



## **2021 Environmental Body Satisfaction Survey**

### **Charts**

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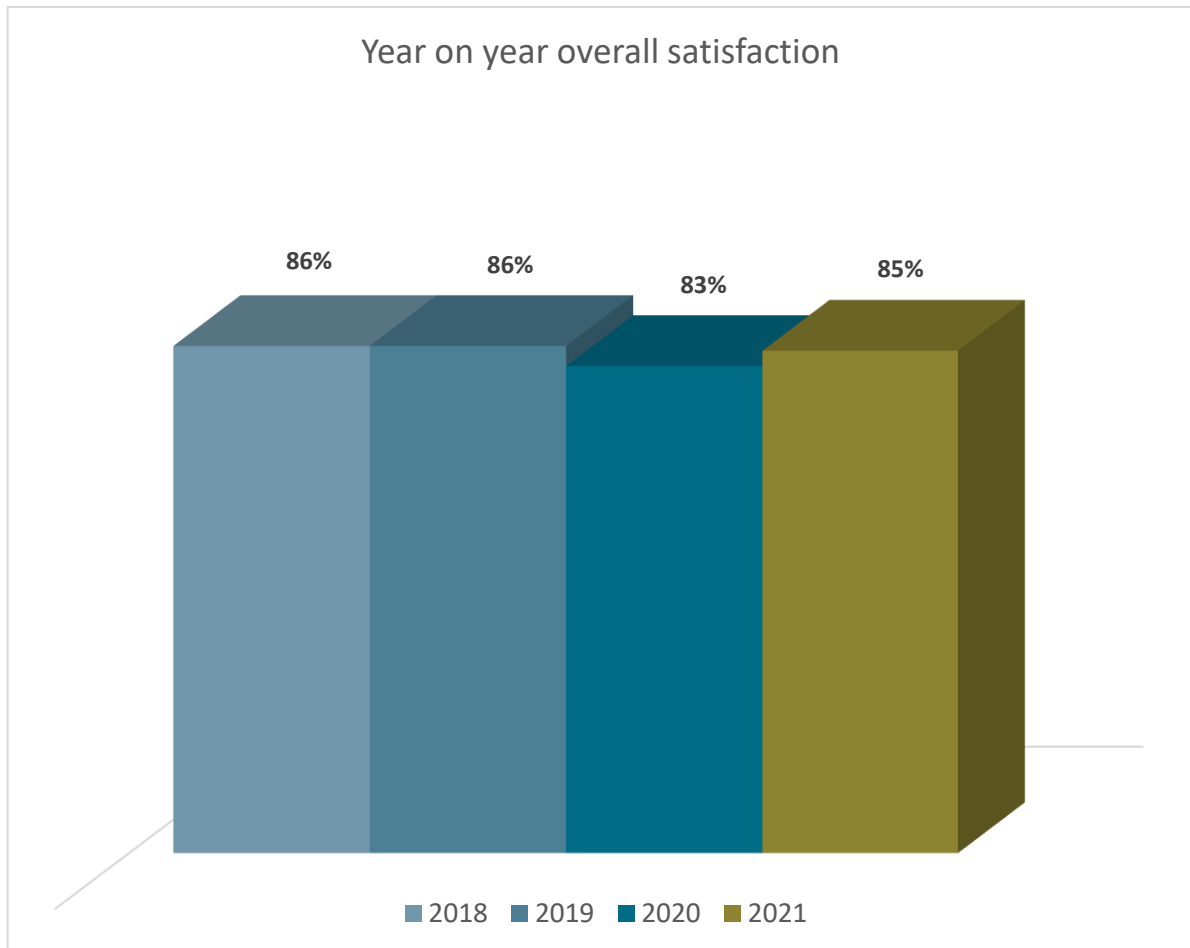
## 1. Introduction

- 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 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.
- 1.3 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 2021 we considered it appropriate to make the following changes to the survey questions:
  - We updated the set of questions introduced in 2020 to obtain feedback from our stakeholders on how they perceive we have handled providing guidance and information during the COVID-19 pandemic; and
  - We removed the questions about EB Enrolment, following the introduction of a separate EB Enrolment survey which is now sent to all EBs after they have enrolled with ENTRUST.
- 1.4 The survey included a total of 71 questions (a reduction from the 82 questions included in the 2020 survey). 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 2021 was around 7 – a reduction from the 11 minutes spent in 2020.
- 1.5 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.**

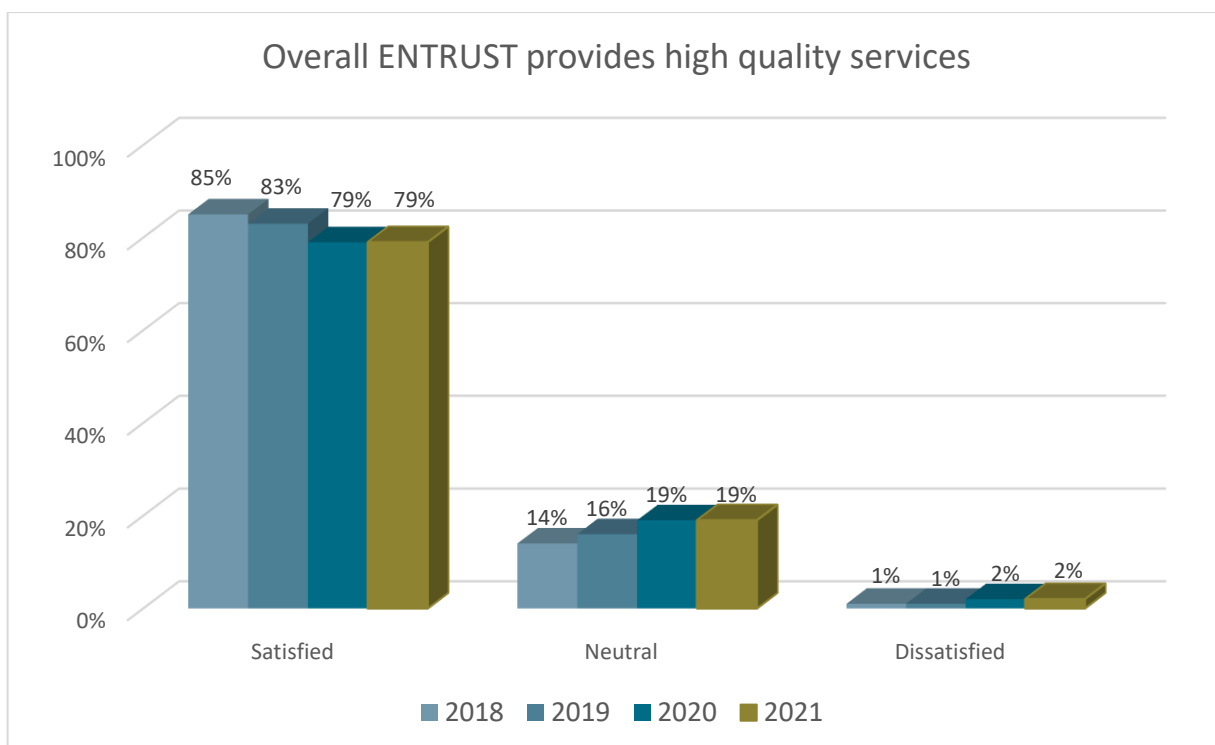
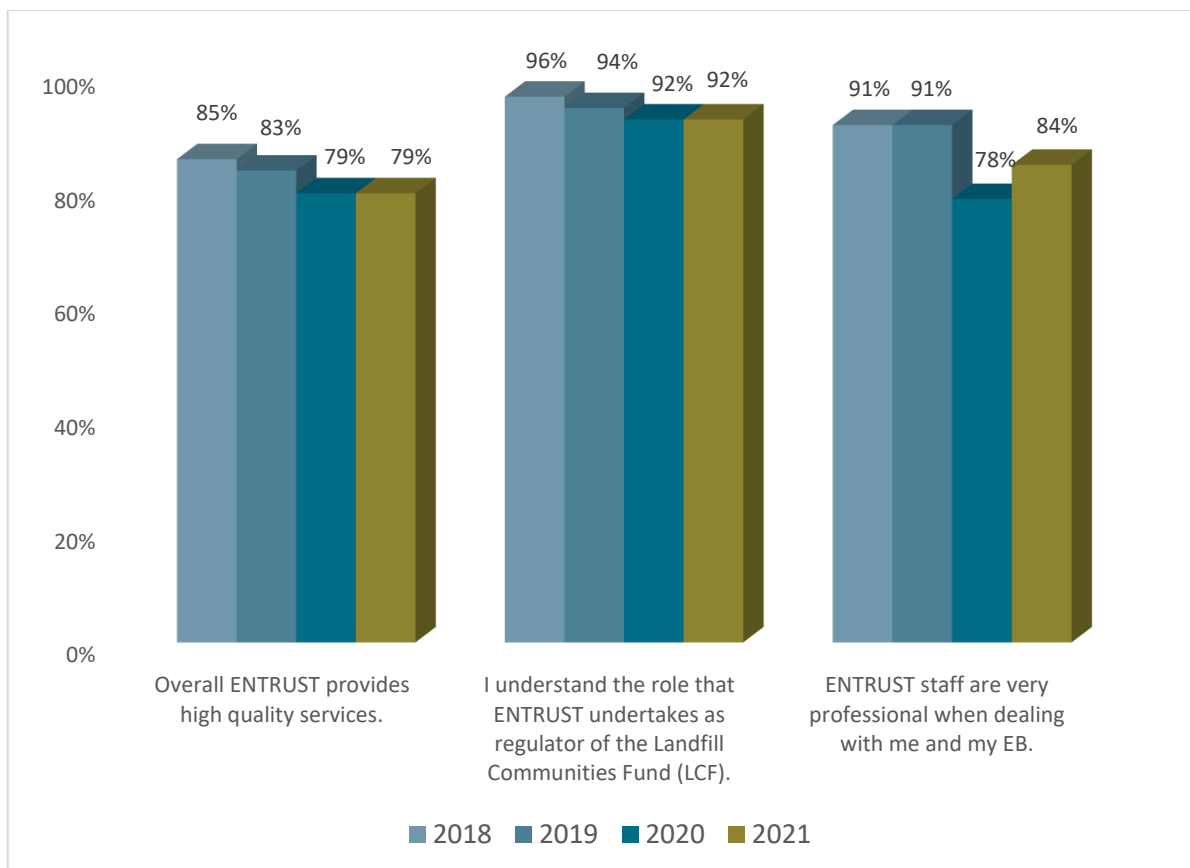
## 2. Overall satisfaction

