



2021 ENVIRONMENTAL BODY (EB) SATISFACTION SURVEY – ACTION PLAN

The 2021 EB Satisfaction Survey continues to show strong overall satisfaction for ENTRUST's regulatory services. Overall satisfaction recorded in the 2021 EB Satisfaction Survey was **85 per cent (2020: 83 per cent)**, which was an increase on the 2020 satisfaction score and just one percentage point below the score recorded for 2019 and 2018 (86 per cent). It should be noted that such small percentage point changes may not be statistically significant.

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' (2020: 92 per cent);
- **84 per cent** agree that 'ENTRUST staff are very professional when dealing with me and my EB' (2020: 78 per cent); and
- **79 per cent** agree that 'overall ENTRUST provides high quality services' (2020: 79 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 Point	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
1	<p>Customer Service and Enquiry Handling</p> <p><i>'ENTRUST staff are very professional when dealing with me and my EB'</i> (2021: 84 per cent; 2020: 78 per cent); and <i>'I feel comfortable approaching ENTRUST for advice, guidance and information'</i> (2021: 100 per cent; 2020: 90 per cent).</p> <p>Whilst our core measures remain high and there continues to be strong verbatim feedback from our stakeholders, we pride ourselves on our 'coaching to compliance' ethos and the strong relationships we develop with our stakeholders and we always seek to understand and improve our stakeholder relationship and enquiry handling skills:</p> <p>As part of our 2021 Action Plan, to support this and to ensure our customer service and enquiry handling retains our strong satisfaction levels, during 2021/2022 we will update and repeat our customer service training for ENTRUST staff.</p>	Deputy Chief Executive (DCEO) and Communications Manager (CM)	31 March 2021	Ongoing

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2	<p>Registrations – Enrolments</p> <p>In order to reduce the EB Satisfaction Survey length (which was a stated objective in the 2020 Action Plan) we removed the EB Enrolment questions from the main survey, and instead introduced a bespoke EB Enrolment survey. This was sent to 16 EBs who enrolled during 2020/2021.</p> <p>Whilst we provide comparison with previous years below, it should be cautioned against direct comparison due to the different methodology used in 2021. Furthermore. it should be noted that the below figures are based on a small sample size of just nine EBs (this represents 56 per cent of EBs who were sent the survey):</p> <p><i>‘The enrolment process was simple and easy to understand’ (2021: 67 per cent, 2020: 69 per cent);</i></p> <p><i>‘ENTRUST provided the right level of assistance to help my EB enrol’ (2021: 78 per cent, 2020: 100 per cent);</i> and</p> <p><i>‘ENTRUST provide a high-quality enrolment service’ (2021: 78 per cent, 2020: 100 per cent)</i></p> <p>In 2021/2022 we are undertaking a full review of the enrolment process to reassess the requirements against the Regulations and ensure that the process remains fit for purpose, minimises requirements on EBs and that we continue to hold accurate information for existing EBs, making any recommendations for change. We will incorporate the feedback received into this review</p>	Policy and Regulations Manager (PRM)	31 December 2021	Ongoing

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3	<p>Regulations – Training</p> <p>The 2020 EB Satisfaction Survey action plan proposed a review of the training questions included in the survey. In particular to look at ways of increasing the sample size. To do this, in 2021 we have removed the filter question which asked if people had accessed ENTRUST training resources. This has increased the sample size for the training question.</p> <p>More than half our training resources are rated as useful by greater than 90 per cent of respondents, with just two resources (educational visits from ENTRUST staff: 64 per cent, and receiving advice by letter: 66 per cent) rated as useful by less than 70 per cent.</p> <p>During 2021/2022 we have committed to undertake a consultation with EBs regarding our training offer with all training resources reviewed. We will feed the results from the EB Satisfaction Survey into this consultation to ensure that the consultation explores all relevant aspects of the ENTRUST training offer.</p>	PRM	By 31 March 2021	Ongoing

