



2018 Environmental Body Satisfaction Survey

Charts

Published October 2018

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1. Introduction

In line with best practice, we undertake an annual stakeholder satisfaction survey in May each year, which provides Environmental Bodies (EBs) with an opportunity to submit their feedback, thoughts and opinions on the quality and performance of ENTRUST's services.

Alongside our other stakeholder feedback surveys (which includes our Compliance Inspection and Helpline surveys), the EB Satisfaction Survey acts as an annual benchmark of how our stakeholders perceive and understand the quality of the services we provide when regulating the Landfill Communities Fund (LCF). Following an analysis of the results, we are then able to target our resources more effectively to ensure that we continue to provide high quality services.

In 2018 we refined the questions, making updates as per the 2017 action plan whilst retaining key benchmarking measures to ensure we can compare our performance year on year. Furthermore, we considered it appropriate to include a new question area about the ENTRUST corporate values, in order to assess how well our stakeholders agree that we uphold and adhere to these values. Following the closure of the LCF in Wales on 31 March 2018, and the start of a transitional closure period, we also considered it appropriate to include a new question for EBs who operate in Wales to ensure that stakeholders are receiving enough information about the closure of the scheme in Wales. We further reviewed the questionnaire and considered it appropriate to move the training questions to earlier in the survey.

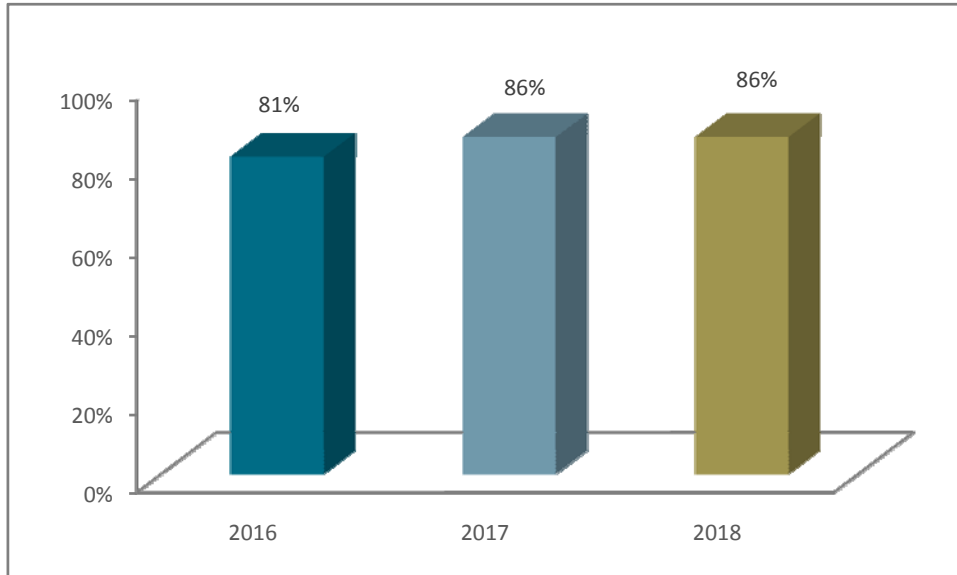
We have carefully analysed the results of the survey and have developed an action plan to address those areas and services, which stakeholders have indicated we should consider for improvement.

The action plan including timescales for completion and the overview of findings are available on our website.

2. Overall satisfaction

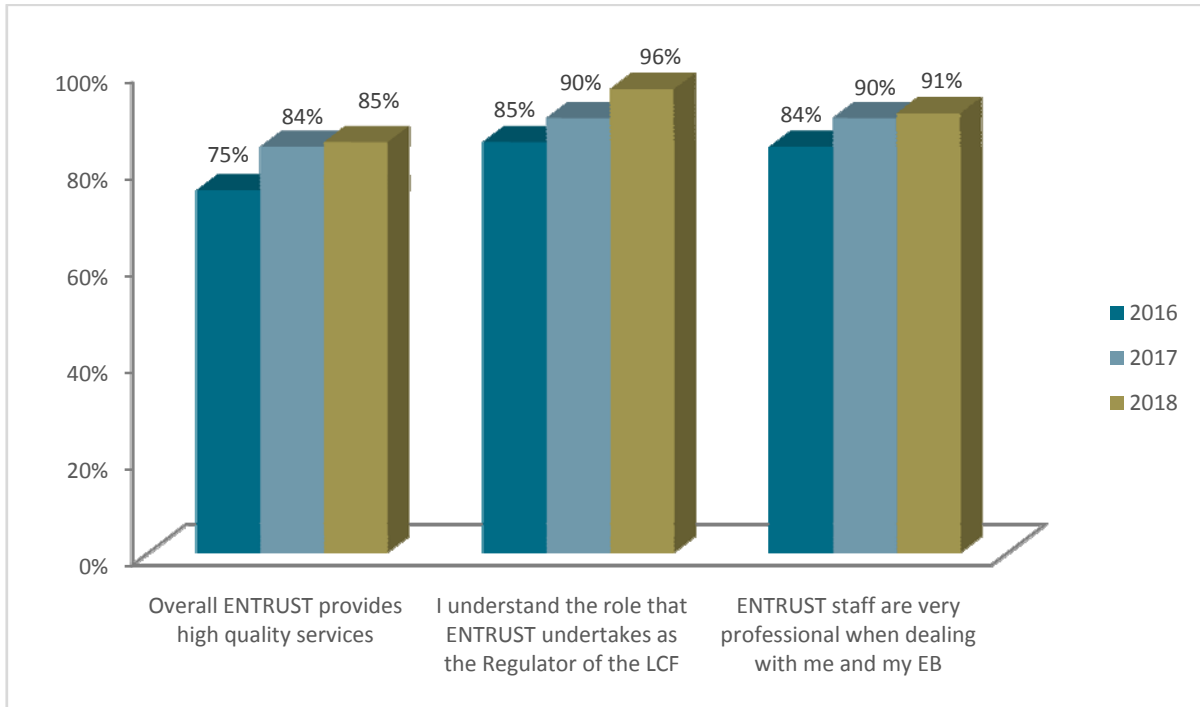
The overall satisfaction is calculated across all of the survey results as a percentage of questions requiring a response from 1-5 which were responded to positively, with a rating of 4 (agree) or 5 (strongly agree). For the purposes of benchmarking year on year satisfaction, this rating does not include the five new values questions.

Ratings of 4 or above:



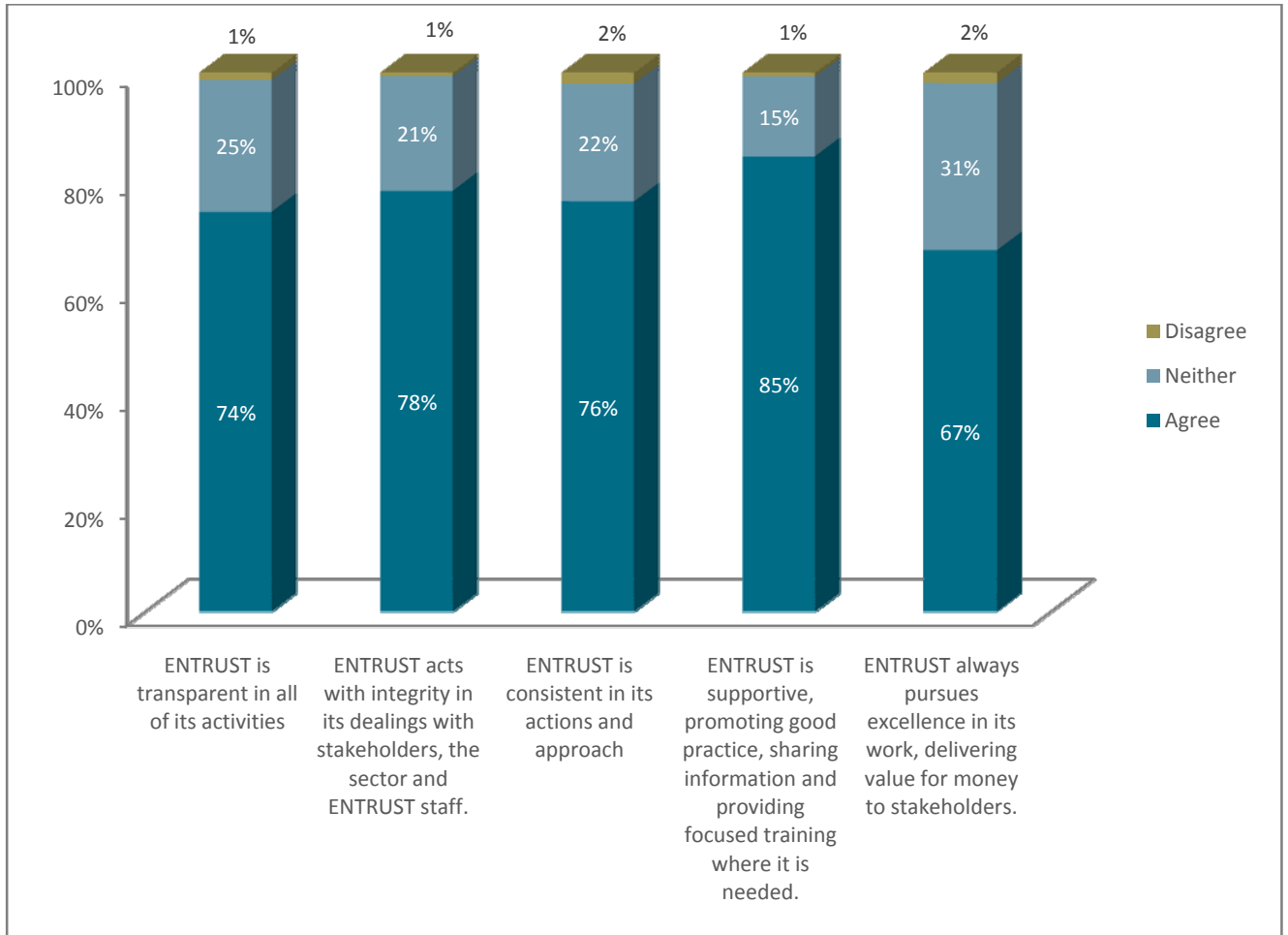
3. ENTRUST as the regulator of the Landfill Communities Fund (LCF)

This section is comprised of three questions which were first asked in 2013, with the aim of obtaining EBs' views on our performance and the quality of our services. Only respondents from EBs who had worked with us, contacted us or accessed our services within the last year were directed to provide a response.



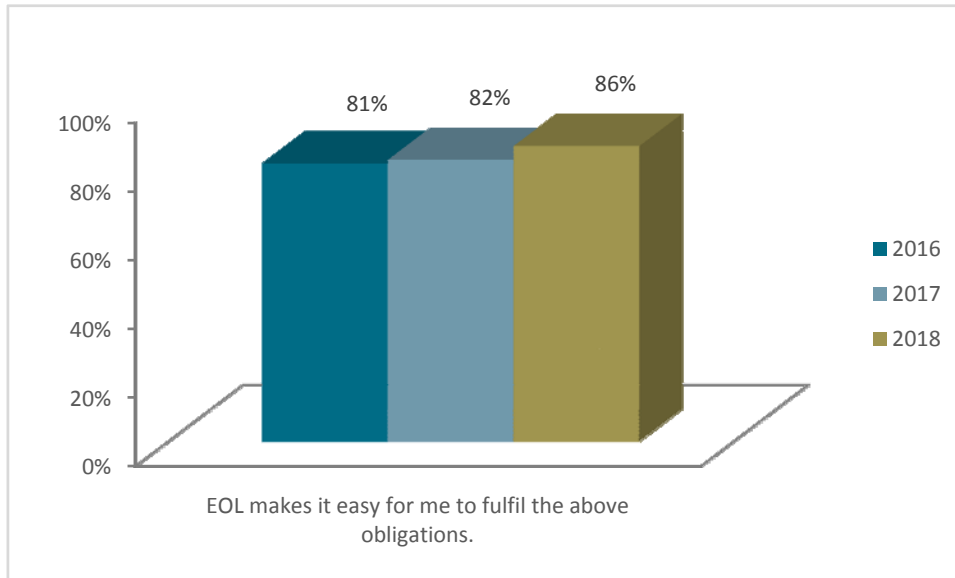
4. ENTRUST's values

In 2018 ENTRUST undertook a review of the company's corporate values. A new section was added to the 2018 EB Satisfaction Survey to assess how well our stakeholders agree that we uphold and adhere to these values.



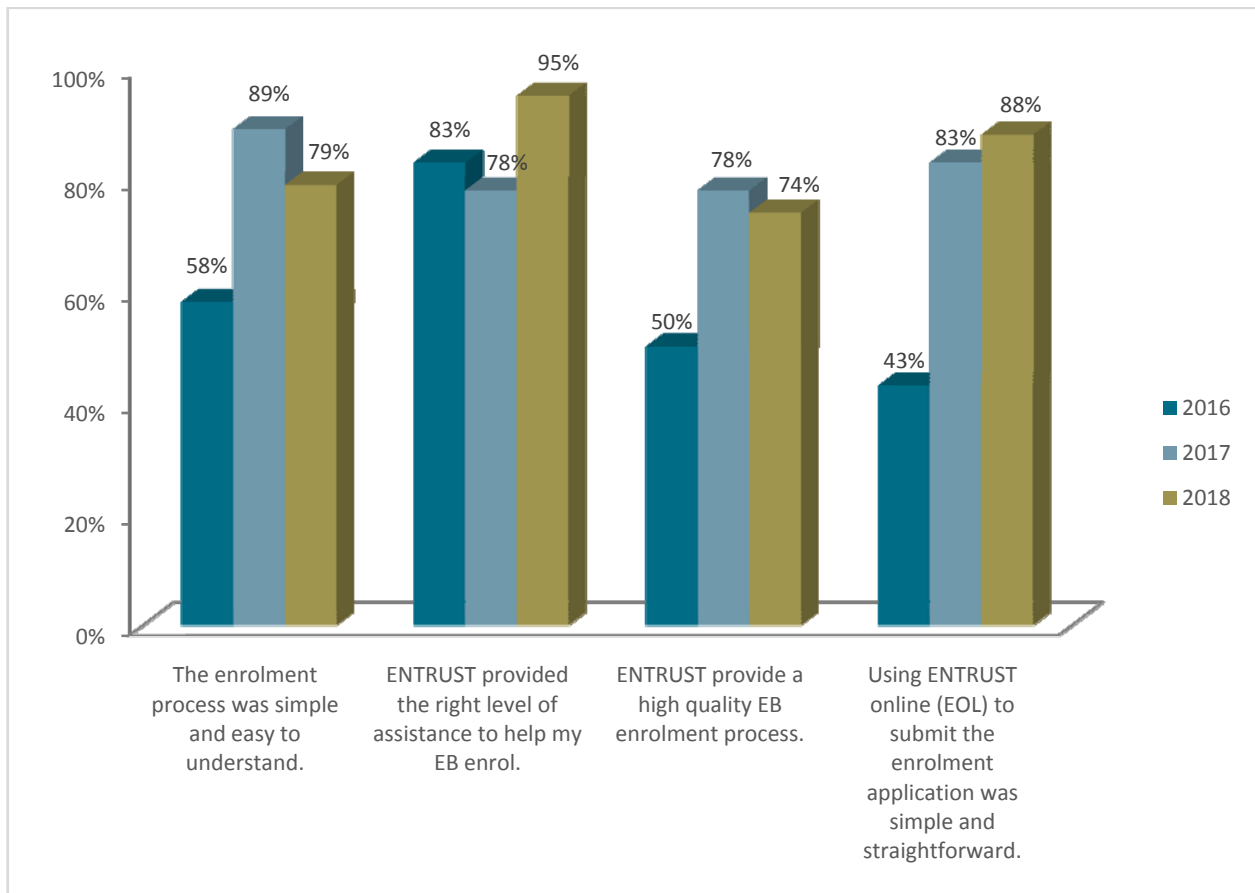
5. ENTRUST's systems

This section was designed to capture EBs' views on ENTRUST Online (EOL). It asked respondents who have used or attempted to use EOL between April 2017 and April 2018 and, if so, whether EOL makes it easy for them to fulfil their reporting obligations under the Landfill Tax Regulations 1996 (Regulations).



