



2020 Environmental Body Satisfaction Survey

Overview

1. Introduction

- 1.1 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.
- 1.2 Due to the COVID-19 outbreak and the availability of EB staff and volunteers to respond to the survey (due to furloughing or the temporary closure of organisations), we considered it appropriate to delay the annual EB Satisfaction Survey from the planned start date of 20 May 2020 (with an end date of 1 July 2020) to a new start date of 22 June 2020 (with an end date of 2 August 2020). Furthermore, to allow additional time for those returning to their roles in August we extended the deadline to 16 August 2020.
- 1.3 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.
- 1.4 Each year we robustly review the EB Satisfaction Survey questions, taking into account response rates, stakeholder feedback, and the sample size return for each question set. In 2020 we considered it appropriate to make the following changes to the survey questions:
 - We updated one of the ENTRUST values questions to split it into two separate questions, so we could assess stakeholder feedback on each of the two areas (Excellence and Value for Money (VfM)) included in the question;
 - We introduced a new set of questions to obtain feedback from our stakeholders on how they perceive we have handled providing guidance and information during the COVID-19 pandemic; and
 - Following the end of the transitional closure period in Wales we removed the question about whether stakeholders had received enough information about the closure of the scheme in Wales.
- 1.5 The survey included a total of 82 questions. However, the length of the survey is dependent on how much contact each EB has had with ENTRUST in the year and the departments they have worked with. The shortest survey length is just 7 questions and the average completion time in 2020 was around 11 minutes.
- 1.6 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

- 2.1 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.
- 2.2 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 review within the year were asked the compliance questions.
- 2.3 All EB main contacts in England and Northern Ireland for whom we hold an email address were contacted by email on 22 May 2020 and invited to complete the survey. The survey was also prominently featured on our website, through our Twitter feed and in our eNewsletter.

3. Summary of the findings

- 3.1 In 2020 we received 158 responses. Due to COVID-19 the response rate was down on the last three years (2019: 209 responses, 2018: 179 responses, 2017: 164 responses). It should also be noted that in addition to any disruption caused by COVID-19 there are fewer EBs in 2020, following the closure of the scheme in Scotland and Wales.
- 3.2 The overall level of satisfaction reported for 2020 was **83 per cent**, whilst this is a strong satisfaction score, it is slightly lower than the score recorded for 2019, 2018 and 2017 (**86%**). 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). It is noted and recognised that when measuring performance using a small sample, the year on year change is unlikely to be statistically significant.
- 3.3 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 2019 were able to provide a response.
- 3.4 Whilst all three core satisfaction measures remain high, there has been some decline to the percentage of respondents agreeing with them. However, this represents an increase of those who recorded 'neutral' scores rather than an increase in those disagreeing with the statement:
- **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**).
- 3.5 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 2020.

4. Feedback

- 4.1 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. 43 respondents (27 per cent of the sample) left additional, open ended feedback. Of these, 47 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 16 August 2020
- 4.2 Overall it was pleasing to note that feedback was positive regarding the services ENTRUST offer, in particular relating to ENTRUST staff. There were several examples of respondents saying that, as they hadn't been active for a while, they found it hard to comment on our services – looking at their responses this perhaps reflects some of the increase to more neutral responses in the 2020 results.
- 4.3 Some EBs took the opportunity to offer constructive feedback and we have taken these into account when developing our action plan for the year ahead. 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