2.1 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). Neutral scores are calculated from those who responded with a rating of 3 (neither agree nor disagree). Dissatisfaction scores are calculated from those who responded with a rating 2 (disagree) or 1 (strongly disagree):

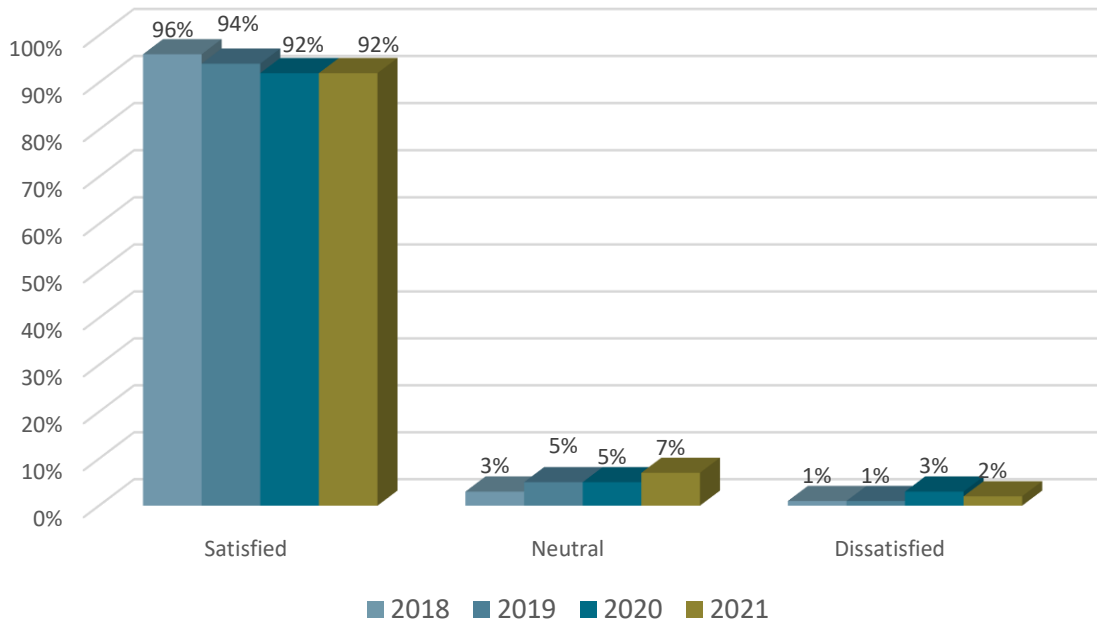


### 3. ENTRUST as the regulator of the Landfill Communities Fund (LCF)

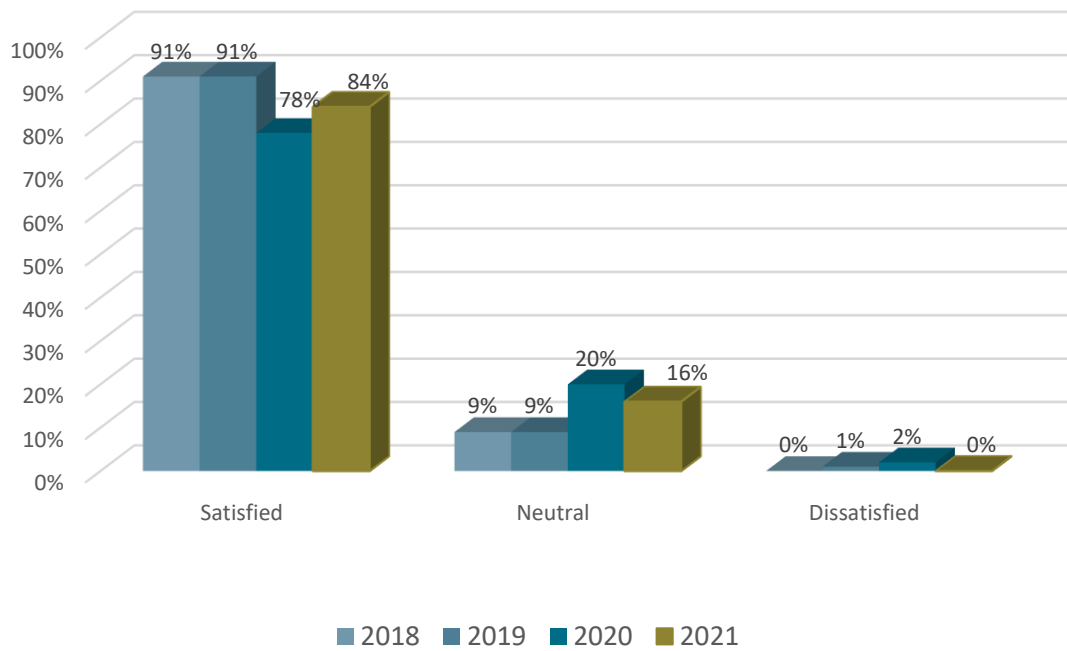
3.1 This section is comprised of three questions which were first asked in 2013, with the aim of obtaining EBs' views on our performance and the quality of our services. Only respondents from EBs who had worked with us, contacted us or accessed our services within the last year were directed to provide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



