

## 2020 ENVIRONMENTAL BODY (EB) SATISFACTION SURVEY – ACTION PLAN

The 2020 EB Satisfaction Survey has shown strong overall satisfaction for ENTRUST's regulatory services. Overall satisfaction recorded in the 2020 EB Satisfaction Survey was **83 per cent (2019: 86 per cent)**, representing a slight, but not significant, decrease in the percentage of stakeholders satisfied with our services.

All three core satisfaction measures remain high at:

- **92 per cent** agree that they '*understand the role that ENTRUST undertakes as Regulator of the LCF*' (**2019: 94 per cent**);
- **79 per cent** agree that '*overall ENTRUST provides high quality services*' (**2019: 83 per cent**); and
- **78 per cent** agree that '*ENTRUST staff are very professional when dealing with me and my EB*' (**2019: 91 per cent**).

The consistency of these satisfaction scores, with eight out of ten who responded to the survey expressing satisfaction with our services, shows the stability of ENTRUST's performance as the regulator of the LCF, even during the challenges of COVID-19.

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	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
1	<p><b>Customer Service and Enquiry Handling</b></p> <p>Whilst our core measures remain high and there continues to be strong verbatim feedback from our stakeholders, there has been some decline to the percentage of respondents agreeing with the following statements:</p> <p><i>'ENTRUST staff are very professional when dealing with me and my EB'</i> (2020: 78 per cent; 2019: 91 per cent); and</p> <p><i>'I feel comfortable approaching ENTRUST for advice, guidance and information'</i> (2020: 90 per cent; 2019: 97 per cent)</p> <p>We pride ourselves on our 'coaching to compliance' ethos and the strong relationships we develop with our stakeholders. To support this, each year we undertake customer service training for ENTRUST staff.</p> <p>We will develop the 2020/2021 training session to specifically cover the professionalism of staff when communicating with EBs. We will also develop the training session to cover how to help staff understand how to help stakeholders feel more comfortable when approaching ENTRUST for advice, guidance and information.</p> <p>Furthermore, we will review the tone of our communications – both written and via our telephone Helpline services.</p>	Deputy Chief Executive (DCEO) and Communications Manager (CM)	31 January 2021	Ongoing
2	<p><b>Customer Service and Enquiry Handling</b></p> <p>When asked about their preferred method of accessing ENTRUST advice, guidance and information the survey showed respondents had an increased preference for written communication in the form of 'By email with ENTRUST staff' (2020: 30 per cent; 2019: 25 per cent) and moving away from 'By speaking to ENTRUST staff on the phone' (2020: 26 per cent; 2019: 40 per cent).</p> <p>Without reducing or limiting any of our telephone support to EBs we will undertake a review of our written communications, for example our generic email protocols and standard responses to ensure that stakeholders are receiving the best possible response available, in line with our Customer Charter.</p>	Policy and Regulations Manager (PRM) and CM.	31 December 2020	Ongoing

Action	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
3	<p><b>Registrations –Enrolments</b></p> <p>Satisfaction scores for our enrolment process were strong with 100 per cent of respondents who had enrolled in the 2019/2020 year agreeing with the statements:</p> <p><i>‘ENTRUST provided the right level of assistance to help my EB enrol’; and</i>  <i>‘ENTRUST provide a high quality enrolment service’</i></p> <p>Despite this there was a significant year on year decline amongst those who agreed that <i>‘the enrolment process was simple and easy to understand’</i> (2020: 69 per cent; 2019: 91 per cent).</p> <p>In 2020/2021 we have reviewed the enrolment process including our enrolment resources such as the enrolment pack, the director briefing, and our post enrolment contact. We continue to work closely with the one funding EB who requires organisations to enrol with ENTRUST to ensure that organisations have enough information and time to submit their enrolment applications. We will also start a new service to contact new applicants when they commence the enrolment process to best explain and support them through the process.</p>	PRM	30 September 2020	Ongoing
4	<p><b>Registrations – Project Registrations</b></p> <p>Satisfaction scores for our project registrations process remained strong with more than eight out of ten respondents agreeing with the project registration statements. Despite this, there was a slight decline year on year in the scores.</p> <p>This, coupled with some specific constructive feedback from EBs relating to the new project registration frameworks have informed our planned project process review. Following this review, we have reviewed the project framework criteria and we will continue to keep this under review for any unintended consequences.</p> <p>Additionally, we will use the constructive feedback we have received from EBs to make updates to the Project Registration Form (Form 2) in ENTRUST Online (EOL) to simplify the process for EBs and reduce any additional administrative burden.</p>	PRM.	30 September 2020	Ongoing

