

2013 Environmental Body Satisfaction Survey

Charts

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1. Introduction

We conduct our stakeholder satisfaction survey every year to give Environmental Bodies an opportunity to provide us with feedback, thoughts and opinions on the quality and performance of the services we provide.

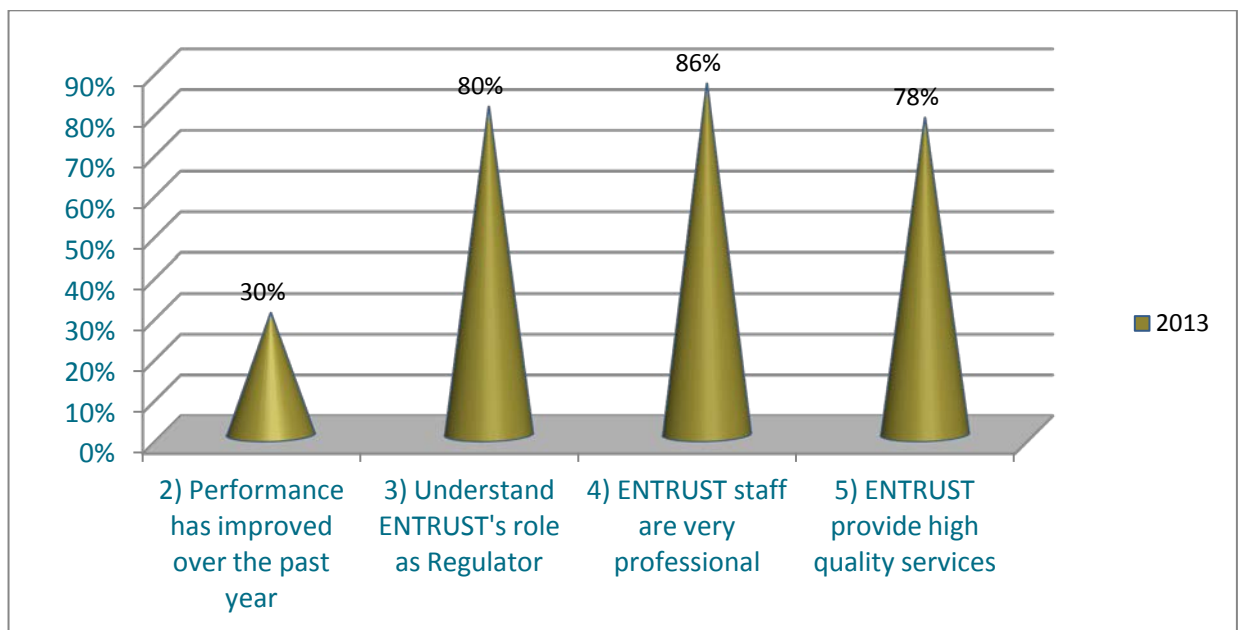
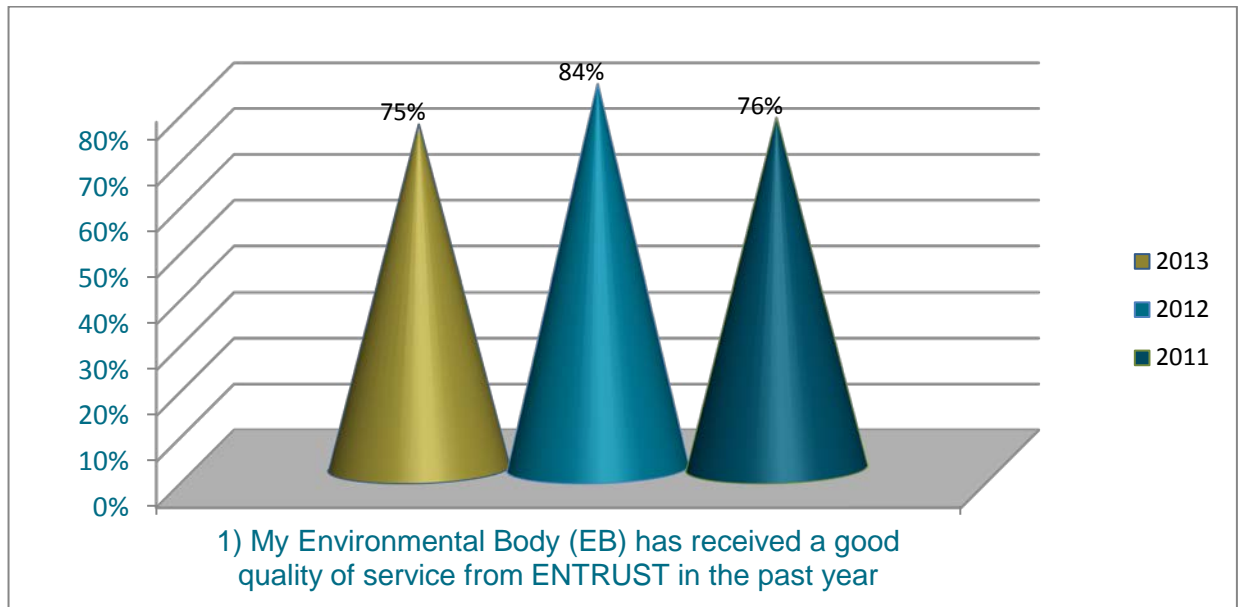
This year we made some changes to the survey to reduce its length and to ensure we were asking the right questions in the right way to show our improvements and progress.

This document provides the charts showing the results from this year's survey.