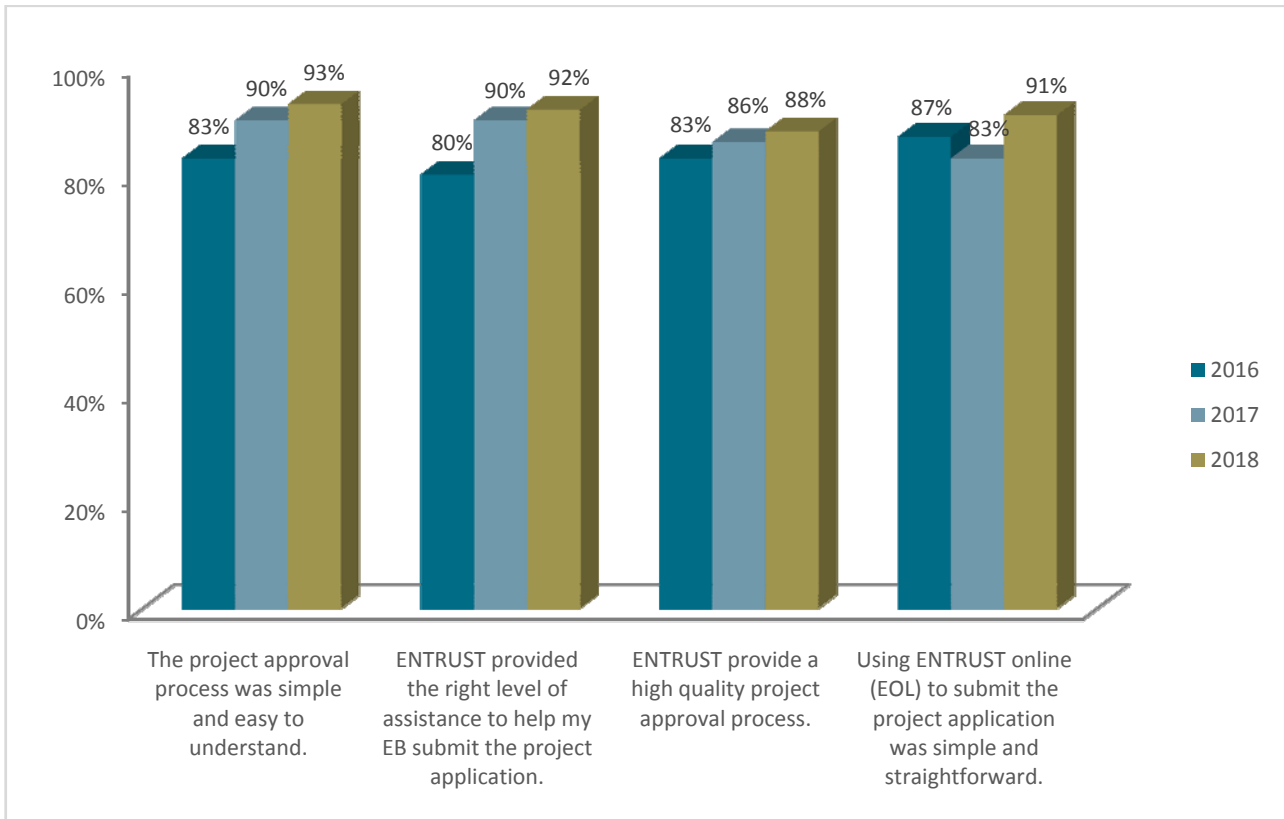
6. Enrolling as an Environmental Body (EB)

This section aims to establish EBs' views on the enrolment process including simplicity, ease of understanding and levels of support offered by us. It also asks EBs whether using EOL to submit the enrolment application was simple and straightforward. Responses were restricted to those who had enrolled on or after 1 April 2017.



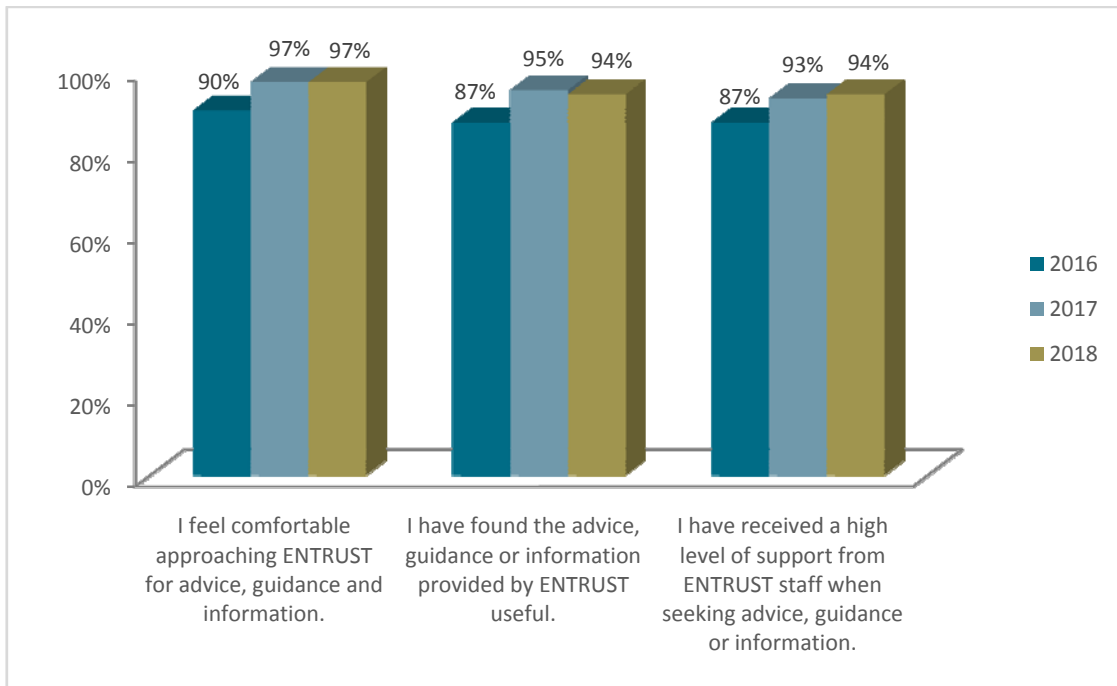
7. Obtaining project approval

The purpose of this section was to establish EBs' views on the project approval process including simplicity, ease of understanding and levels of support we provide to EBs. Responses were restricted to those who had registered a project with us on or after 1 April 2017.