### I understand the role that ENTRUST undertakes as the regulator of the LCF

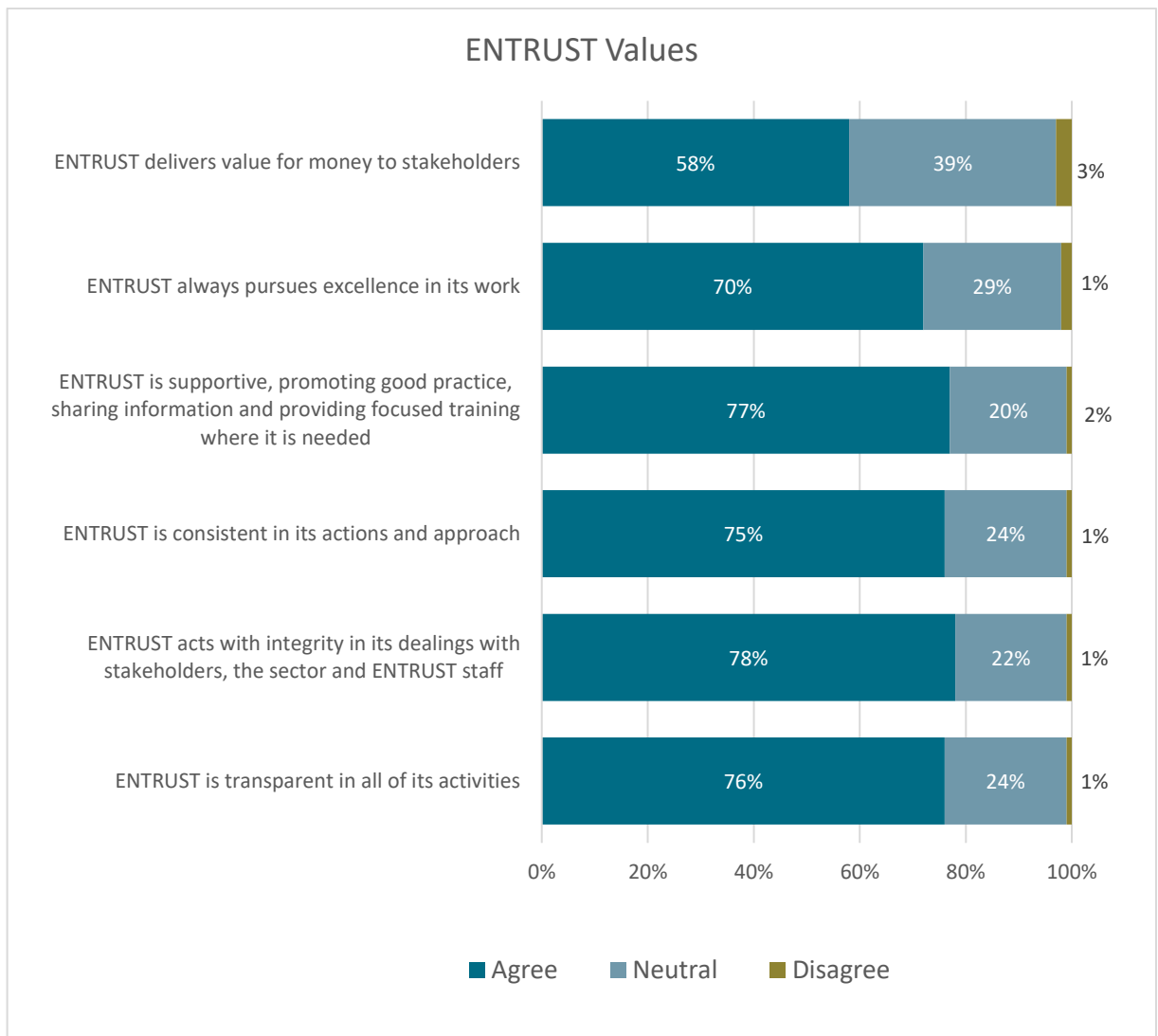


### ENTRUST staff are very professional when dealing with me and my EB

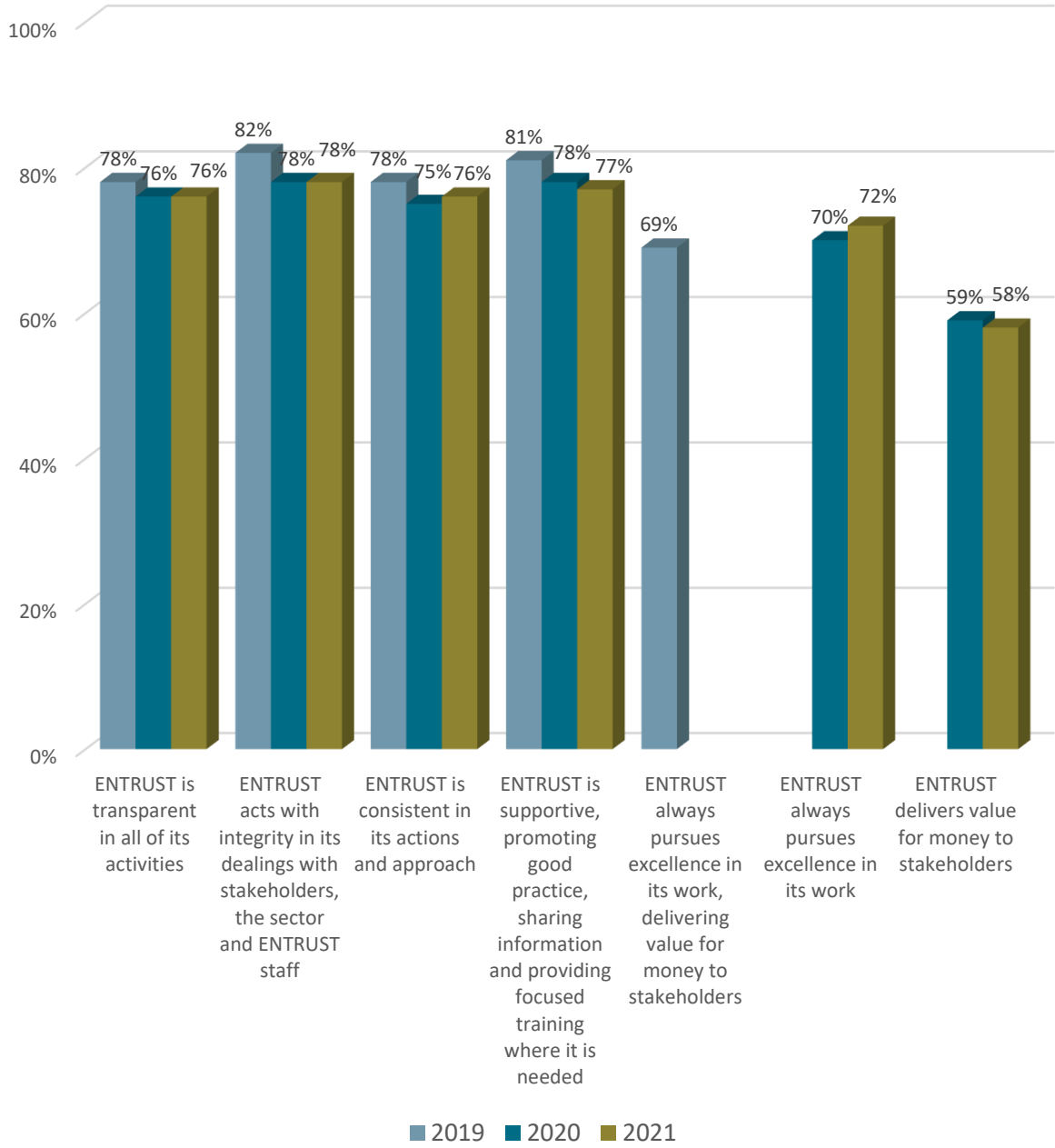


## 4. ENTRUST's values

4.1 In 2018 ENTRUST introduced a new question section to assess how well our stakeholders agree that we uphold and adhere to the ENTRUST company values:



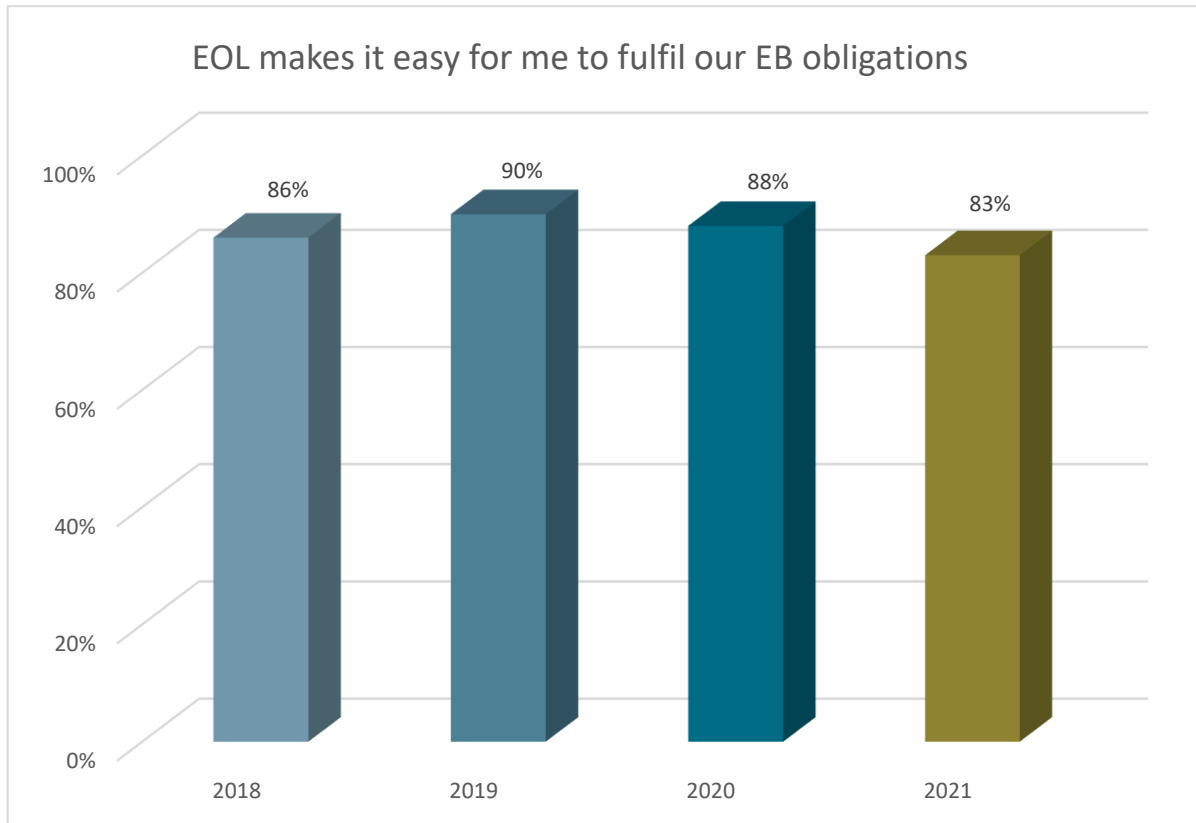
### ENTRUST Values - year on year





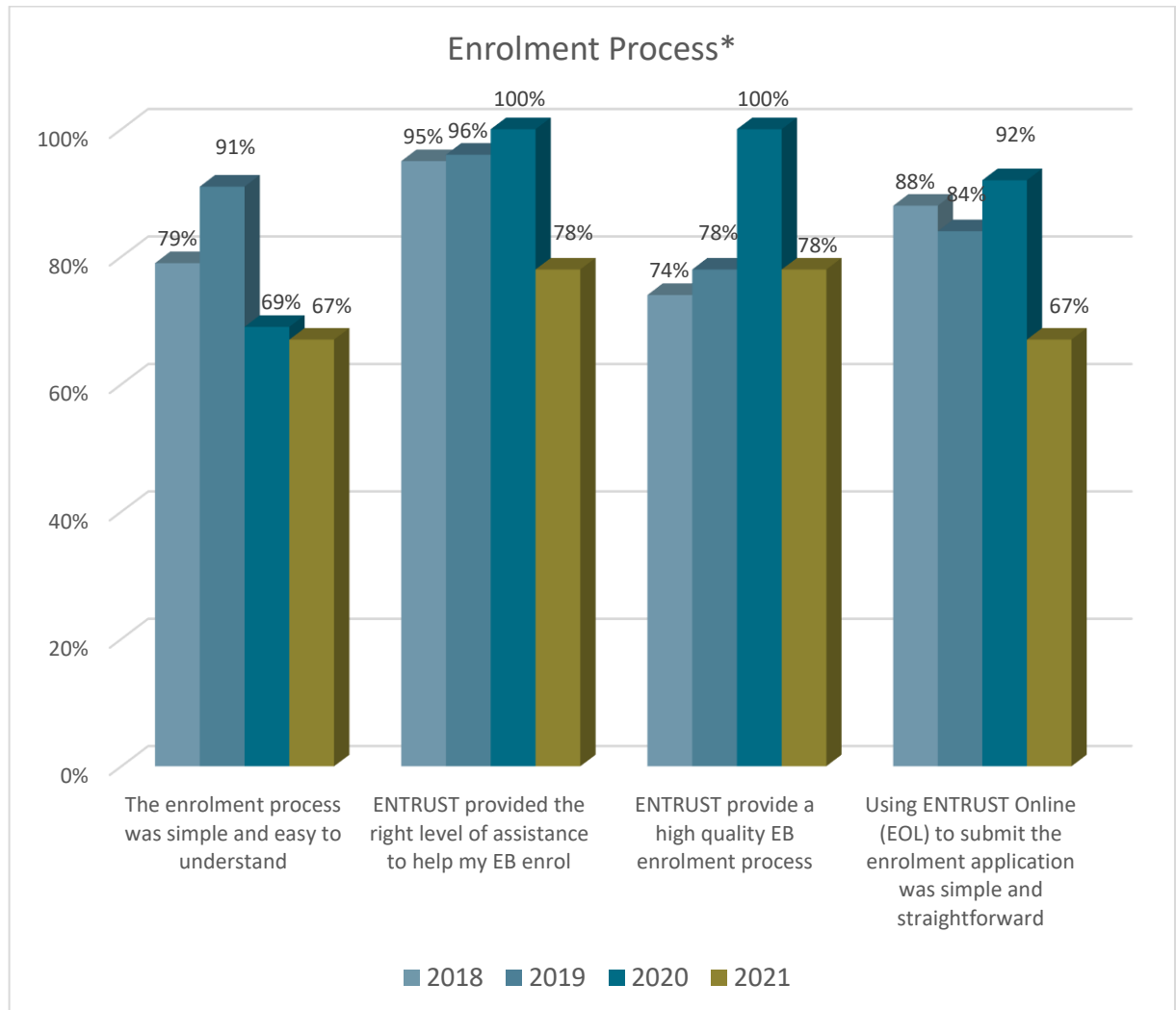
## 5. ENTRUST's systems

5.1 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 2020 and March 2021 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)