We have also developed an overview of the findings of the survey alongside our action plan to address some of the key issues that have been fed back to us and this is available on our website.

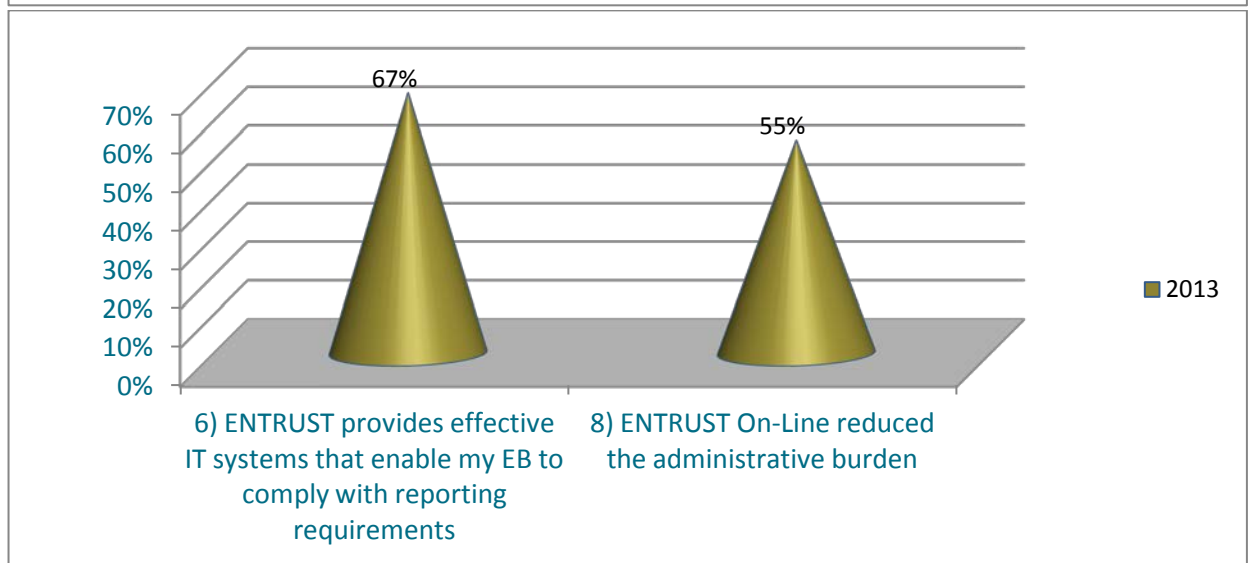
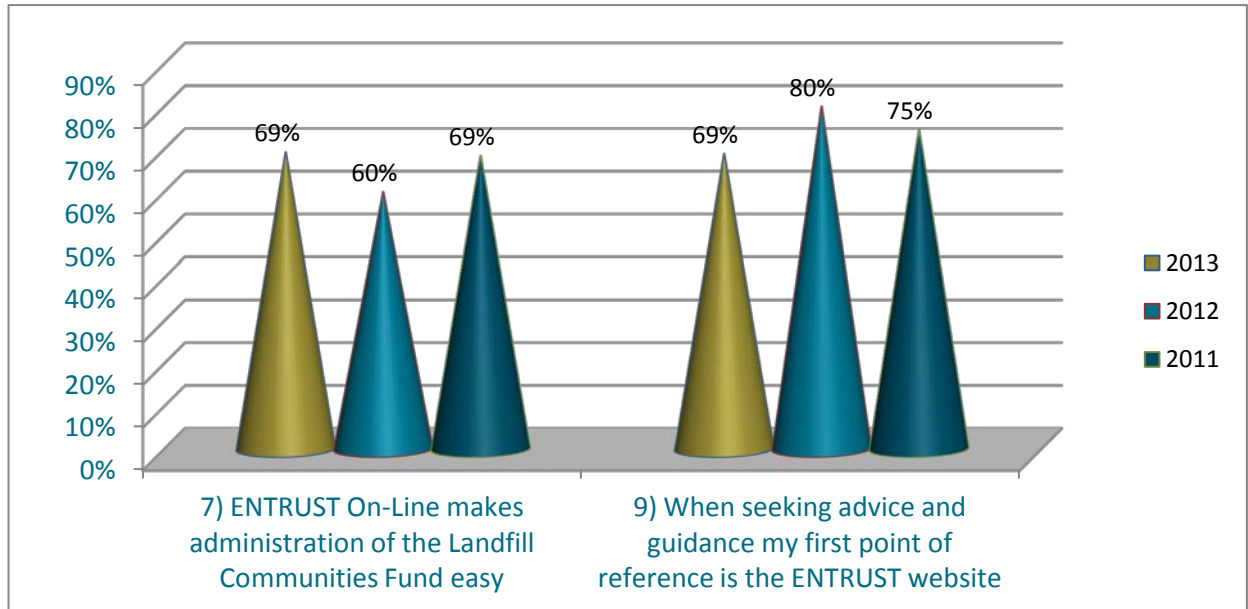
2. ENTRUST as the Regulator of the Landfill Communities Fund (LCF)

The questions in this section are focused on our role as the Regulator of the LCF and are comprised of one comparable question which had been asked since 2011 and four new questions designed to obtain Environmental Bodies (EBs) views on the performance and quality of our services.