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5	<p><b>Regulations – Training</b></p> <p>The training questions asked in the EB Satisfaction Survey continue to be answered by a low sample size. Amongst those who do engage with the questions, the majority of resources are rated as useful by more than 80 per cent of respondents.</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 to ensure maximum awareness by EBs.</p> <p>In September 2020 we trialled our Basic Training using a virtual approach with Zoom technology. We will closely review the feedback from this approach to further develop our virtual training offer.</p> <p>Furthermore, in 2021/2022 we have committed to undertake a consultation with EBs regarding our training offer with all training resources reviewed</p>	PRM and CM.	By 31 March 2021 Consultation: 2021/2022	Ongoing
6	<p><b>Regulations - Guidance Manual</b></p> <p>69 per cent of satisfaction survey respondents are aware that ENTRUST has a Guidance Manual (2019: 67 per cent). Of these, 71 per cent say they have read it and found it helpful (2019: 69 per cent), while 26 per cent have not read the manual. Just three per cent say they have read the Guidance Manual and it wasn't helpful (2019: 5 per cent).</p> <p>Whilst the majority feel the Guidance Manual is a helpful document, we are aware that we regulate a diverse group of organisations, some of whom are more familiar with regulatory language than others. With this in mind, we have committed to undertake a consultation in 2021/2022 to review EB feedback on the format of the Guidance Manual in terms of length, language used and any suggestions that EBs may wish to put forward to make the Guidance Manual more user friendly and accessible.</p>	PRM.	31 March 2021	Ongoing

Action	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
7	<p><b>Enforcement</b></p> <p>Whilst we recognise that the response in the EB Satisfaction Survey of just eight respondents to the Enforcement questions is a very small sample, we consider it appropriate, as a best practice organisation, to note that there was a decline in the percentage of EBs who agreed with the statements:</p> <p><i>‘Enforcement actions were reasonable and proportionate for the nature of the breach’</i>; (2020: 50 per cent; 2019; 85 per cent) and</p> <p><i>‘The enforcement process improved my EB’s understanding of our obligations under the Regulations’</i> (2020: 38 per cent; 2019: 77 per cent).</p> <p>In 2020/2021 we will therefore review our standard enforcement letters for tone and content to ensure that regulatory breaches are clearly explained and information and advice is provided to help the EB to learn from the enforcement action and remain compliant in the future.</p>	CM and Enforcement Officer (EO).	30 November 2020	Ongoing
8	<p><b>Communications –Website</b></p> <p>75 per cent of respondents agreed that <i>‘the information on the ENTRUST website is clear and easy to understand’</i>;</p> <p>69 per cent of respondents agreed that <i>‘the ENTRUST website makes it easy for me to find the information I need’</i>; and</p> <p>67 per cent of respondents agreed that <i>‘the information on the ENTRUST website helps to support me to undertake my LCF activity in compliance with the Regulations.’</i></p> <p>Whilst these figures are in line with the 2019 responses, and only 2 per cent disagree with the statements, as a best practice organisation we would like to improve the website satisfaction scores.</p> <p>In 2020/2021 we will continue to undertake our quarterly content reviews. Furthermore, we will consider updating the satisfaction survey questions to ensure an ‘opt out’ for those EBs who don’t currently use the website. At the moment, these EBs are forced to answer the question whether they use the website or not, potentially increasing the percentage of neutral scores.</p>	CM,	Quarterly  31 March 2021	Ongoing

Action	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
9	<p><b>EB Satisfaction Survey</b></p> <p>Following feedback in the survey that there are too many questions and the EB Satisfaction Survey is too long, we will undertake a full review of the survey prior to the launch of the 2021 Satisfaction Survey to see if the number of questions can be reduced.</p>	CM.	31 March 2021	Ongoing