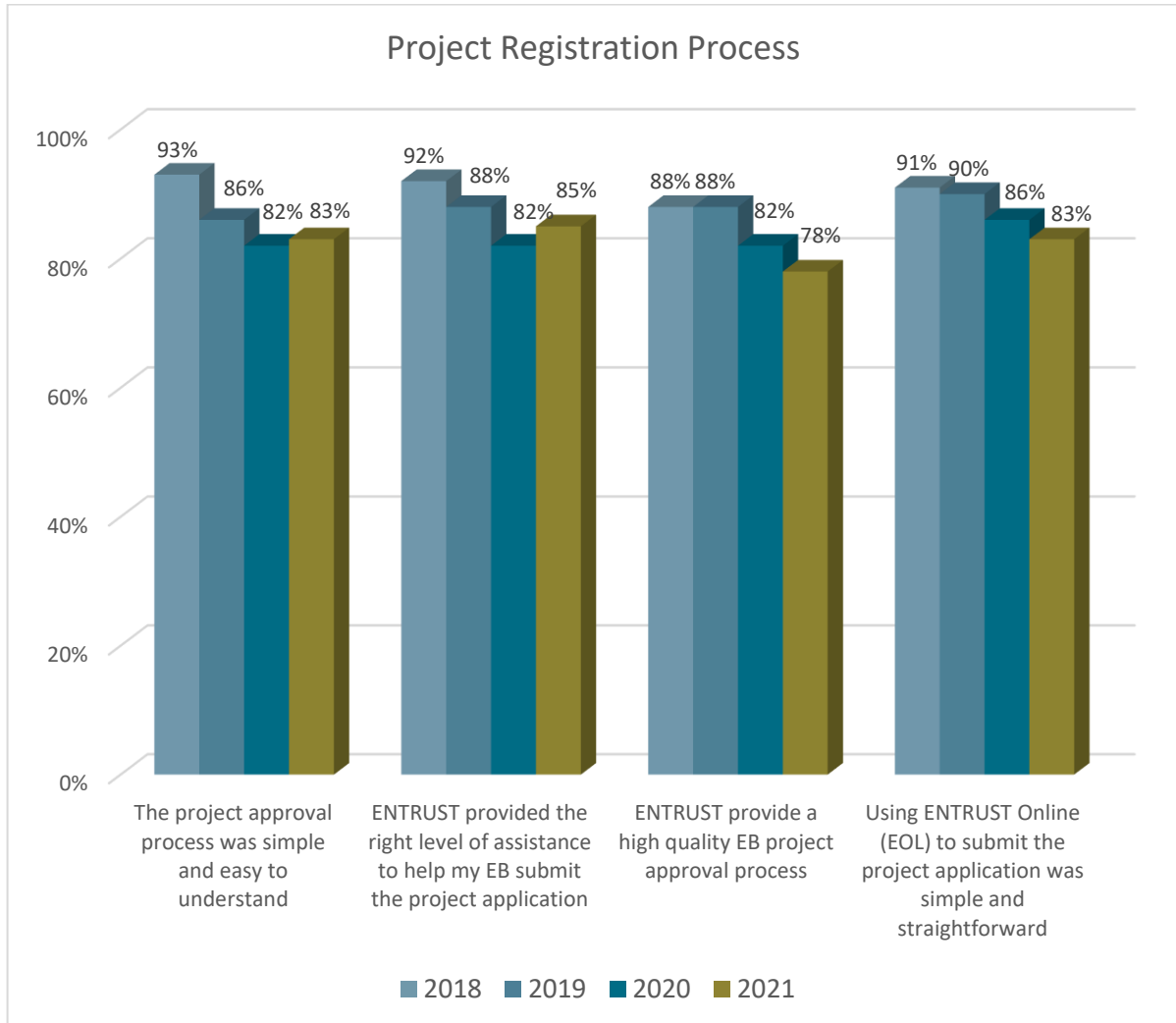
This section aims to establish EBs' views on the enrolment process including simplicity, ease of understanding and levels of support offered by us. It also asks EBs whether using EOL to submit the enrolment application was simple and straightforward. Responses were restricted to those who had enrolled on or after 1 April 2020:



\* Caution should be considered due to a sample of just 9 for these statements

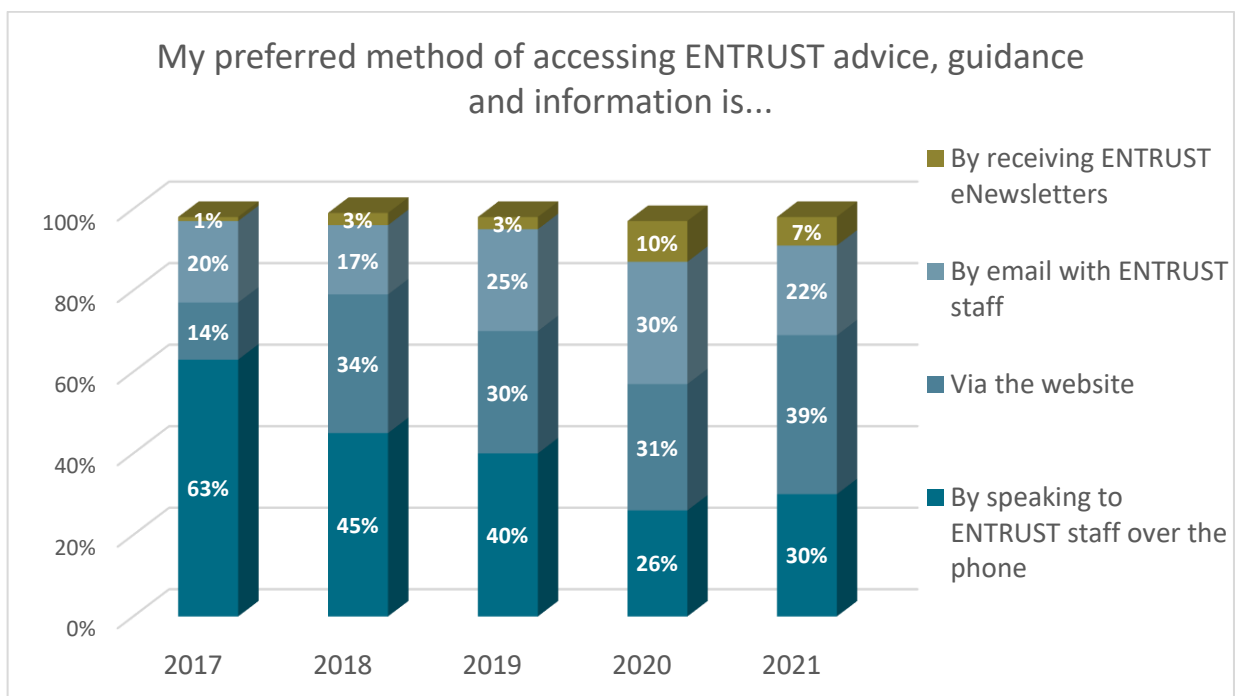
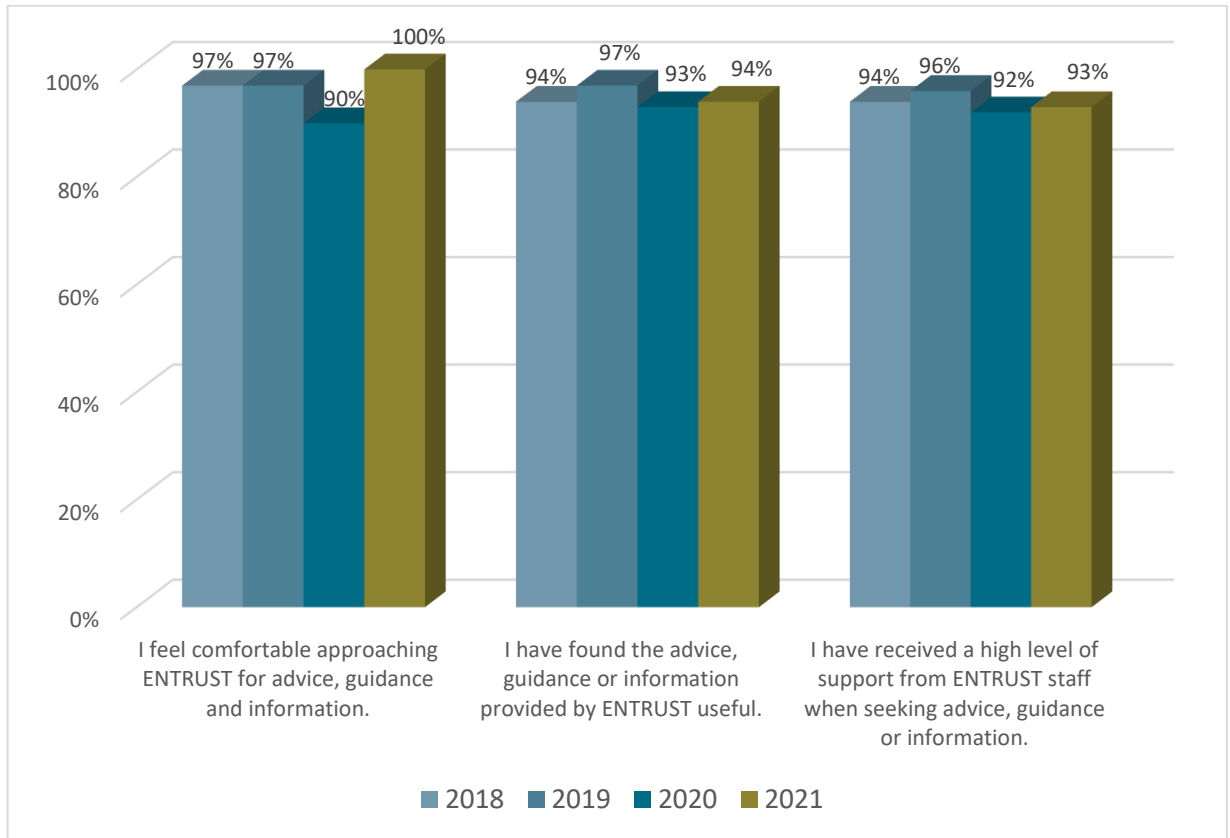
## 7. Obtaining project approval

7.1 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 2020:



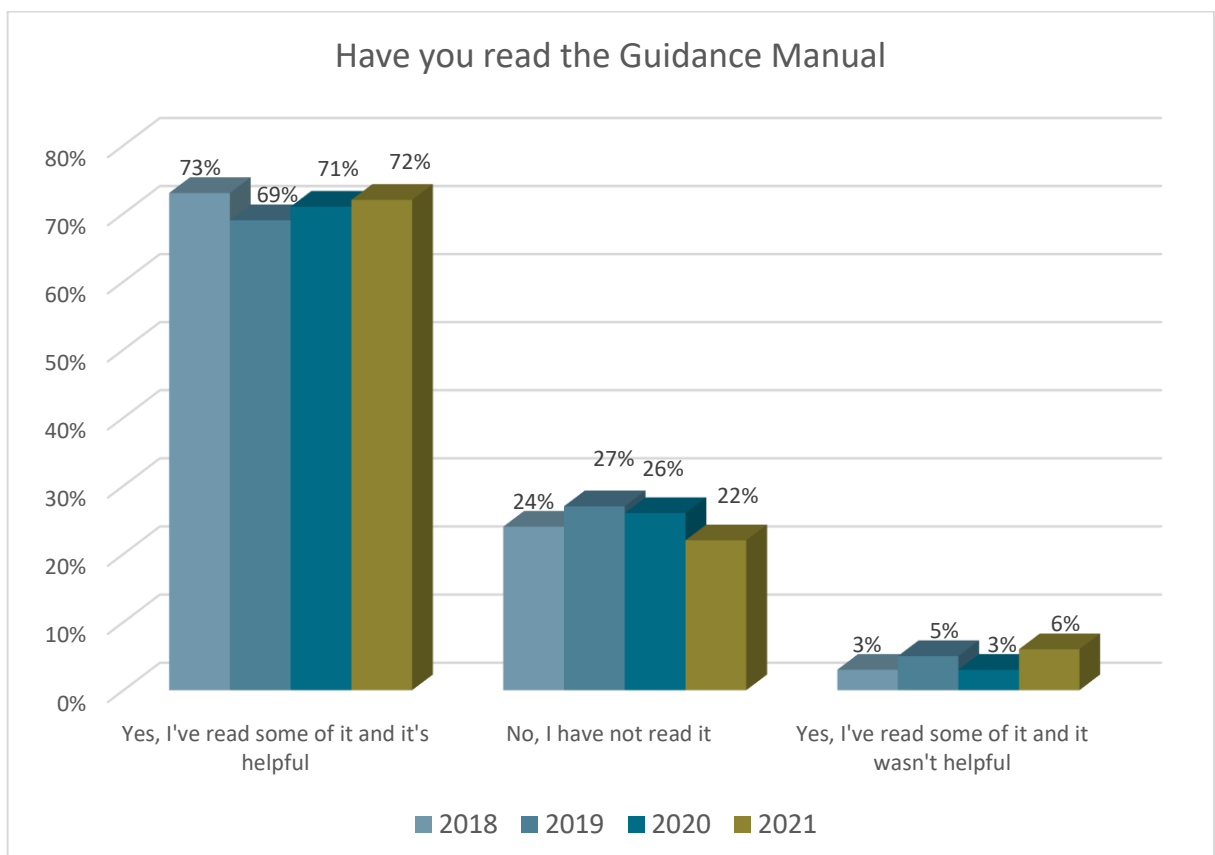
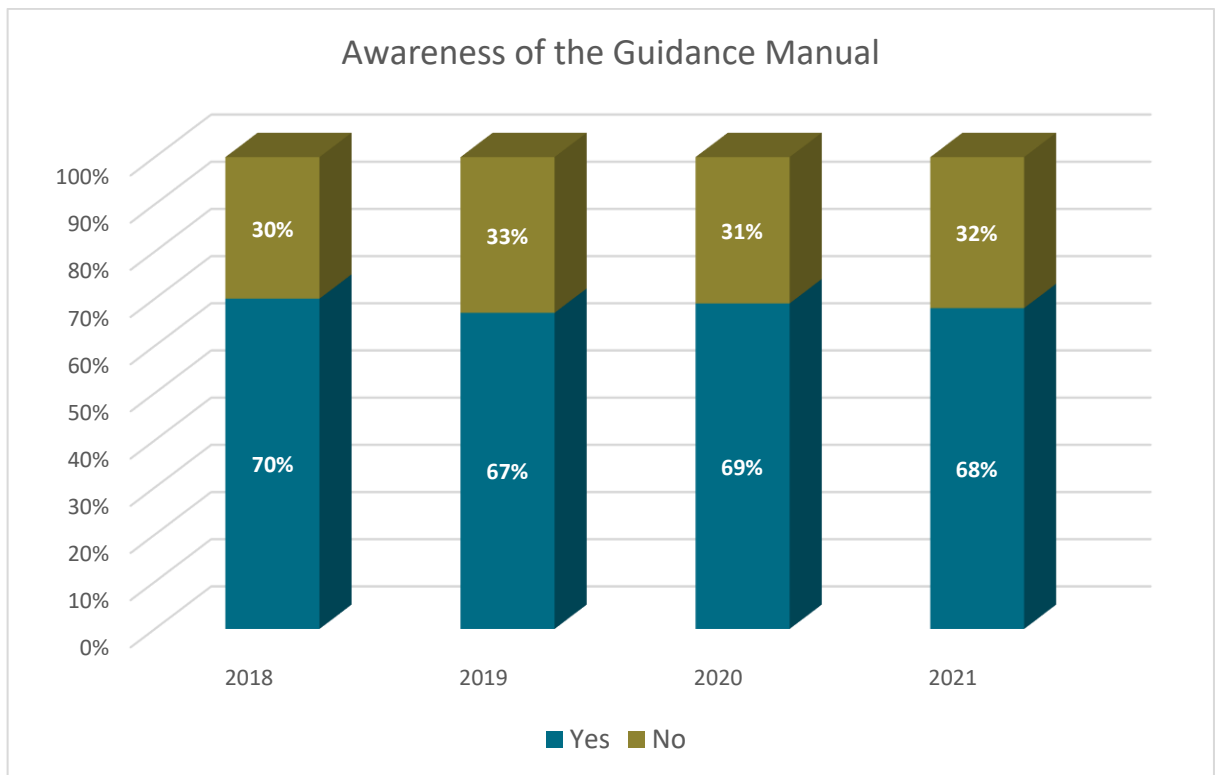
## 8. Understanding the Regulations

8.1 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:



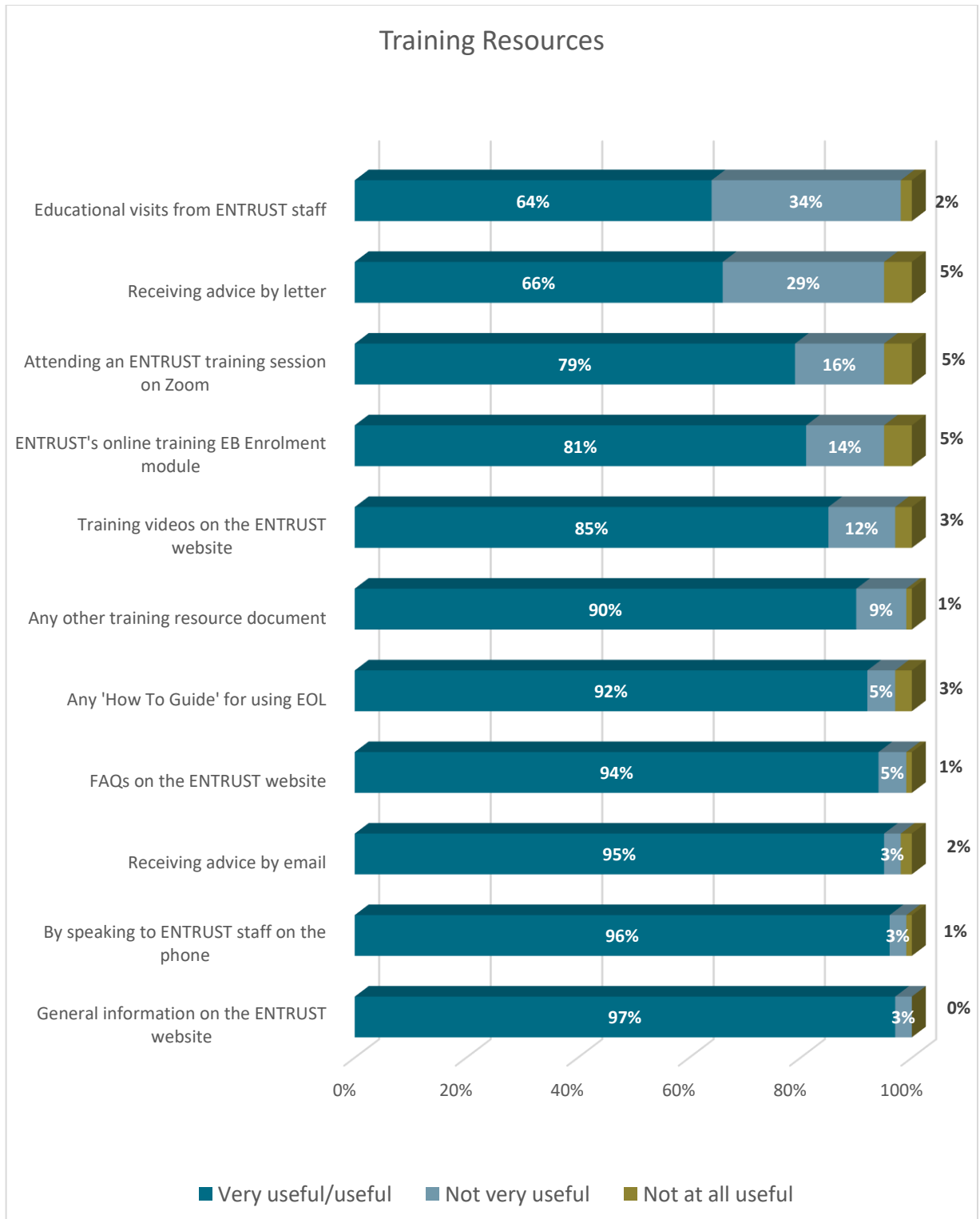
## 9. ENTRUST's Guidance Manual

9.1 Following a comprehensive review of the Guidance Manual in 2016, we continue to include questions about the Guidance Manual in the EB Satisfaction Survey:



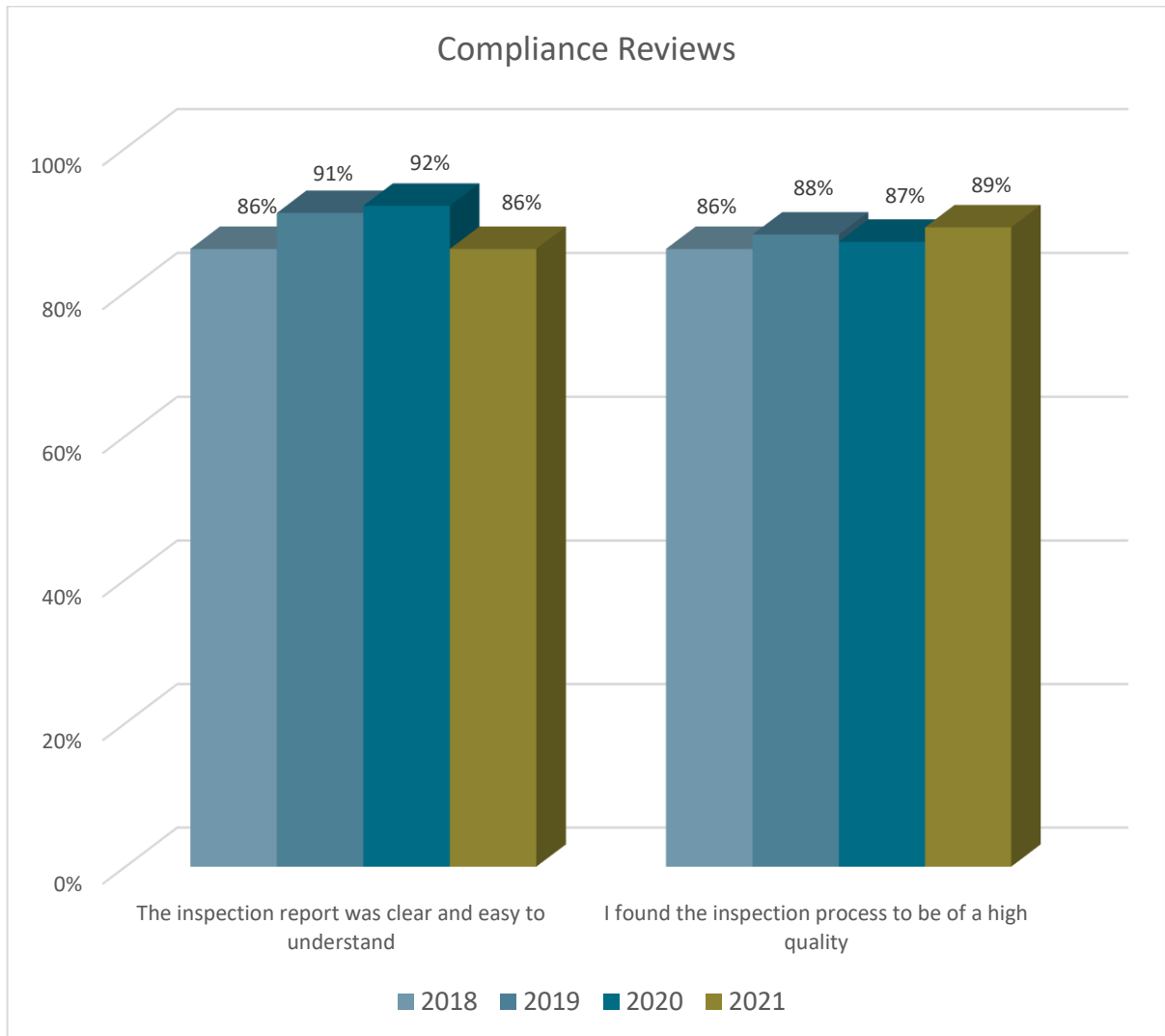
## 10. Environmental Body (EB) training

10.1 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':



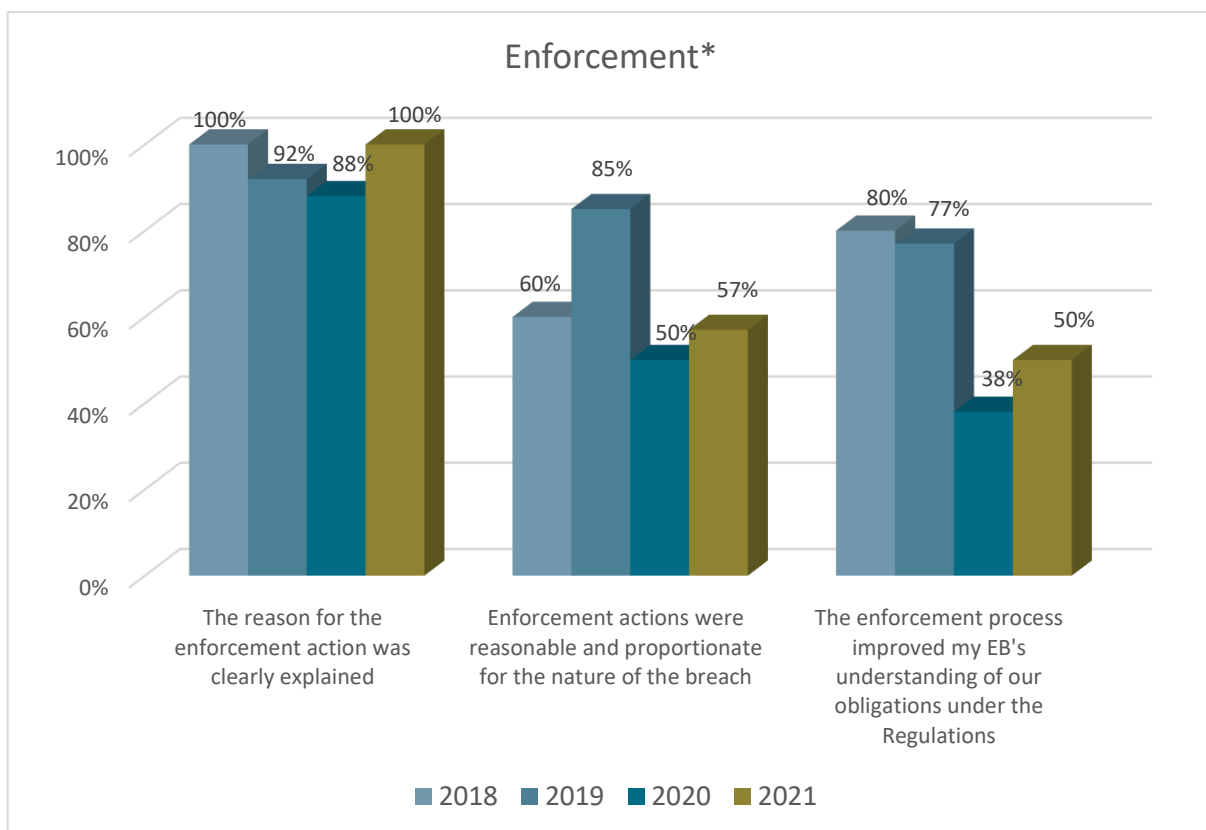
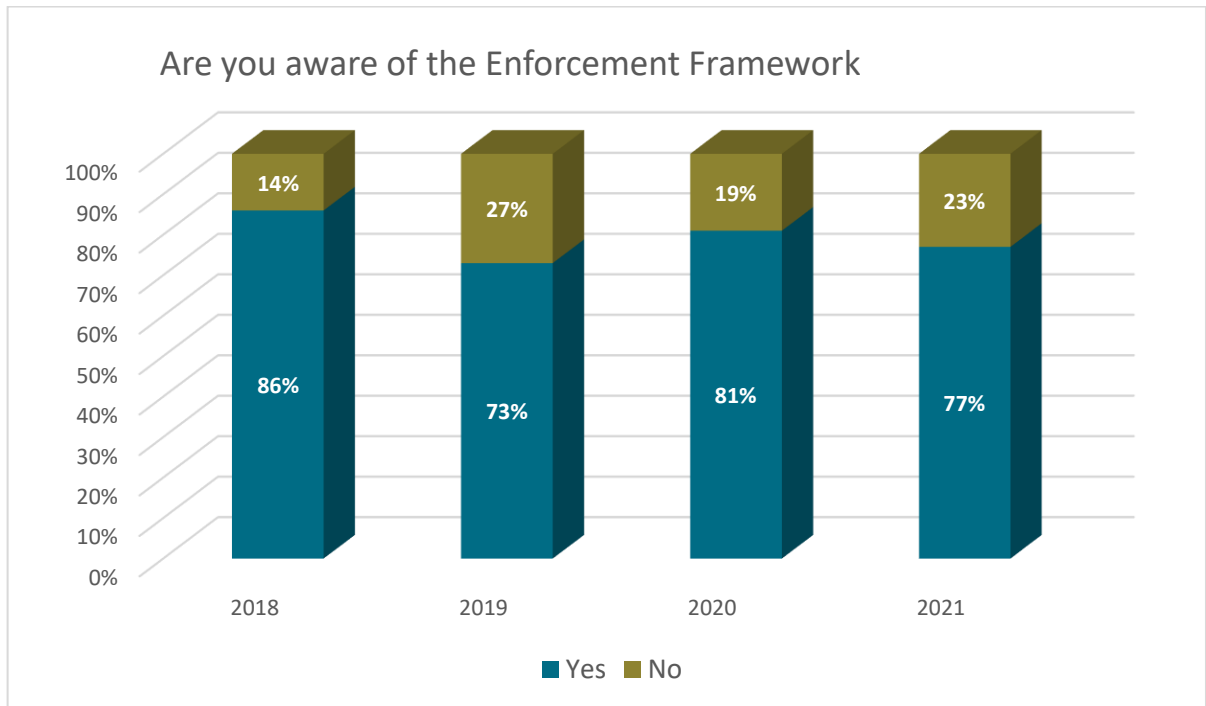
## 11. Compliance reviews

11.1 The purpose of this section was to assess EBs' views on the inspection process and the level of service provided by ENTRUST's compliance department. Only those EBs who had been subject to a review since 1 April 2020 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 2020. Additionally, in the 2016 Satisfaction Survey we introduced a new question to assess awareness of ENTRUST's enforcement framework:

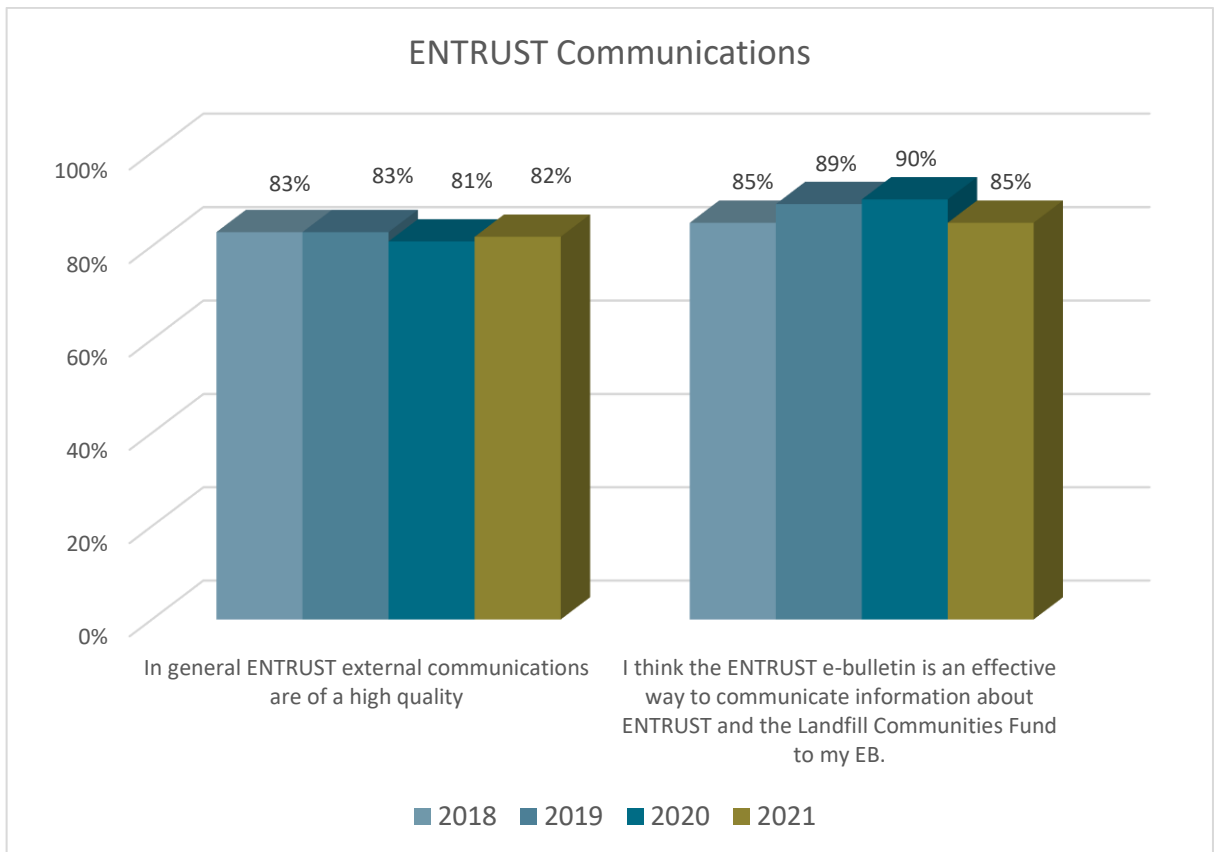
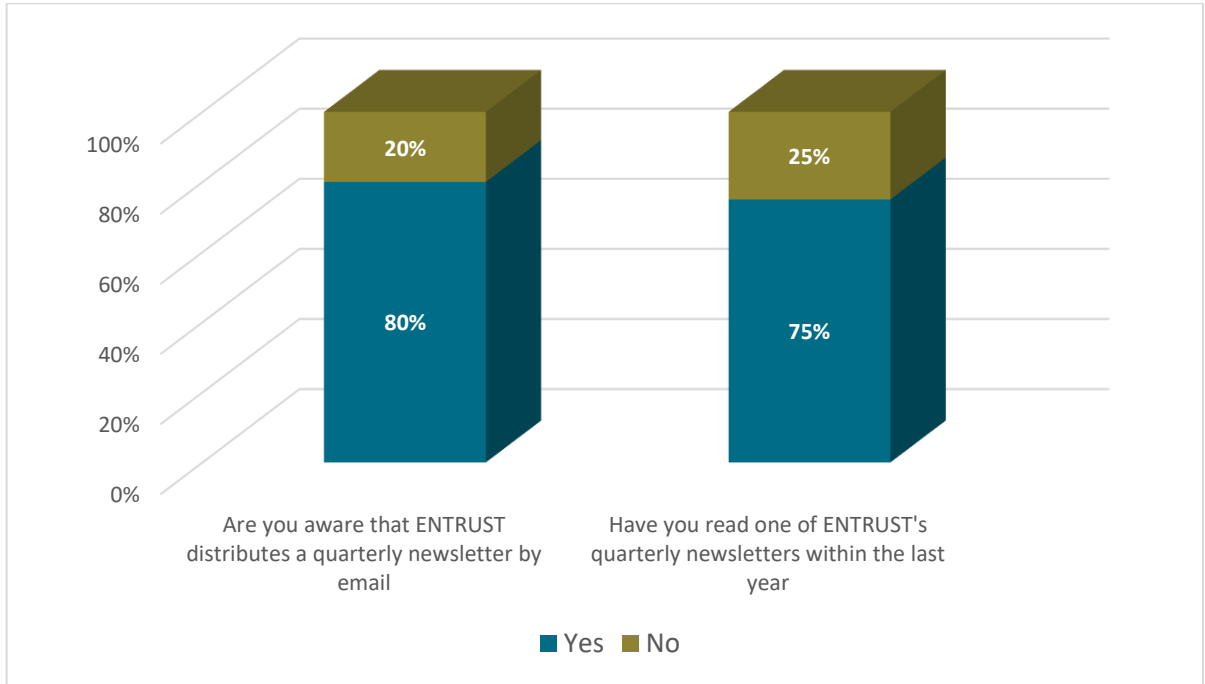


\* Caution should be considered due to a sample of just 14 for these statements



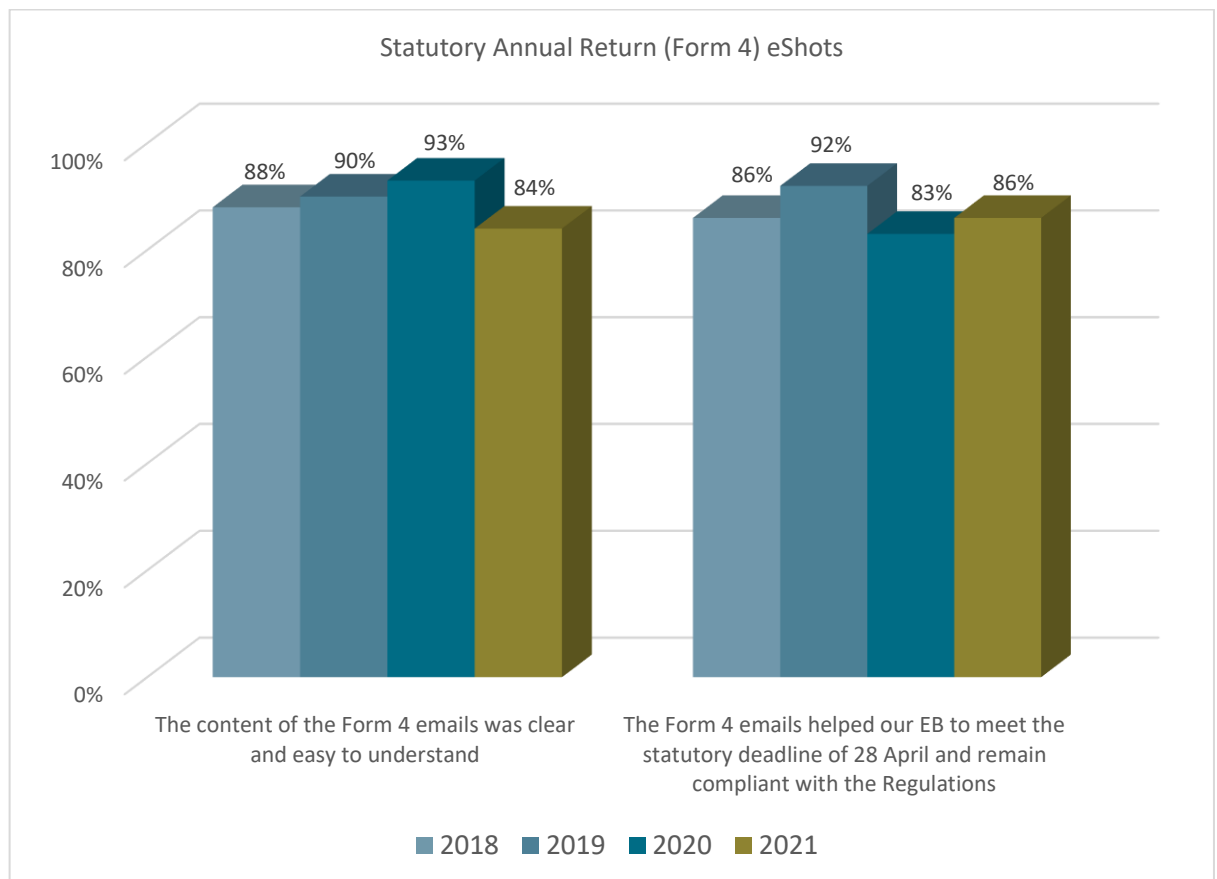
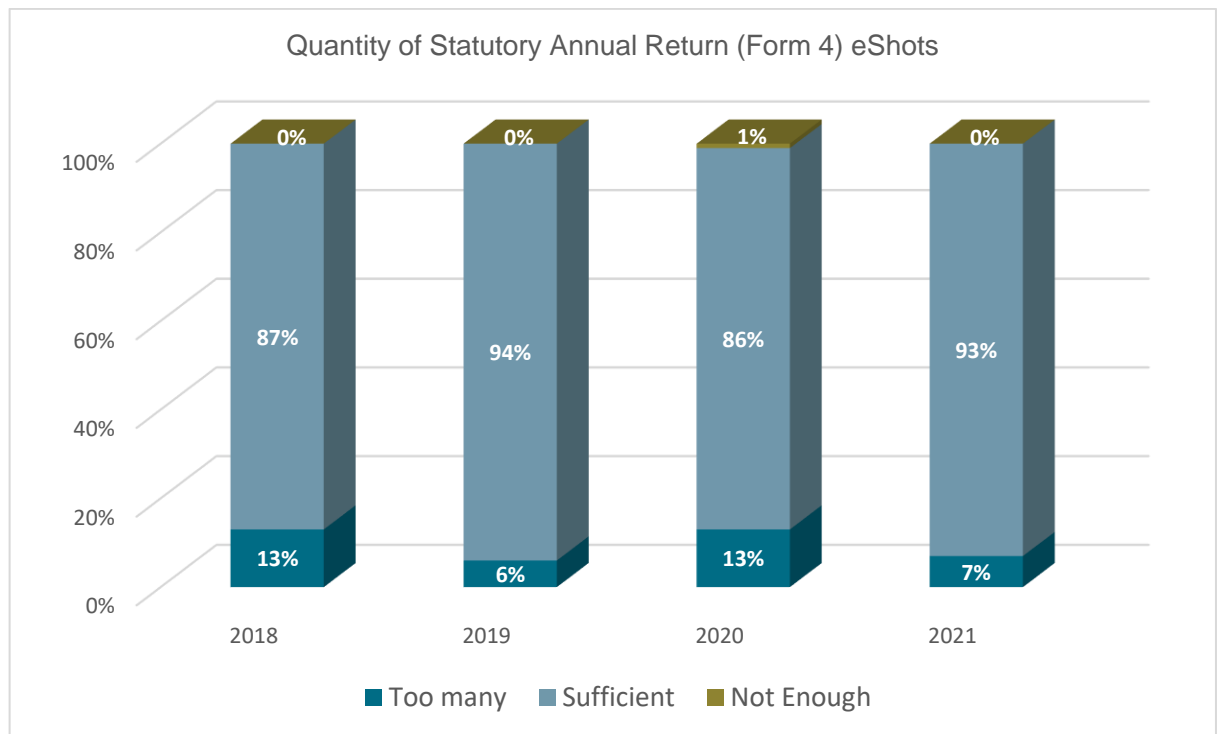
### 13. ENTRUST’S quarterly eNewsletter and communications