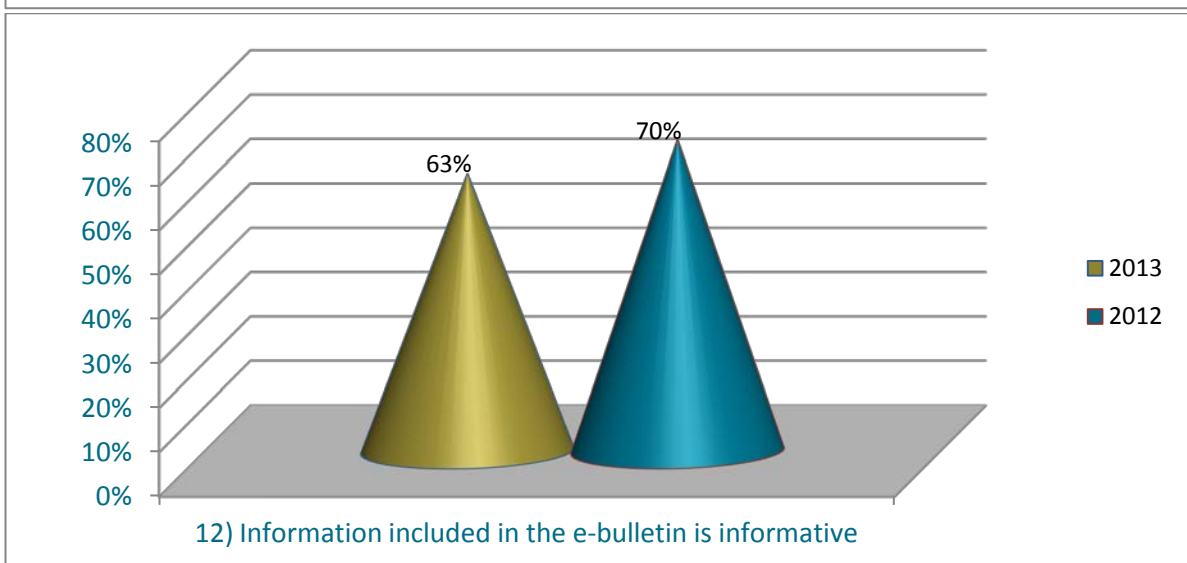
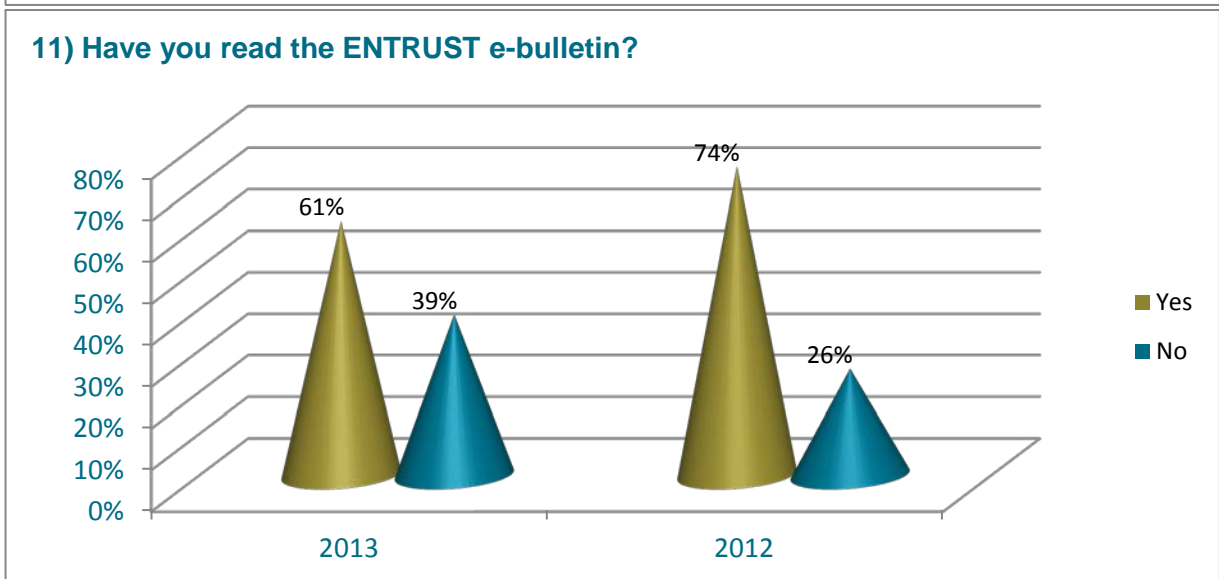
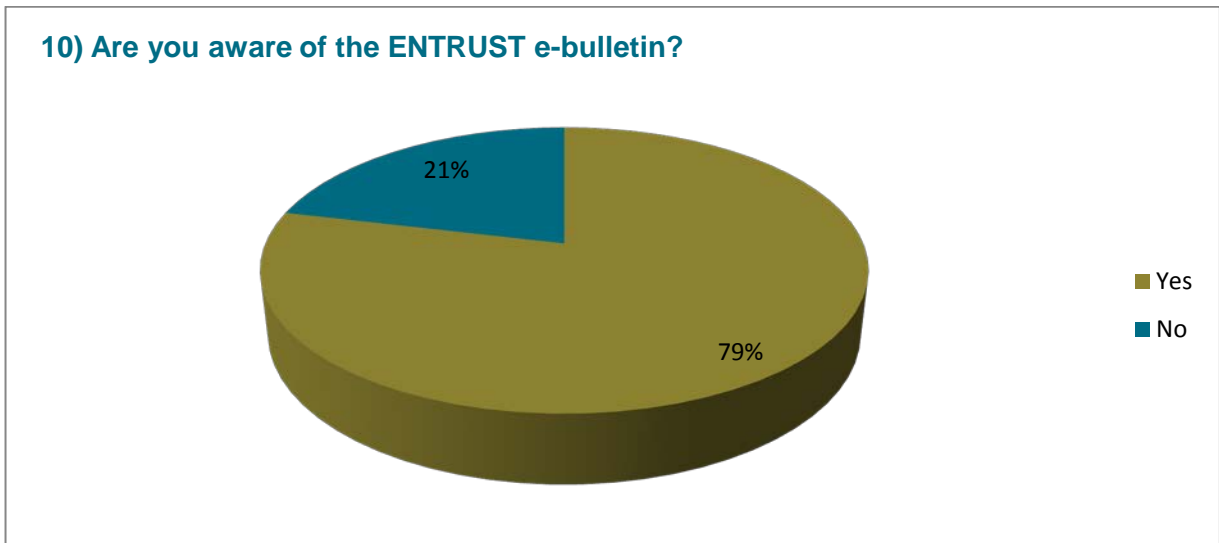
3. ENTRUST's systems