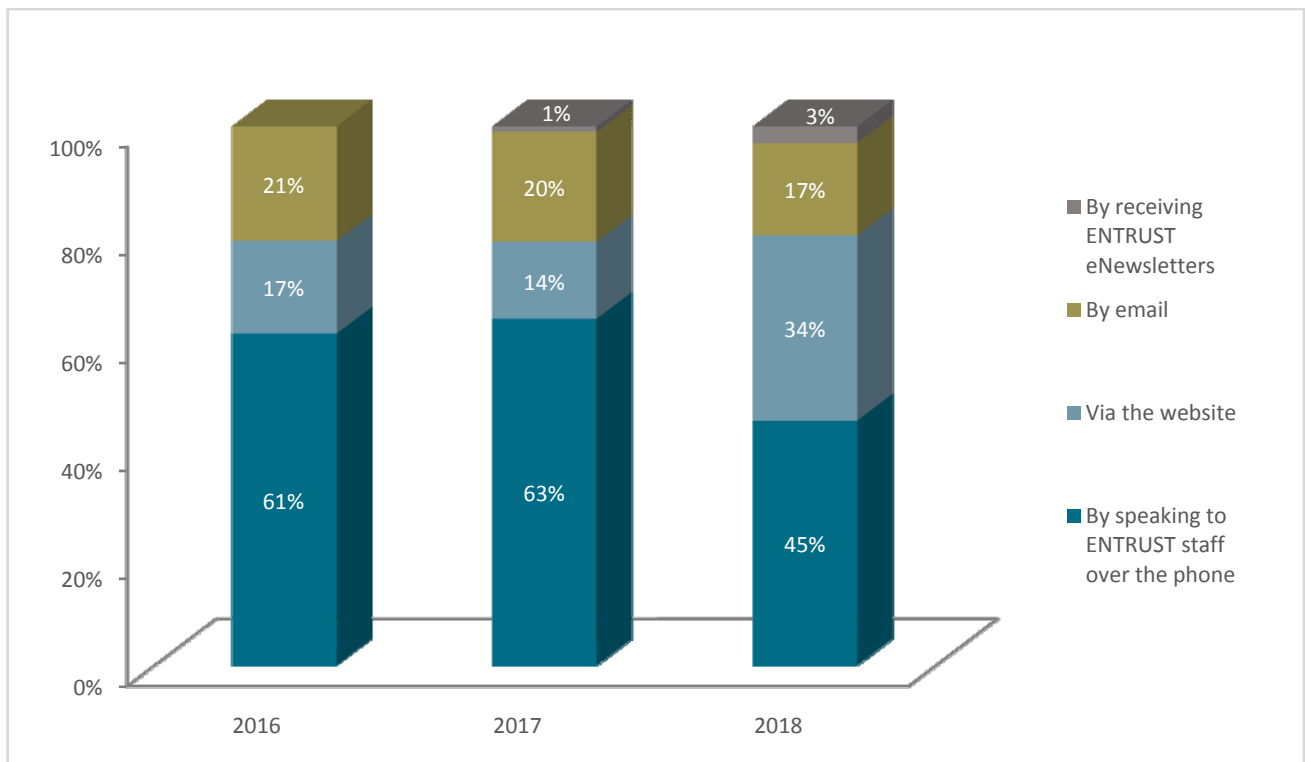


8. Understanding the Regulations

The purpose of this section was to identify how easy EBs find it to access our advice and guidance, which methods of accessing information is preferred, the quality of information provided and the level of support offered to those seeking advice and guidance.



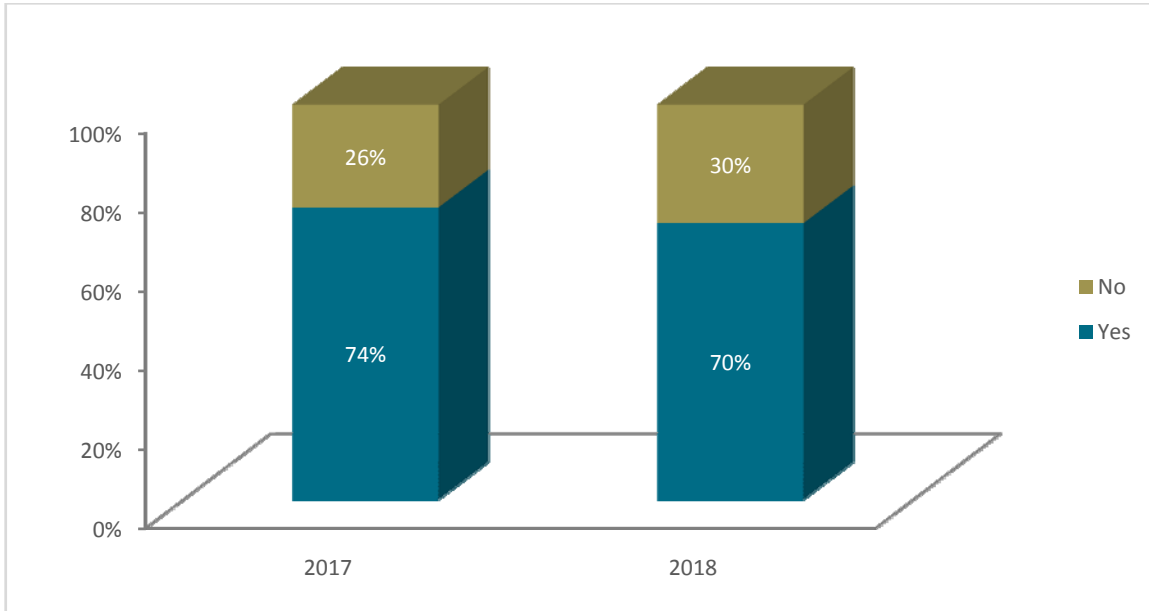
Preferred method of accessing ENTRUST advice, guidance and information:



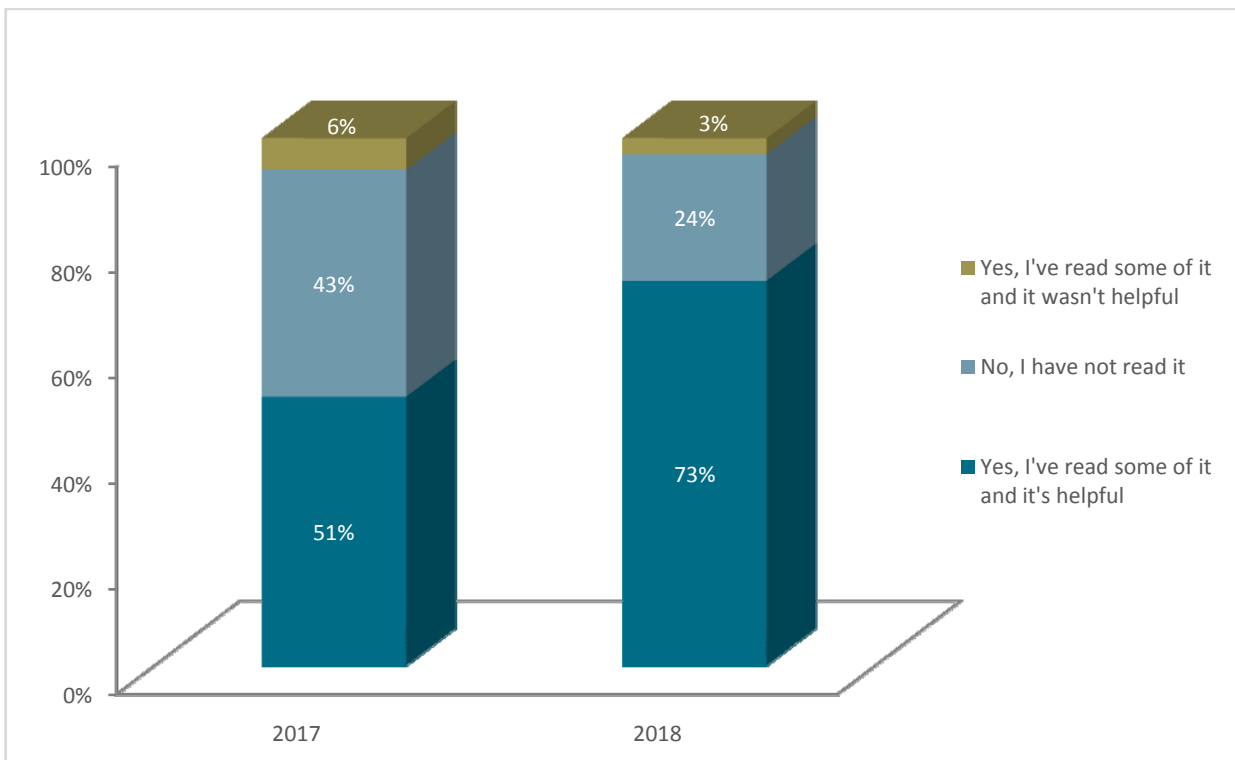
9. ENTRUST's Guidance Manual

Following a comprehensive review of the Guidance Manual in 2016, we have included questions about the Guidance Manual in the EB Satisfaction Survey.

Are you aware ENTRUST has a Guidance Manual:

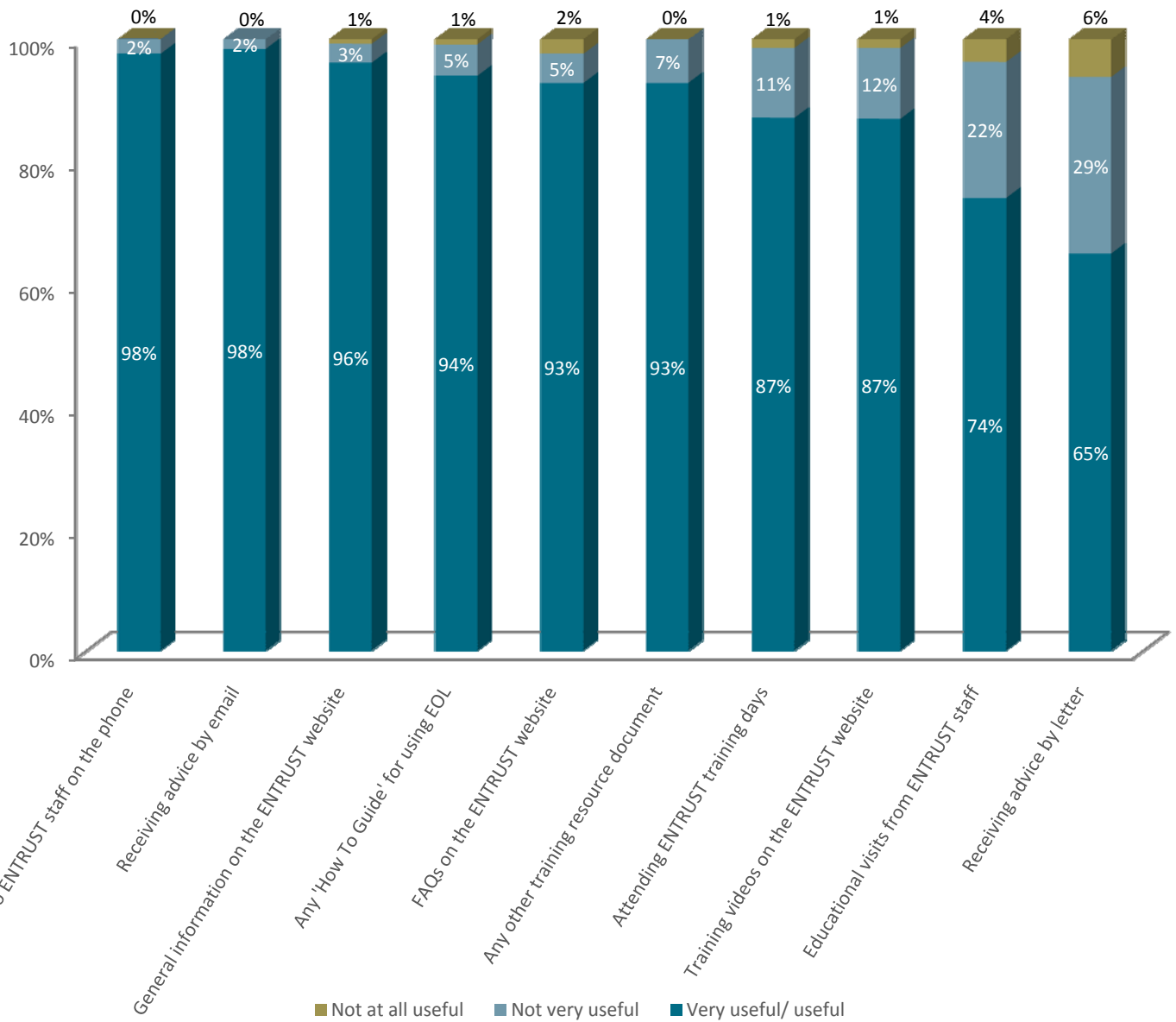


Have you read some or all of ENTRUST's Guidance Manual:



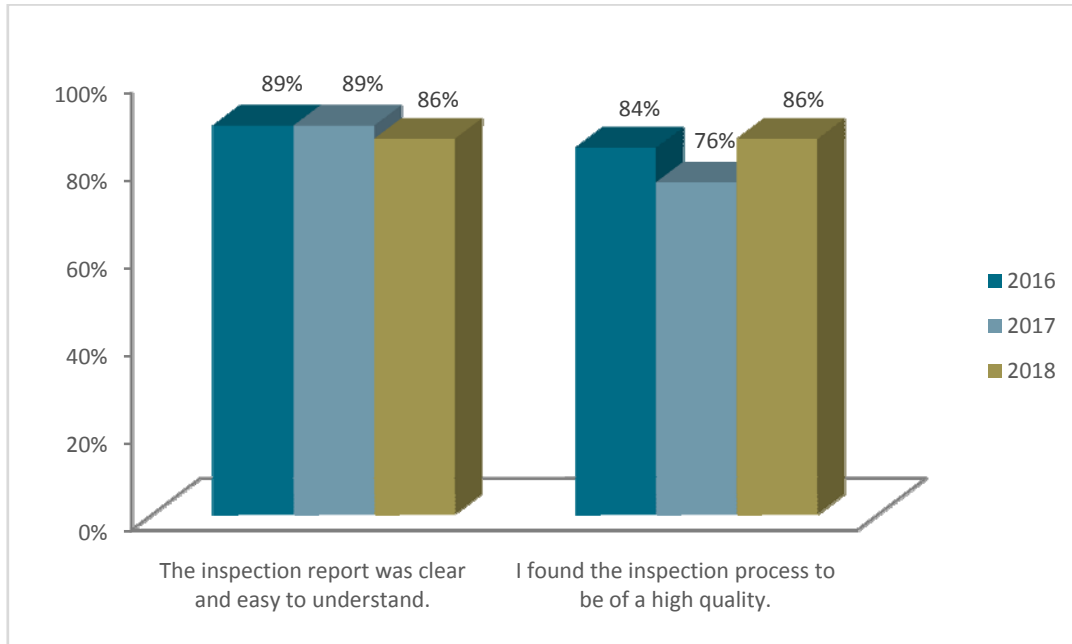
10. Environmental Body (EB) training

EBs who had accessed a training resource in the last 12 months were requested to give an opinion of each of the resources irrespective of whether they had or hadn't used them. For example, if they had attended a training day and they thought it was useful, they would select useful. If they had NOT attended a training day but they believed it would be a useful thing to do, they would also select useful. The responses shown below have removed all respondents who answered that the resource was 'not relevant to their EB'.