13.1 We ask three questions to ascertain EBs’ awareness of our eNewsletter 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:



## 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:



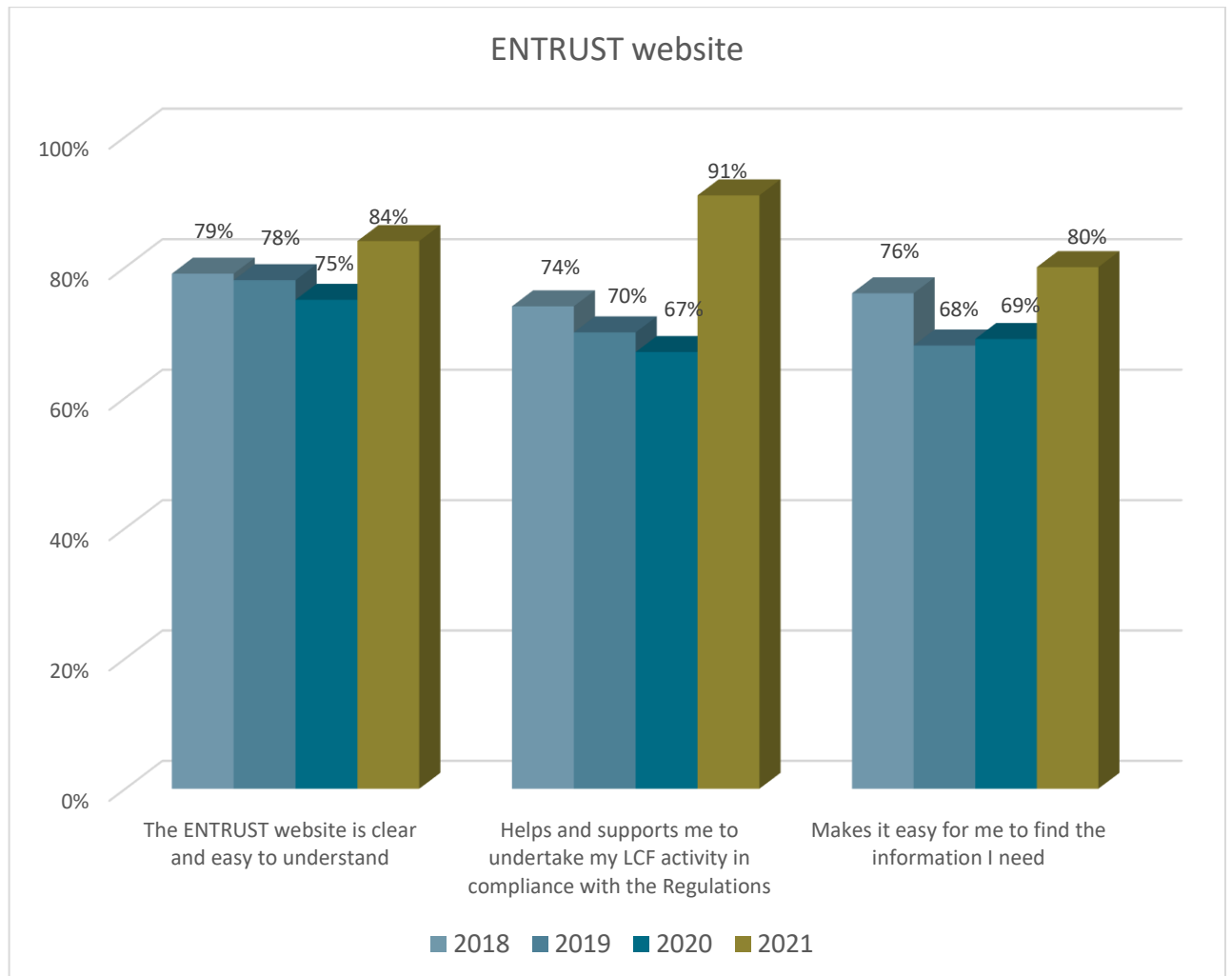
## 15. ENTRUST website

15.1 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.

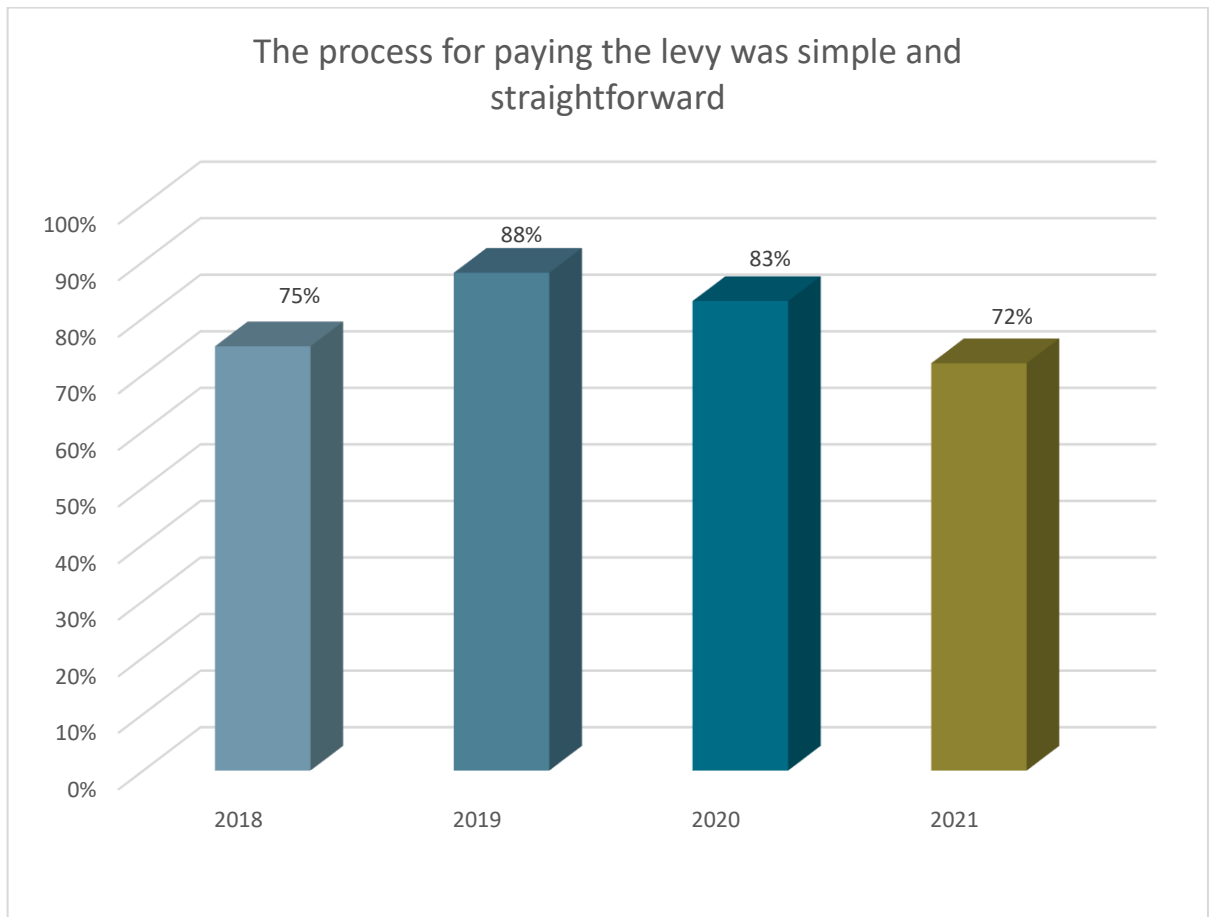
In 2021 we updated the questions about the ENTRUST website to include a filter question to check that respondents actually use the ENTRUST website before we asked questions relating to the content. This brings these questions in line with the rest of the survey which ensure respondents use the service before obtaining their responses.

As the question methodology has changed (by removing people who don't use the ENTRUST website) a direct year on year comparison with previous years is not possible and is only included for reference purposes.



## 16. Finance

16.1 The purpose of this section is to obtain the views of those EBs who have paid a levy fee since 1 April 2020:



## 17. ENTRUST's response to COVID-19

17.1 In 2020 we introduced a new set of questions to assess how stakeholders felt we had handled providing guidance and information during the pandemic.

We asked EBs whether contacting ENTRUST during lockdown/the COVID-19 period had been affected:

During the pandemic contacting ENTRUST has been...	2020	2021
Easier than usual	4%	5%
Neither easier nor harder than usual	42%	58%
Harder than usual	1%	3%
Not tried to contact ENTRUST during the lockdown period	53%	34%