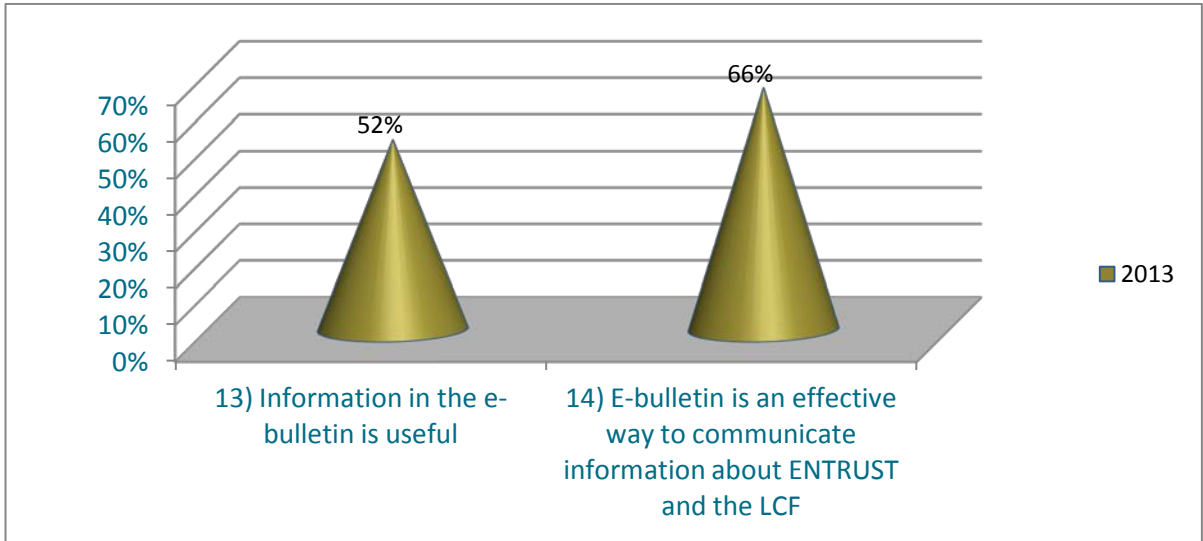
Respondents were asked to answer the questions in this section only if they had ever used or attempted to use ENTRUST online (EOL).



