



2018 Environmental Body Satisfaction Survey

Overview

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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.

2. Overview

The principle aims of the satisfaction survey are to:

- Gather information to help us to assess the level of EB satisfaction with our services over the last twelve months;
- Analyse the results to enable us to identify any trends, or areas of concern;
- Develop an action plan to facilitate an improvement in the quality of our services and our performance as a Regulator; and
- Be open and transparent about the outcomes of the survey by publishing them together with details about the identified actions on our website.

We continued to only ask questions of respondents where they indicated these are relevant to their experience of us and the LCF. For example, only those EBs who indicated that they had a compliance inspection within the year were asked the compliance questions. This was first incorporated into the 2015 survey.

All EB main contacts in England, Northern Ireland and Wales for whom we hold an email address were contacted by email on 22 May 2018 and invited to complete the survey by 1 July 2018. The survey was also prominently featured on our website, through our Twitter feed and in our eNewsletter.

3. Summary of the findings

In 2018 we received 179 responses, which was an increase on the 2017 and 2016 response rates (2017: 164 responses, 2016: 133 responses). The overall level of satisfaction reported for 2018 was **86 per cent**, which was the same as recorded in 2017. This rating is calculated across the overall 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.

Since 2013, we have asked three core questions, with the aim of obtaining EB 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 since 1 April 2017 were able to provide a response. All three core satisfaction measures showed an increase on the 2017 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).

With these results in mind we have used the findings from the survey to focus on a number of key areas for improvement which have formed the basis for our action plan for 2018.

4. Feedback

In the second part of the survey, we asked EBs to provide feedback about our performance or suggestions as to how our regulatory services might be improved. 49 respondents (27 per cent of the sample) left additional, open ended feedback. Of these, 16 per cent requested a response to their feedback and provided their contact details. All responses were completed within one week of the survey deadline of 1 July 2018.

Overall it was pleasing to note that feedback was positive regarding the services ENTRUST offer, in particular relating to ENTRUST staff and the advice and guidance provided, alongside some challenges with form completion and using EOL. Examples of this feedback include:

- "I would like to say thank you to your staff who were very supportive in a demanding situation. There were some challenges around [the Funder's] change in deadline of meeting conditions which had not been relayed to us. Your staff were extremely helpful in coping with this under time pressure. This is our first engagement with ENTRUST and we are very satisfied.";
- "We're just about the start looking for funding for a new project so will probably need more support over the next few months. We've always found ENTRUST staff to be very helpful and friendly. Keep up the good work!";
- "Much of the registration and reporting processes seem repetitive of the information given to [funder], including the forms required at each stage of the claim process.'; and
- "In general, I feel ENTRUST is providing an efficient and helpful service. There is one area that I struggle to understand. This relates to third party funding."

Finally, there were a number of comments specific to the individual EB's circumstances. These have all been responded to if the EB provided contact details. All feedback has been recorded, reviewed and any appropriate action has been included in our action plan

The action plan including timescales for completion and the full charts report are available on our website