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4	<p>Regulations - Guidance Manual</p> <p>68 per cent of satisfaction survey respondents are aware that ENTRUST has a Guidance Manual (2020: 69 per cent). Of these, 72 per cent say they have read it and found it helpful (2020: 71 per cent), while 22 per cent have not read the manual. Just six per cent say they have read the Guidance Manual and it wasn't helpful (2020: 3 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.</p> <p>With this in mind, our Corporate Plan for 2021-2024 set out a commitment 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> <p>We will feed the results from the EB Satisfaction Survey into this consultation to ensure that the consultation explores all relevant aspects of the ENTRUST Guidance Manual.</p>	PRM	31 March 2021	Ongoing

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5	<p>ENTRUST Online (EOL)</p> <p>All EB reporting takes place through EOL, 83 per cent of those who have used EOL in the last year agreed that it makes it easy for them to fulfil their obligations as an EB (2020: 88 per cent). Just four per cent disagreed (2020: 3 per cent).</p> <p>100 per cent of EBs who enrolled with ENTRUST had used the Enrolment 'How to' guide which we provide and 67 per cent agreed that using EOL to submit the enrolment application was simple and straightforward – 11 per cent (1 EB) neither agreed nor disagreed and 22 per cent (2 EBs) disagreed.</p> <p>83 per cent agreed that using EOL to submit a project application was simple and straightforward. No one disagreed with this statement.</p> <p>Since 2020 we have undertaken several developments to improve EOL. Many of these have been instigated through discussions with EBs at the Information and Networking Forum (INF). We will continue to use the INF to understand stakeholder needs and to feed this into an EOL improvement plan. To support this action, we will also undertake a new one-off survey, sent to all EBs, to ascertain their views on EOL and obtain more specific feedback on how EOL might be improved.</p>	Deputy Chief Executive (DCEO) and Communications Manager (CM)	31 March 2021	Ongoing

Action Point	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
6	<p>Communication</p> <p>Across the 2021 EB Satisfaction Survey we have seen either low scores or small decreases to the percentage of respondents agreeing with statements such as:</p> <p><i>The enrolment process was simple and easy to understand. (2021: 67 per cent, 2020: 69 per cent);</i></p> <p><i>The inspection report was clear and easy to understand. (2021: 86 per cent, 2020: 92 per cent);</i></p> <p><i>The process for paying the levy was simple and straightforward. (2021: 72 per cent, 2020: 83 per cent); and</i></p> <p><i>The content of the Form 4 emails was clear and easy to understand. (2021: 84 per cent, 2020: 93 per cent).</i></p> <p>Whilst there is no direct evidence from the survey, anecdotally we know that there have been regular staff or volunteers, familiar with the LCF, who were made redundant or who were furloughed or otherwise not available and we are aware that there have been new people taking on the LCF responsibilities for their EB. We therefore believe that the reduction in some of these responses relating to things being 'clear and simple' or 'easy to understand' may be related to new people, less familiar with the LCF.</p> <p>Although some of these scores remain in excess of 80 per cent, or are based on low sample sizes (e.g enrolment is based on nine EBs – which represents 56 per cent of EBs who received the survey), we consider it is appropriate to undertake an exercise to review this area, in particular to ensure that our processes and the content of the communication we provide to EBs is clear and easy to follow, for all stakeholders, whether new to the LCF or covering someone else's role.</p>	All Managers, led by CM	31 March 2021	Ongoing

Action Point	Issues Identified & Action taken	Responsible Officer	Target Date	Completed
7	<p>Finance</p> <p>25 EBs responded to the survey to say they had paid the ENTRUST levy since 1 April 2021. We only ask one question about paying the ENTRUST levy:</p> <p>The process for paying the levy is simple and straightforward' (2021: 72 per cent, 2020: 83 per cent).</p> <p>ENTRUST's finance department will review the levy payment process and all related documents, including the text on the levy invoice to ensure that stakeholders have all the relevant information and support required to pay the ENTRUST levy.</p>	Finance Manager/CM	31 December 2021	Ongoing