

# EB satisfaction survey key findings and action plan

## November 2014



Action point	Issue identified an action taken	Responsible officer	Target date
1	<p><b>Proportionality of enforcement action</b></p> <p>Although there has been a marked improvement in this area there is still some indication that EBs subject to enforcement action may not consider the action taken to be reasonable and proportionate.</p> <ul style="list-style-type: none"> <li>Our standard Advice and Guidance, Warning and Enforcement letters issued at each stage of the enforcement process were reviewed and revised in January 2014 in order to ensure they were clear and easily understood.</li> <li>A further review will be undertaken in order to ensure that the language used and action set out in the letters is reasonable and proportionate considering the nature of the breach.</li> <li>The Quality Assurance review of the enforcement process, scheduled for January 2015, will include an assessment of how the process ensures proportionality of sanctions.</li> </ul>	Enforcement Manager	31 December 2014 31 January 2015
2	<p><b>Improving the EB enrolment process</b></p> <p>While agreement that the enrolment process is simple and easy to understand has increased, with 79% of respondents agreeing in 2014, there is still scope for improvement.</p> <ul style="list-style-type: none"> <li>A review of enrolments approved on first submission will be carried out in addition to an evaluation of the enrolment checklist in order to identify if further improvements can be made.</li> <li>A procedure whereby newly enrolled EBs are called by the Registrations team on receipt of their first funds to ask if they require any further information and to ensure they understand their obligations under the Landfill Tax Regulations 1996 (the Regulations) will be reinstated and documented within our quality management system.</li> </ul>	Registrations & Training Manager	31 December 2014

3	<p><b>Use of paper forms</b></p> <p>Survey responses indicate that using paper forms to submit enrolment and project applications is not simple and straightforward.</p> <ul style="list-style-type: none"> <li>The use of paper forms throughout the organisation will be reviewed in light of our move towards e-delivery and a paperless office.</li> </ul>	Registrations & Training Manager/ Head of Operations/ Head of Finance & IT	31 March 2015
4	<p><b>Delivering improvements to EBs through compliance inspections</b></p> <p>EBs have responded to the survey with low levels of agreement that compliance inspections facilitated improvements in their processes and procedures and compliance with the Regulations.</p> <ul style="list-style-type: none"> <li>While this may be due in part to responses from EBs where no findings or recommendations were made as a result of their compliance inspections there may be more that can be done to improve how best practice and guidance issues are communicated to EBs. A review of our approach to communicating these issues and suggesting improvements will be undertaken in order to identify possible improvements.</li> <li>The wording of the survey questions asking about how compliance inspections facilitated improvements will be reviewed to ensure that only those EBs where recommendations were made as a result of the inspection are asked to provide a response.</li> </ul>	Compliance Managers	31 December 2014 31 May 2015
5	<p><b>Improving ENTRUST Online (EOL)</b></p> <p>A review of the way EOL guides users at each data entry point was carried out in December 2013 taking into account the views of EBs from the 2013 EB satisfaction survey. This resulted in the introduction of enhanced user prompts and system messages.</p> <ul style="list-style-type: none"> <li>While responses to the 2014 survey indicate improved levels of satisfaction with EOL some feedback provided indicates that there may still be areas that can be improved. A further review will be carried out to identify potential improvements.</li> <li>It has also been highlighted that there is not an EOL guide to the completion of Form 7: Transfer of monies between Environmental Bodies. This will be drafted and made available on our website.</li> </ul>	Head of Finance & IT Enforcement Manager	31 December 2014 31 December 2014
6	<p><b>EB Training</b></p> <p>When asked why they had not attended one of our training events, 35% indicated that they did not feel that the training would be beneficial.</p> <ul style="list-style-type: none"> <li>While this may be due to attendance at an event prior to 1 April 2013 or having read guidance on our website, the reasons for not attending training events should be reviewed when considering alternative training delivery methods in line with our revised training strategy.</li> </ul>	Head of Operations	31 December 2014

7	<p><b>Improving access to information</b></p> <p>Just 34% of survey respondents indicated that our website was their preferred method of accessing advice, guidance and information and 45% preferred to access this information via the telephone. Just 71% of survey respondents agreed that our website was their first point of reference when seeking advice, guidance or information on the Landfill Communities Fund and the Regulations.</p> <ul style="list-style-type: none"> <li>• We will carry out a review of the types of information that EBs most regularly require and how best to present this on our website.</li> <li>• We will review our enquiry handling approach to identify how we can provide information to EBs more efficiently and effectively.</li> </ul>	Head of Finance & IT/ Communications Manager/ Policy & Regulations Manager	31 March 2015
8	<p><b>Improving the EB satisfaction survey</b></p> <p>Several improvements to the survey have been identified, to be addressed in the 2015 survey.</p> <ul style="list-style-type: none"> <li>• There is a disparity regarding the terminology used for our external newsletter. While it is referred to as 'the newsletter' when delivered to EBs it has traditionally been referred to as the e-bulletin internally and it was the latter terminology that was used in previous surveys, as well as the 2014 survey.</li> <li>• Questions regarding training will be reviewed for the 2015 survey in light of our revised training strategy.</li> <li>• Our Finance team have direct contact with EBs and as such we feel that it would be valuable to include questions regarding their performance in future surveys. These will be included for the first time in the 2015 survey.</li> <li>• Future surveys will be structured so that respondents are only able to answer questions that they have confirmed are relevant to their experience by answering a previous question, rather than being directed to answer questions only if relevant.</li> </ul>	Quality Assurance & Performance Officer	30 April 2014