11. Compliance reviews

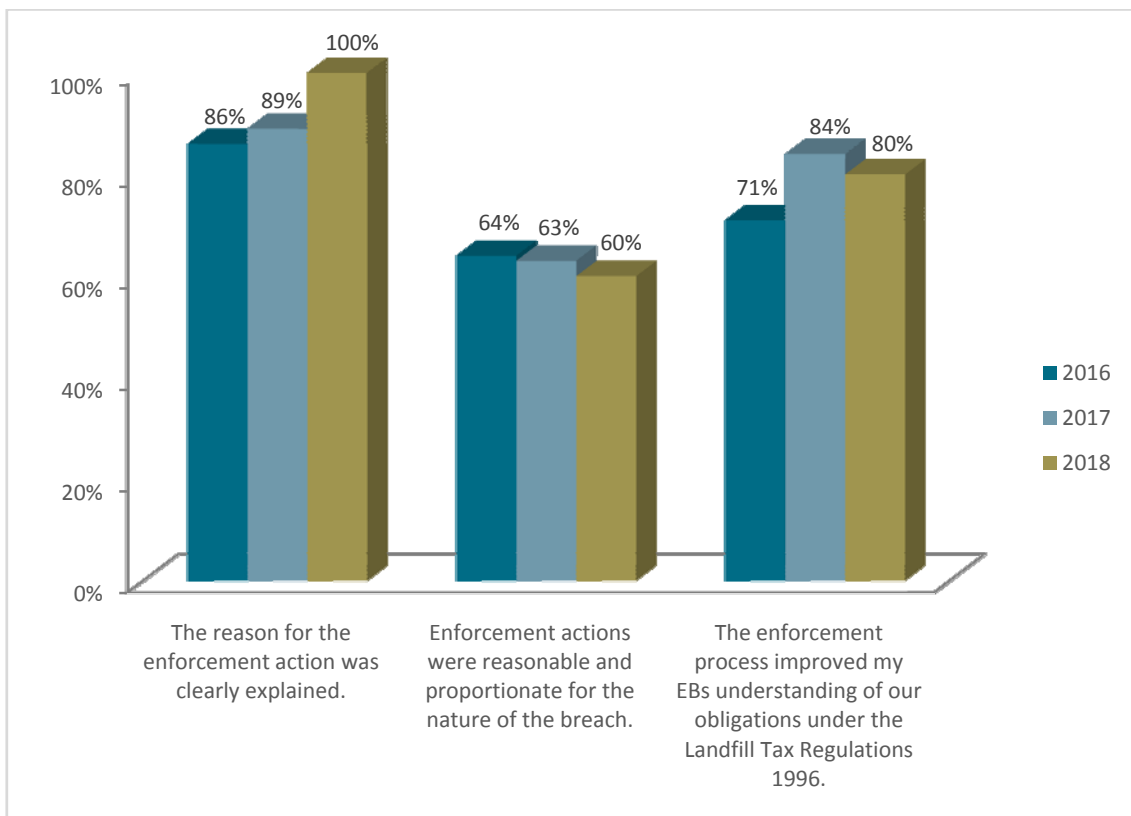
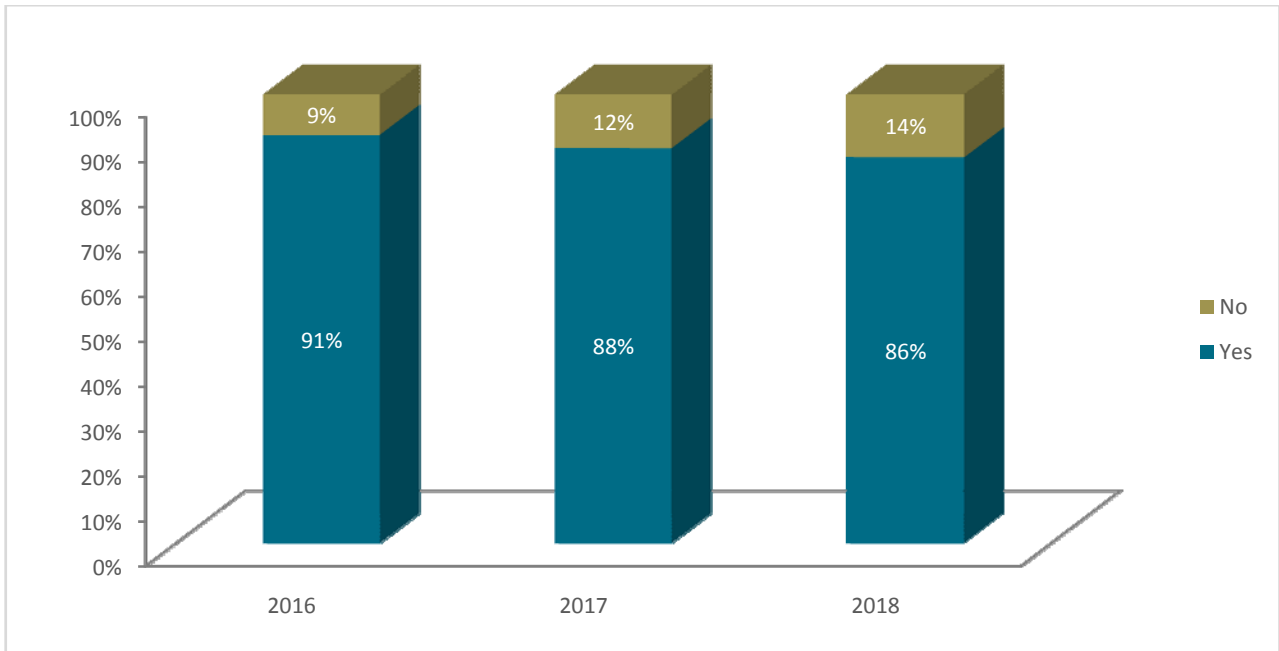
The purpose of this section was to assess EBs' views on the inspection process and the level of service provided by ENTRUST's compliance departments. Following a review in the 2016 EB Satisfaction Survey Action Plan, we considered that the questions relating to our compliance reviews were duplicated with those included in the Compliance Inspection feedback survey and that responses received as part of the latter were likely to be both more reliable and more accurate, since the feedback survey is completed within a few weeks of the actual inspection taking place, whereas the EB Satisfaction Survey questions may be completed up to a year after the inspection has taken place. Only those EBs who had been subject to an inspection since 1 April 2017 were asked to provide responses to these questions.



