

# EB satisfaction survey key findings and action plan

January 2014



Action Point	Issue Identified & Action to be taken	Responsible Officer	Target for Completion
1	<p><b>Consolidation of our EB Guidance Manual</b></p> <p>EBs have indicated that our Guidance Manual is not comprehensive or easy to understand.</p> <ul style="list-style-type: none"> <li>The EB Guidance Manual and subsequent free standing updates that have been issued previously will be consolidated, revised and reissued into one document.</li> <li>Overly technical language will be avoided and diagrams and illustrative examples will be used where appropriate.</li> <li>Any changes to guidance outstanding from the 2012 Action Plan will be part of this update.</li> <li>From 1 April 2014 any specific guidance updates issued to EBs will be incorporated into the full guidance manual within one week of issue.</li> </ul>	Regulations Manager	<ul style="list-style-type: none"> <li>31 March 2014</li> </ul>
2	<p><b>Improving the enrolment and registration process</b></p> <p>EBs have indicated that the EB enrolment and project registration processes are complicated and not easily understood.</p> <ul style="list-style-type: none"> <li>In response to the 2012 survey results, the Senior Registrar carried out an analysis of enrolment issues experienced by EBs.</li> <li>This analysis will feed into the Registrations process review which commenced in October 2013 in order to identify improvements to the enrolment and project registration processes.</li> <li>As part of this review, options for improving support offered to EBs will be considered, including the development of enrolment specific guidance in conjunction with our Regulations Team,</li> <li>Continual improvement in these areas will then be facilitated by ongoing Quality Assurance Reviews carried out by the Quality Assurance &amp; Performance Officer as part of the routine operation of the Quality Management System, with the first review scheduled for February 2014,</li> <li>Potential amendments and simplifications to the project registration forms will be covered as part of the Value for Money consultation to be published by the end of December 2013.</li> <li>Responsibility for training has now been transferred to the Registrations Team to facilitate a greater focus on identifying EB's training needs and 'coaching to compliance' from pre-enrolment onwards.</li> </ul>	Senior Registrar	<ul style="list-style-type: none"> <li>31 March 2014</li> <li>28 February 2014</li> <li>COMPLETED - December 2013</li> </ul>

3	<p><b>Improving the enforcement process</b></p> <p>EBs have told us that they sometimes do not understand the reasons for our enforcement action and that our explanations are not always clear.</p> <ul style="list-style-type: none"> <li>We will consider the findings and comments from the survey and feed these into the enforcement process review, which commenced in September 2013, in order to identify improvements to the enforcement process.</li> <li>We will review our guidance manual in relation to our enforcement process to make sure that it clearly reflects our process.</li> <li>We use a standard letter for Advice and Guidance, Warning and Enforcement stages of our current process. We will review the text of these letters to ensure they are clear and understandable.</li> </ul>	Enforcement Manager	<ul style="list-style-type: none"> <li>• 31 March 2014</li> <li>• 31 March 2014</li> <li>• COMPLETED - January 2014</li> </ul>
4	<p><b>Improving our systems</b></p> <p>Stakeholders have indicated that our current website is difficult to navigate and that it is hard to locate information. Also, there is an indication that some users find EOL does not help to reduce their administrative burden and at times they have found it difficult to complete forms due to a lack of clarity regarding the data entry format requirements.</p> <ul style="list-style-type: none"> <li>We will launch our new website which has been comprehensively redesigned in order to address these issues and significantly enhance user experience. This will include a revised 'About Us' section designed specifically to communicate our purpose and role in a way which is clear and easily understood.</li> <li>EOL is not the only tool that EBs use in their administration of the LCF but having been in operation for two years, a review of the way the system prompts and guides users at each data entry point will be undertaken, taking into account the views of EBs in this area.</li> <li>To support the enrolment process we will set up a separate bank account that will allow EBs to make the payment of their enrolment fee through the use of BACS or internet banking.</li> </ul>	Head of Finance	<ul style="list-style-type: none"> <li>• COMPLETED - December 2013</li> <li>• 31 March 2014</li> <li>• COMPLETED - December 2013</li> </ul>
5	<p><b>Improving our e-bulletin</b></p> <p>Satisfaction levels with our e-bulletin have declined over the past year, although generally stakeholders feel it is a good way of communicating information about ENTRUST and the LCF.</p> <ul style="list-style-type: none"> <li>Following the appointment of our new Communications Manager a new quarterly e-bulletin has been launched written specifically for EBs, including case studies on projects completed as a result of LCF funding.</li> </ul>	Communications Manager	<ul style="list-style-type: none"> <li>• COMPLETED - August 2013</li> </ul>

<p><b>6</b></p>	<p><b>Facilitate networking events for EBs</b></p> <p>As part of our 2012 Survey Action Plan in October 2012 we ran our first regional networking event for EBs, however further events have not yet been planned.</p> <ul style="list-style-type: none"> <li>• Our Communications Manager is working with the Senior Registrar, as part of the review of EB training, to incorporate networking and training into a new programme of EB events for 2014/2015.</li> </ul>	<p>Communications Manager/ Senior Registrar</p>	<ul style="list-style-type: none"> <li>• 31 March 2014</li> </ul>
<p><b>7</b></p>	<p><b>Improving the EB satisfaction survey</b></p> <p>A number of improvements to the survey were identified through the analysis of the survey results.</p> <ul style="list-style-type: none"> <li>• We will implement a revised schedule for completion of next year's survey including publication in June to allow the complete analysis of results to be considered by the September Board.</li> <li>• This will allow the resultant action plan to feed into the draft Corporate Plan.</li> <li>• We will include an optional 'EB details' section in future surveys to allow results to be analysed further.</li> </ul>	<p>Quality Assurance &amp; Performance Officer</p>	<ul style="list-style-type: none"> <li>• 30 April 2014</li> </ul>
<p><b>8</b></p>	<p><b>Improving the EB satisfaction survey response rates</b></p> <p>Response rates for the 2013 survey were significantly lower than for the 2012 survey.</p> <ul style="list-style-type: none"> <li>• In order to improve response rates in the 2014 survey we will reduce the estimated time taken to complete the survey by removing questions which focus on 'good' and 'satisfactory' levels of service and rationalising questions which require written suggestions.</li> <li>• We will develop a coherent plan for publishing the survey and issuing targeted reminders to EBs.</li> </ul>	<p>Quality Assurance &amp; Performance Officer/ Communications Manager</p>	<ul style="list-style-type: none"> <li>• 30 April 2014</li> </ul>