

2018 ENVIRONMENTAL BODY (EB) SATISFACTION SURVEY – ACTION PLAN

The 2018 EB Satisfaction Survey has shown strong overall satisfaction for ENTRUST’s regulatory services. Overall satisfaction recorded in the 2018 EB Satisfaction Survey was **86 per cent** (2017: 86 per cent), representing a continuation in the number of stakeholders satisfied with our services.

All three core satisfaction measures showed an increase on the 2016 results. Satisfaction scores for these measures remain high at:

- **96 per cent** agree that they ‘understand the role that ENTRUST undertakes as Regulator of the LCF’ (2017: 90 per cent); and
- **91 per cent** agree that ‘ENTRUST staff are very professional when dealing with me and my EB’ (2017: 90 per cent);
- **85 per cent** agree that ‘overall ENTRUST provides high quality services’ (2017: 84 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>Registrations – enrolments</p> <p>There has been a drop in the percentage of those saying ‘the enrolment process was simple and easy to understand’ – from 89 per cent in 2017 to 79 per cent in 2018. The survey included some open-ended feedback from EBs which mentioned confusion and lack of information from funders about the need to enrol with ENTRUST.</p> <p>In 2018/2019 we will:</p>			
	<ul style="list-style-type: none"> • Where organisations are required, by their funder, to enrol with ENTRUST we will add additional information in the funders search to signpost to organisations further information about the ENTRUST enrolment process. We will also further raise with ADEB the importance of funders making EBs aware of the enrolment requirements. The intention of these actions is aimed to improve the experience that organisations have when enrolling as an EB under the Landfill Tax Regulations (1996) (Regulations) and to streamline the enrolment process for them. 	Policy and Regulations Manager and Communications Manager	31 December 2018	

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2	<p>Registrations –projects</p> <p>Whilst satisfaction scores for our Projects Registrations process is strong we received specific open-ended feedback from one funder regarding the need for un-started projects which had passed their registered estimated end date, to be unapproved and re-register.</p> <p>In 2018/2019 we will maintain the strong satisfaction that EBs report by:</p>			
	<ul style="list-style-type: none"> Following feedback about our registrations process for un-started projects we will improve the process to allow EBs to inform ENTRUST of the change and, in certain circumstances, ENTRUST won't require a new project registration and will amend the existing project approval. This action will reduce the administrative burden of projects and funders by removing the requirement of re-registration. 	Policy and Regulations Manager	31 July 2018	Completed
3	<p>Regulations – training</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 dropped from 20 per cent in 2017 to 13 per cent in 2018, we consider that since 'training resources' include the ENTRUST website this response rate should be higher.</p> <p>To resolve this issue in 2018/2019 we will:</p>			
	<ul style="list-style-type: none"> In order to ensure a stronger sample size for those EBs who engage with our training resources we will further review the benefit of including the training questions and whether there is a better, shorter way to include this area of ENTRUST's work, eg by one open ended question. Such an action will also benefit the EB Satisfaction Survey by reducing the length and the burden of the satisfaction survey. 	Communications Manager	31 March 2019	
4	<p>Compliance</p> <p>Of those who said they had a Desktop Review (DTR) during 2017/2018, 50 per cent said the review was conducted by telephone discussion and submission of documents by email and/or post, while 50 per cent said it was</p>			

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	<p>conducted by email correspondence only. It should be noted that the sample size for this was very low with just 4 respondents indicating they had a DTR. To address this in 2018/2019 we will:</p>			
	<ul style="list-style-type: none"> We will remind inspectors to telephone when completing Desktop Reviews (DTRs) and we will create a new feedback survey for those EBs who have had a DTR. This will be issued along with the review report, and will provide a timely response to EBs experience of the DTR. This action will improve our understanding of the DTR experience of EBs and whether we can make improvements. Additionally, by ensuring that we speak to EBs by phone we will be better able to guide them through the DTR process and to offer or signpost to any extra advice and guidance they may require. 	Compliance Manager	31 August 2018	Completed
5	<p>Improving ENTRUST Online (EOL)</p> <p>86 per cent of survey respondents agreed that EOL makes administration of the LCF easy for their EB (2017: 82 per cent). Furthermore, there was a reduction in the amount of open-ended feedback expressing difficulties with EOL, with the few remaining comments relating to the Annual Return (Form 4) and one query about the need to report assets on Form 7 when it is captured elsewhere. Despite this increased satisfaction with EOL we recognise that technology is ever evolving and requires continual maintenance. Therefore during 2018/2019 we will:</p>			
	<ul style="list-style-type: none"> To ensure that changes to the system are more speedily developed and launched we will complete all outstanding changes and then implement a more structured, and manageable approach to system change. This action will improve ENTRUST's procedures and enable a more strategic planning approach to system changes, ensuring that they occur at the most opportune time, and with the least impact on ENTRUST and EBs. 	IT Systems Officer	31 July 2018	Completed
	<ul style="list-style-type: none"> Consider the removal of the nil return option for the Statutory Annual Return, in order to remove confusion. This would mean just one Annual Return form for both a nil return or a full return. It is considered that this action will remove confusion for many EBs about which form to complete, thus reducing non-compliance and reducing the administrative burden on EBs. 	All Managers	31 December 2018	

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	<ul style="list-style-type: none"> Review the information required in the Form 7, Notification of Transfer, for example the requirement to capture assets and CTP information when these are already captured in other places. It is considered that this action will remove duplication of data capture in forms and will therefore reduce EB administrative burden. 	Deputy Chief Executive	31 December 2018	
6	<p>Communications – eNewsletters, Website, Form 4 and Wales</p> <p>83 per cent of EBs agree that 'In general ENTRUST external communications are of a high quality' (2017: 75 per cent) and 93 per cent say amount of communication issued by ENTRUST is 'sufficient'. Furthermore, 87 per cent felt that the number of emails relating to the Form 4 were sufficient. However, a minority, 13 per cent said there were 'Too many' (2016: 92 per cent 'sufficient'; 8 per cent 'too many').</p>			
	<ul style="list-style-type: none"> We will further review the Form 4 Statutory Annual Return Communications Plan to see if we can reduce the number of emails sent, without compromising the completion rate and whilst still attaining the agreed HMRC KPI. We believe that further segmentation will allow us to more effectively target those EBs at risk of non-compliance whilst not over-burdening those EBs who intend to comply with excess communication. 	Communications Manager	1 December 2018	
7	<p>Finance</p> <p>75 per cent said that the 'process for paying the levy was simple and straightforward' (2017: 83 per cent). On analysis the sample for this question (all those who have paid a levy fee in 2017/2018) seems high at 40 respondents, although this is consistent with the previous year.</p> <p>In 2018/2019 we will:</p>			
	<ul style="list-style-type: none"> Review our internal processes and the text on the pro forma invoice templates to ensure that it is clear to stakeholders what actions need to be taken when paying the levy. This will allow us to clarify the process and to those who are required to pay the levy, which will reduce non-compliance regarding late payment of the levy. 	Finance Manager and Communications Manager	30 October 2018	