12. Enforcement

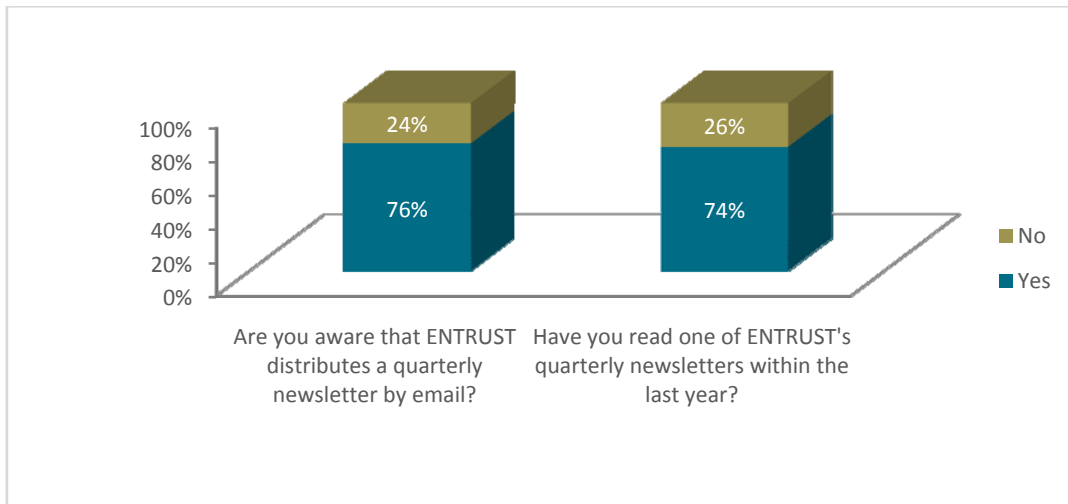
The purpose of this section is to obtain the views of those EBs who have been subject to enforcement action or the enforcement process since 1 April 2017. Additionally, in the 2016 Satisfaction Survey we introduced a new question to assess awareness of ENTRUST's enforcement framework.

Were you aware that ENTRUST has an enforcement framework for dealing with breaches to the Regulations:

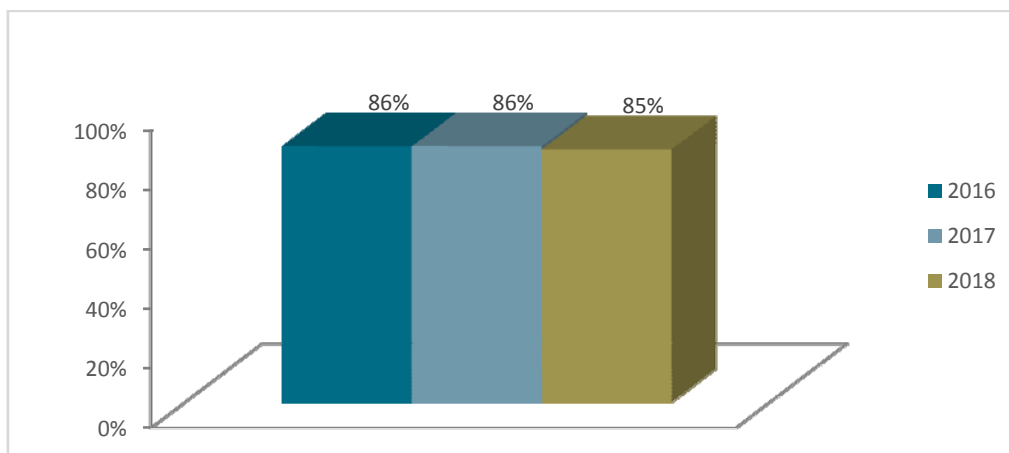


13. ENTRUST'S quarterly eNewsletter and communications

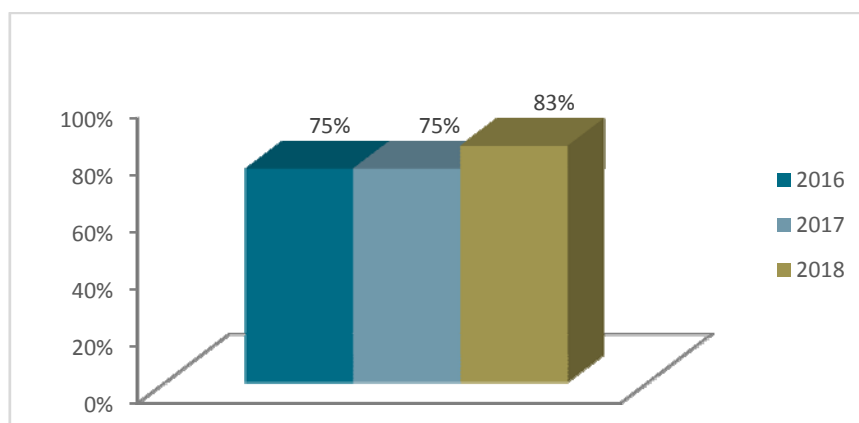
In this year's survey we asked three questions to ascertain EBs' awareness of our e-newsletter and to gain an understanding of how useful and effective the eNewsletter is as a means of communication. Only those who were aware of the eNewsletter were asked if they had read an eNewsletter in the last year, and only those who had read an eNewsletter were asked whether it was an effective way to communicate information about ENTRUST and the LCF.



I think the ENTRUST quarterly eNewsletter is an effective way to communicate information about ENTRUST and the LCF to my EB:



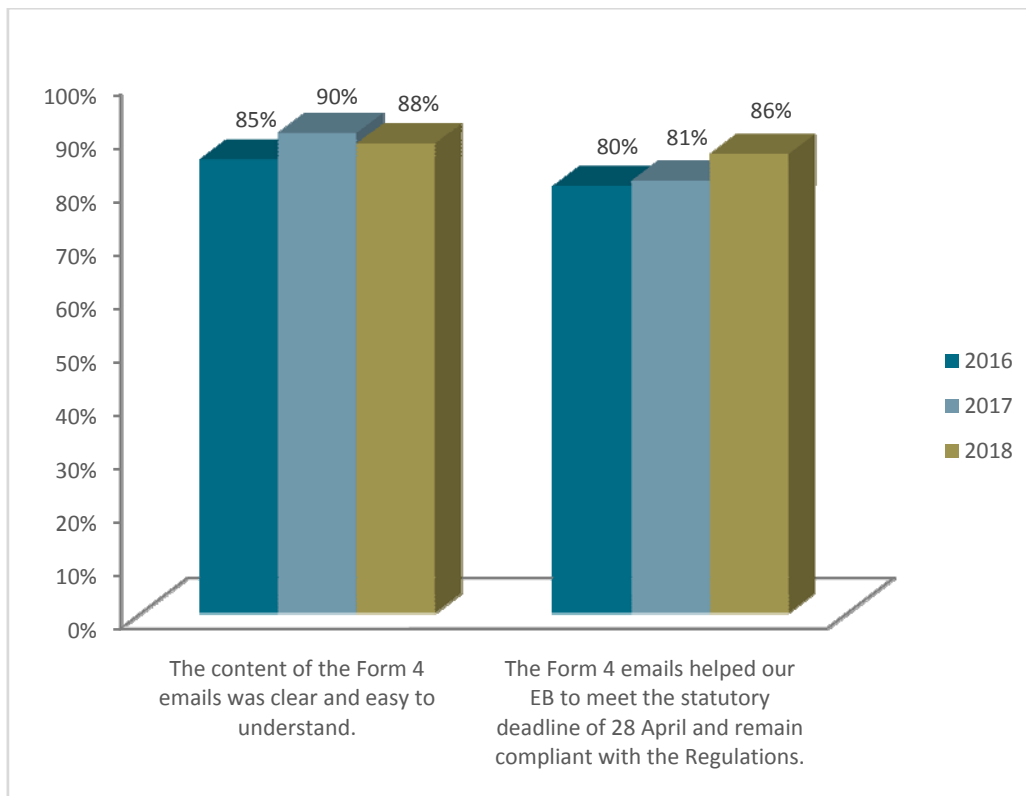
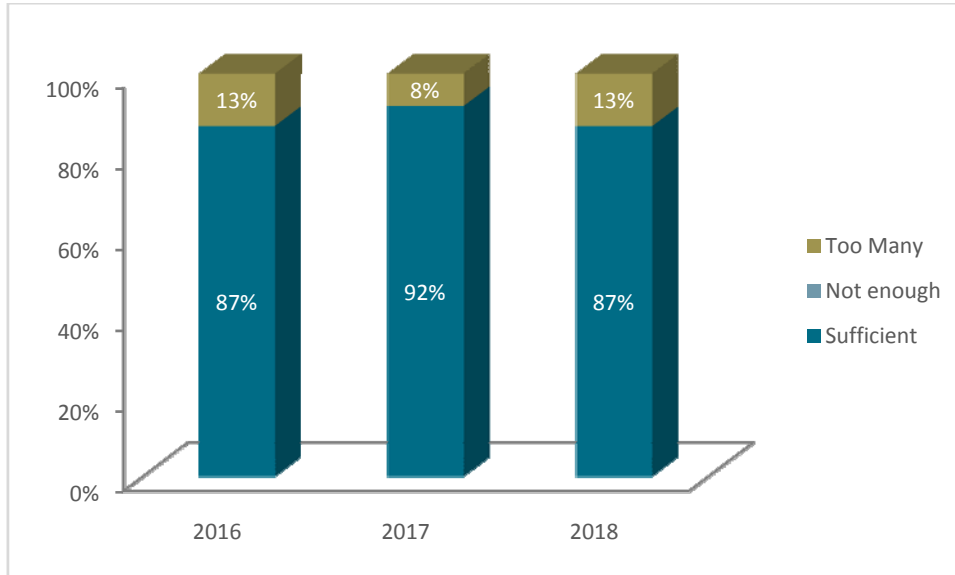
In general ENTRUST's communications are of a high quality:



14. Form 4: Statutory Annual Return Communications

In 2016 we created a new section to evaluate the clarity, effectiveness and quantity of our communications regarding the Form 4 Statutory Annual Return.

The number of emails about the Form 4: Statutory Annual Return were:

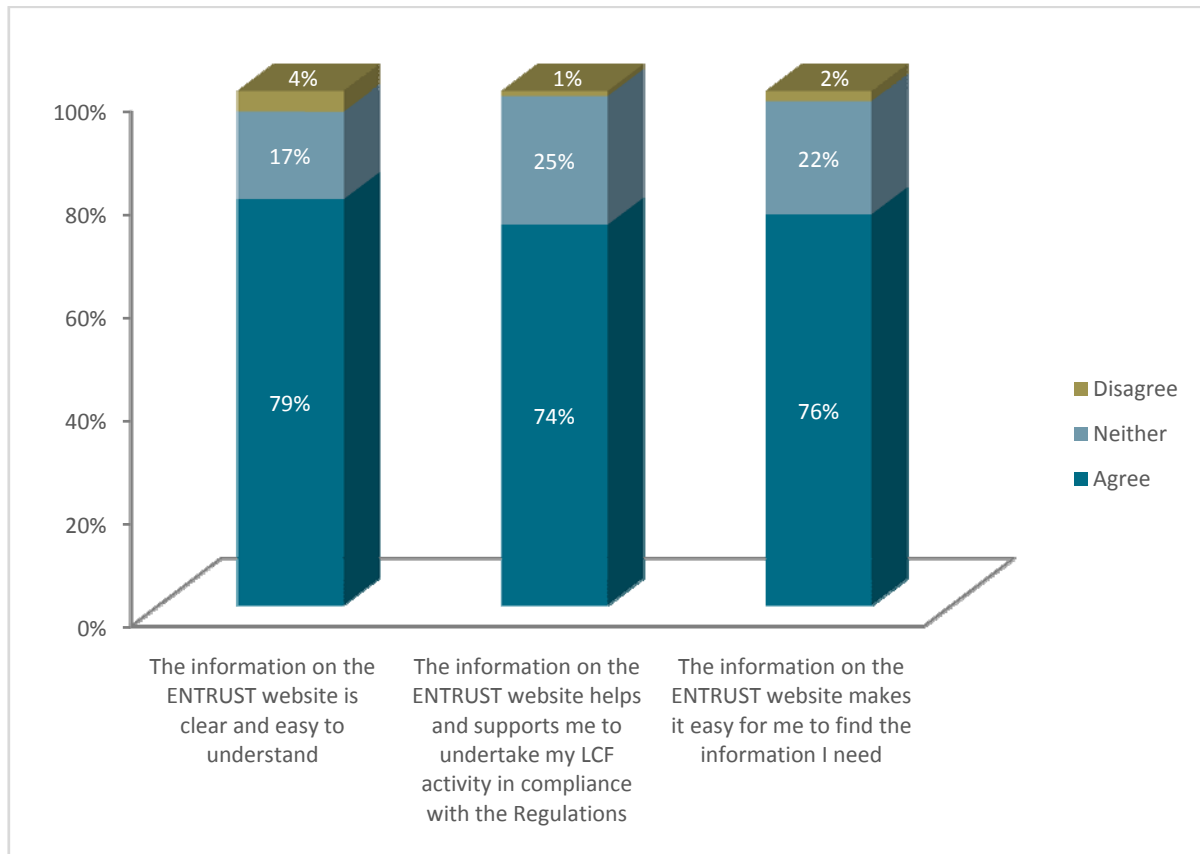


15. ENTRUST website

In 2018 we created a new section to evaluate stakeholder opinions on the ENTRUST website. Three key measures were included with the intention of assessing:

- The clarity of the information and how easy it is to understand it;
- Whether the information helps and supports EBs to undertake their LCF activity; and
- How easy it is to navigate around the ENTRUST website.

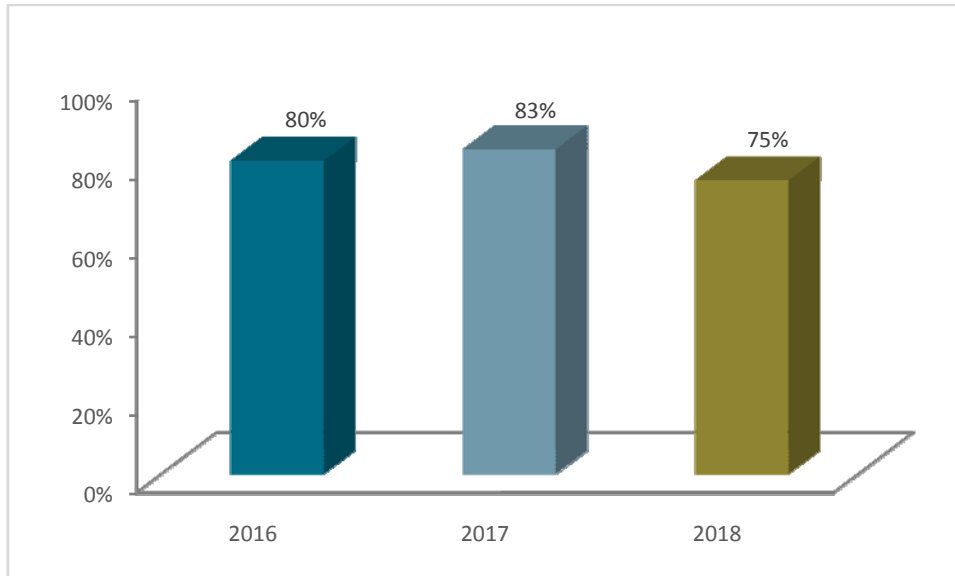
The question made clear to respondents that these questions only related to the ENTRUST website and not to the ENTRUST Online (EOL) database.



16. Finance

The purpose of this section is to obtain the views of those EBs who have paid a levy fee since 1 April 2017.

The percentage of EB's who agreed with the statement 'The process for paying the levy fee was simple and straightforward' is set out in the figure below:



17. Closure of the LCF in Wales

Following the closure of the LCF in Wales on 31 March 2018, and the start of a transitional closure period, we also considered it appropriate to include a new question for EBs who operate in Wales to ensure that stakeholders are receiving enough information about the closure of the scheme in Wales.