4. ENTRUST'S e-bulletin

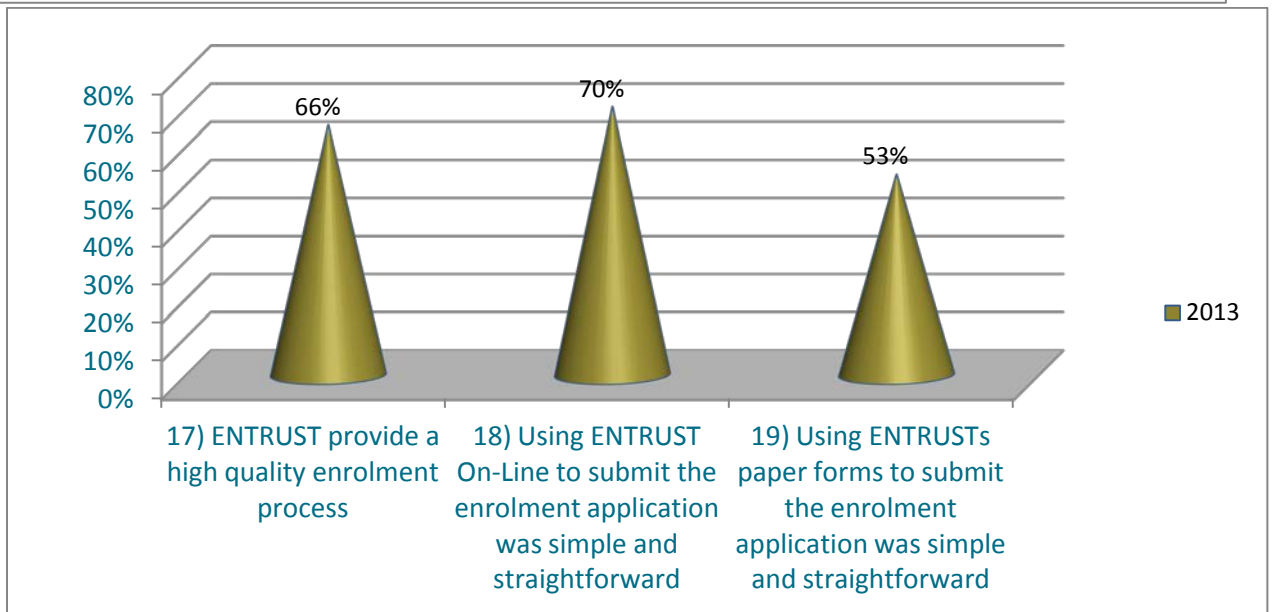
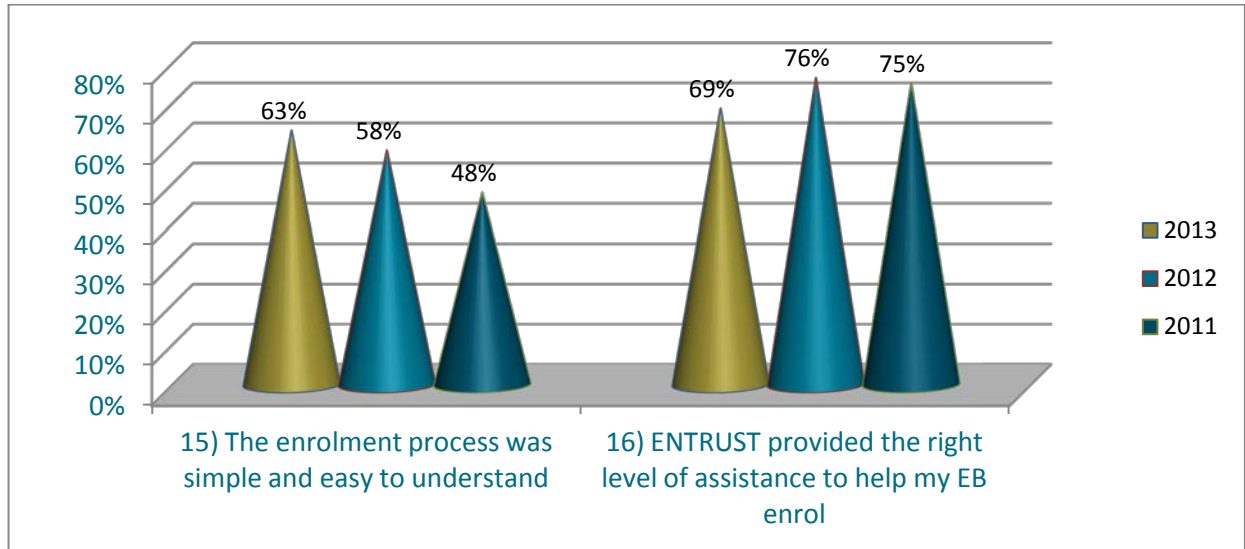
In a new section for this year's survey, we asked five questions to understand Environmental Bodies (EBs) views on our e-bulletin.





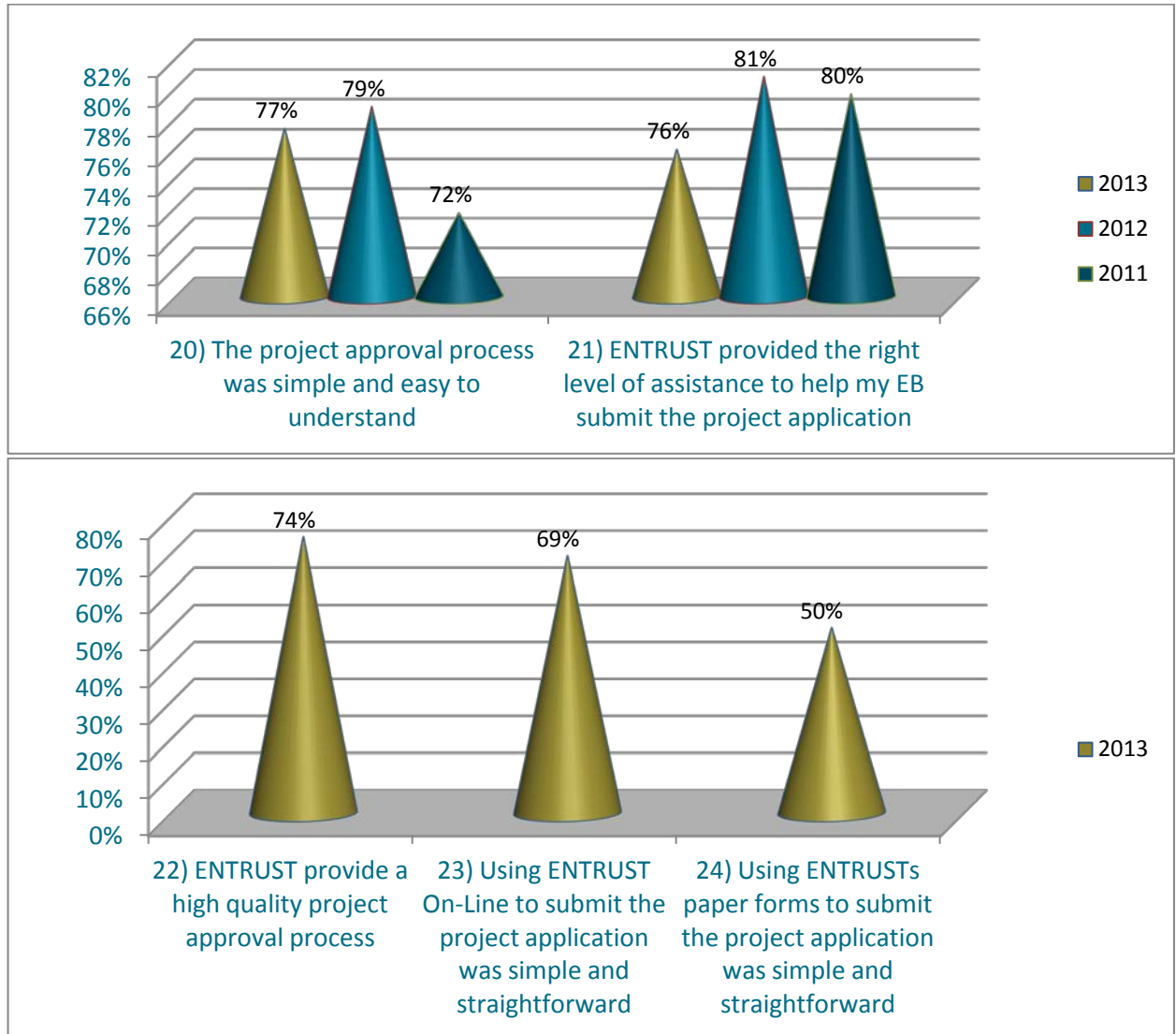
5. Enrolling as an Environmental Body (EB)

