EBs by phone we are better able to guide them through the DTR process and to offer, or signpost to any extra advice and guidance they may require.</p> <p>Of those who said they had a DTR during 2018/2019, 56 per cent said the review was conducted by telephone discussion and submission of documents by email and/or post, while 44 per cent said it was conducted by email correspondence only. It should be noted that the sample size for this was low with just 9 respondents indicating they had a DTR.</p> <p>To address this in 2019/2020 we will remind inspectors to book a telephone appointment with the EB when completing DTRs.</p>	Compliance Manager	30 September 2019	

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4	<p><b>Improving ENTRUST Online (EOL)</b></p> <p>90 per cent of survey respondents agreed that EOL makes administration of the LCF easy for their EB (2018: 86 per cent). Furthermore, there was a notable reduction in the amount of open-ended feedback expressing difficulties with EOL.</p> <p>Despite this increased satisfaction with EOL we recognise that technology is ever evolving and requires continual maintenance. Therefore during 2018/2019 we will complete the planned maintenance of EOL to ensure that it continues to operate securely and effectively.</p>	IT Systems Officer	31 January 2020	
5	<p><b>Communications – eNewsletters, Website, Form 4 and Wales</b></p> <p>83 per cent of EBs agree that ‘In general ENTRUST external communications are of a high quality’ (2018: 83 per cent) and 99 per cent say that the amount of communication issued by ENTRUST is ‘sufficient’. Furthermore, 94 per cent felt that the number of emails relating to the Form 4 was sufficient.</p> <p>In 2018 we added three new questions to review stakeholder satisfaction with the ENTRUST website to ensure that stakeholders find the information clear, easy to understand and easy to find. Whilst just between 1 and 3 per cent disagree with any of the statements, there are a large proportion of those who have no specific opinion about the website. Following the provision of information consultation in 2018/2019 and the current website upgrade we will continue to review the navigation of the website and the language used.</p>	Communications Manager	31 March 2020 or upon completion of the website upgrade project (whichever is sooner)	