



2021 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 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;
 - We updated the questions about the ENTRUST website to ensure only those who actually use the ENTRUST website answered questions about it; 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.

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 24 May 2021 and invited to complete the survey. The survey was also prominently featured on our website, through our Twitter feed and in our eNewsletter. Two reminders were sent to EBs on 14 and 28 June 2021.

3. Summary of the findings

3.1 In 2021 we received 199 responses to the EB Satisfaction Survey. This was an increase on the 2020 sample size (158 responses) which was impacted by the first COVID-19 lockdown. It was also the second highest response rate in the past five years (2019: 209 responses, 2018: 179 responses, 2017: 164 responses), this is despite the closure of the scheme in Scotland and Wales.

3.2 The overall level of satisfaction reported for 2021 was **85 per cent**, which was an increase on the 2020 satisfaction score of 83 per cent and just one percentage point below the score recorded for 2019, 2018 and 2017 (86 per cent). 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 2020 were able to provide a response.

3.4 Whilst all three core satisfaction measures remain high, and either remain the same or above the 2020 scores, they remain slightly below to the percentage of respondents agreeing with them prior to 2020. However, this was supported by 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' (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).

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. 46 respondents (23 per cent of the sample) left additional, open ended feedback. Of these, 17 respondents requested a response to their feedback and provided their contact details. All responses were completed by 30 July 2021.

4.2 Overall it was pleasing to note that feedback was positive regarding the services ENTRUST offer, in particular relating to ENTRUST staff and the continuation of services during the COVID-19 pandemic.

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