The purpose of this section was to establish EBs views on the enrolment process including simplicity, ease of understanding and levels of support offered by us. Responses were restricted to those who had enrolled on or after 1 April 2012.



6. Obtaining project approval

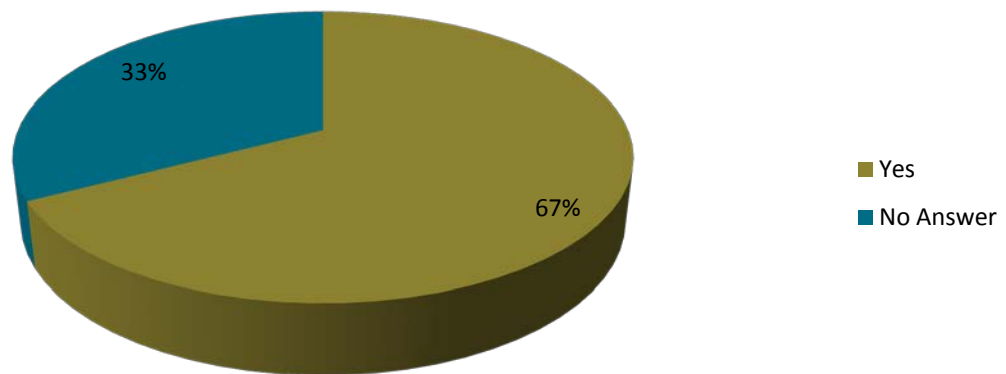
The aim of this section was to establish Environmental Bodies (EBs) views on the project approval process including simplicity, ease of understanding and levels of support we provide to EBs. Responses were restricted to those who had registered a project with us on or after 1 April 2012.



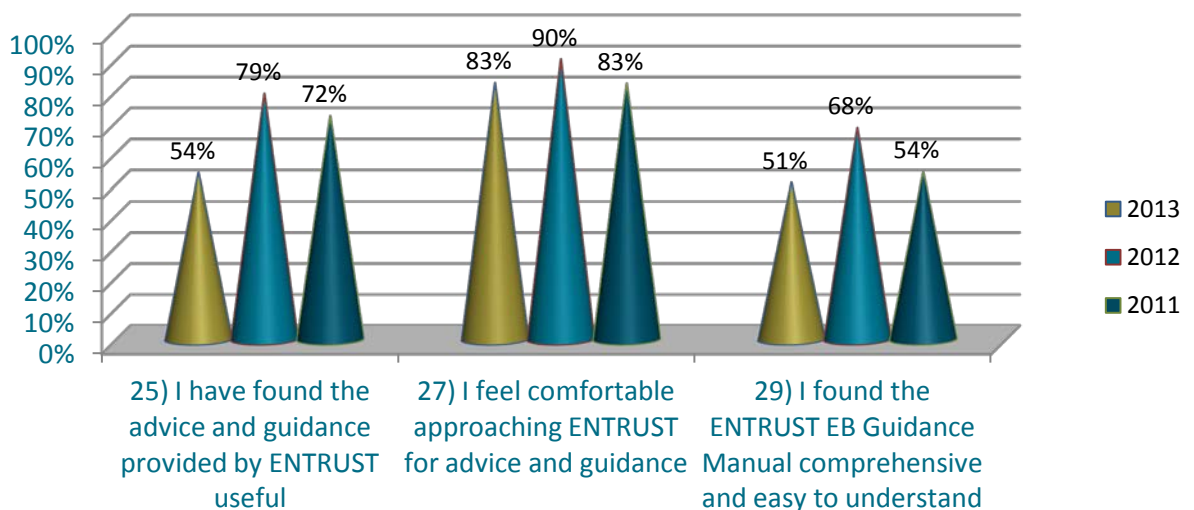
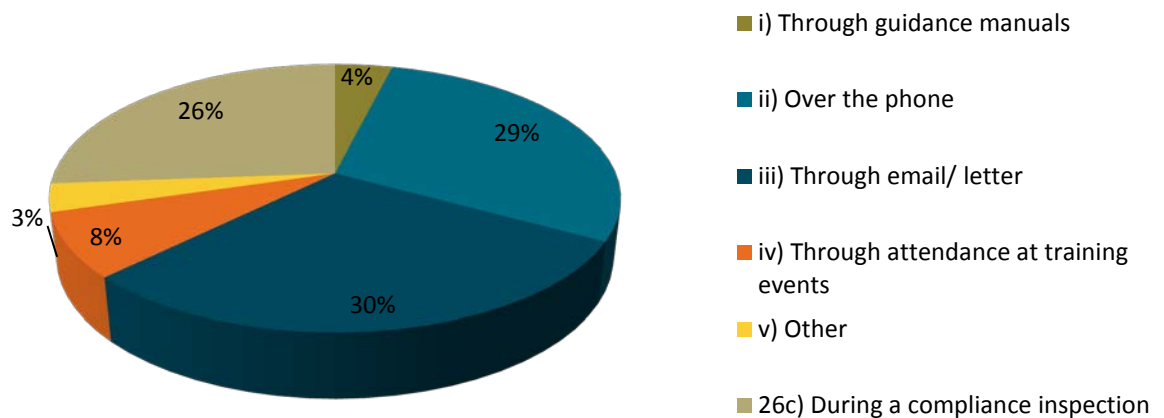
7. Understanding the Regulations

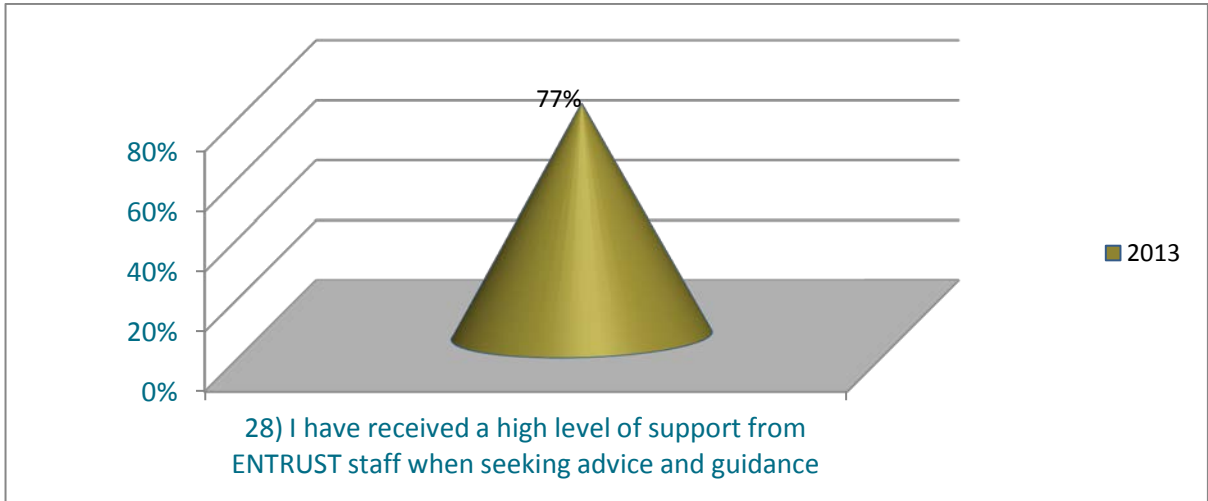
The purpose of this section was to identify how easy Environmental Bodies (EBs) find it to access our advice and guidance, which methods of accessing information is preferred, the quality of information provided and the level of support offered to those seeking advice and guidance.

26a) I have found it straightforward to access ENTRUST advice and guidance from the ENTRUST website



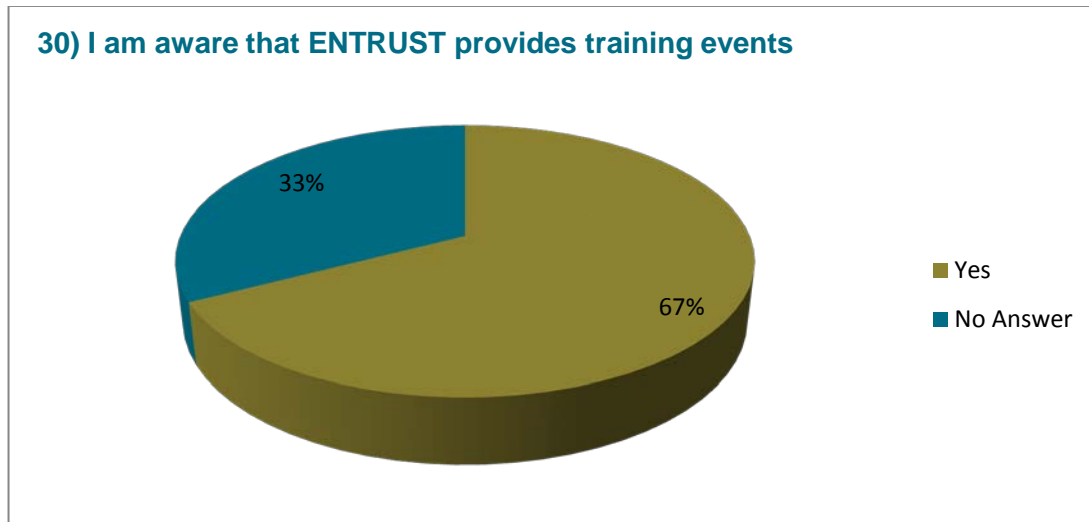
26b & c) I have found it straightforward to access ENTRUST advice and guidance through direct contact with ENTRUST staff





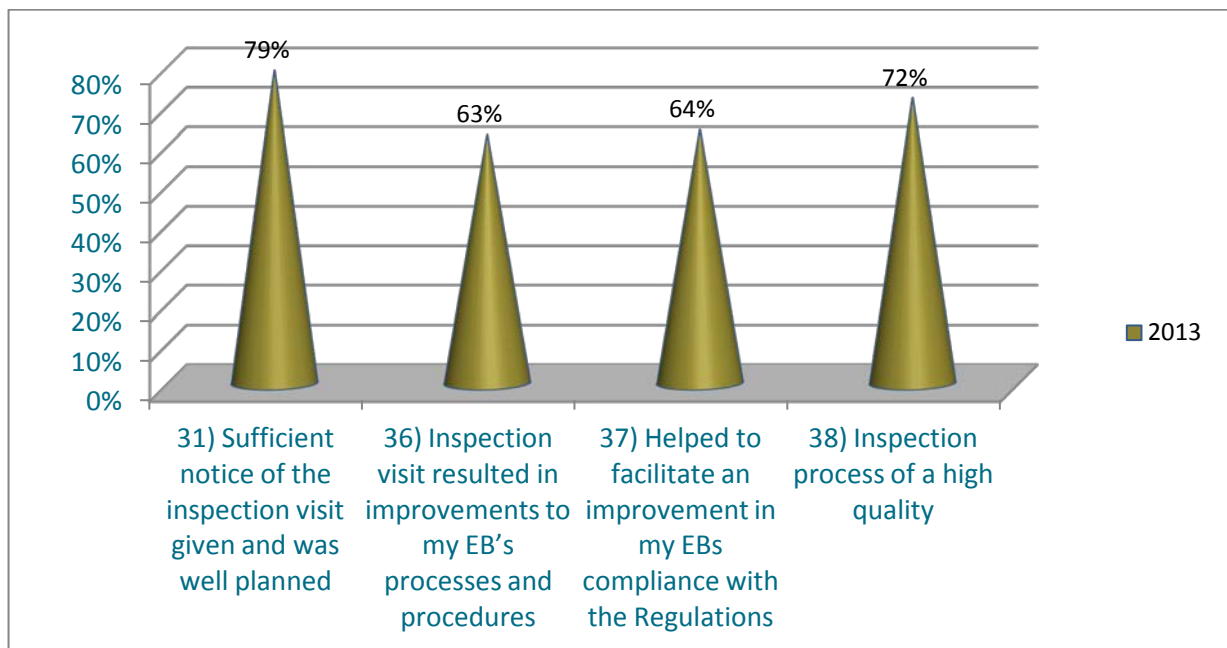
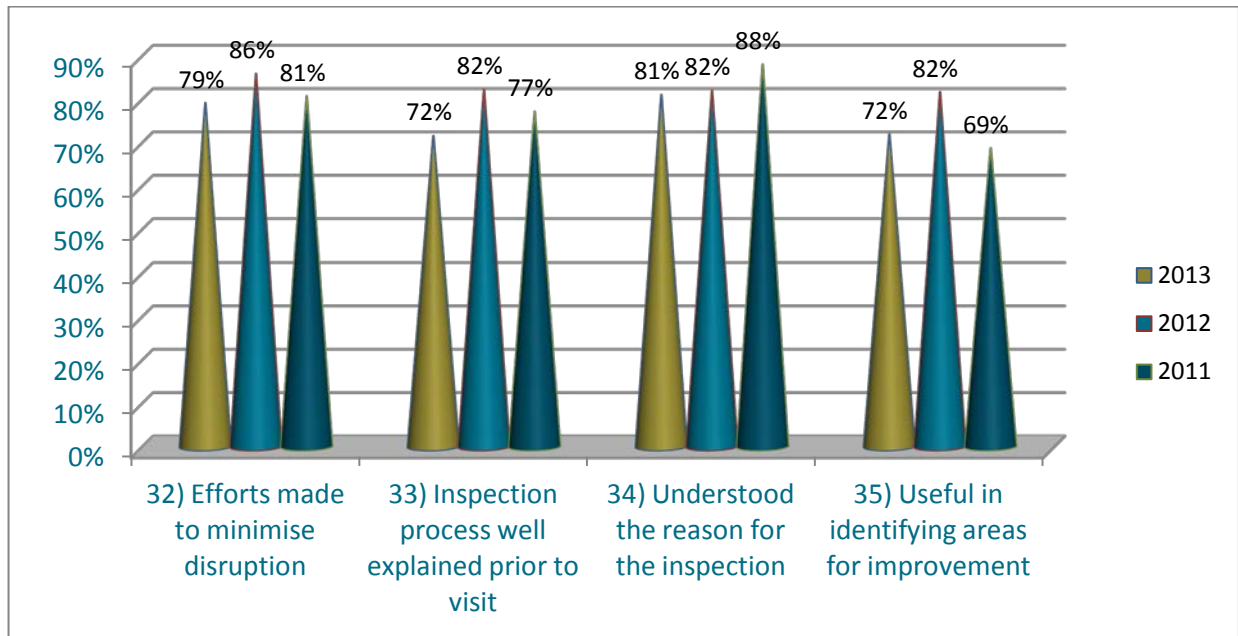
8. Environmental Body (EB) training

In the 2013 survey we wanted to assess EB awareness of the training events that we provide.



9. Compliance Inspections

The purpose of this section was to assess Environmental Bodies (EBs) views on the inspection process and the level of service provided by Compliance Inspectors. Only those EBs who had been subject to an inspection since 1 April 2012 were asked to provide responses to these questions.



10. Enforcement

We have not previously asked question relating to our enforcement process so three new enforcement questions were introduced this year. The questions were designed to obtain the views of those Environmental Bodies (EBs) who have been subject to enforcement action on the enforcement process. As such only those EBs who had been subject to enforcement action since 1 April 2012 were asked to provide a response.

