

2014 Environmental Body Satisfaction Survey

Charts

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1. Introduction

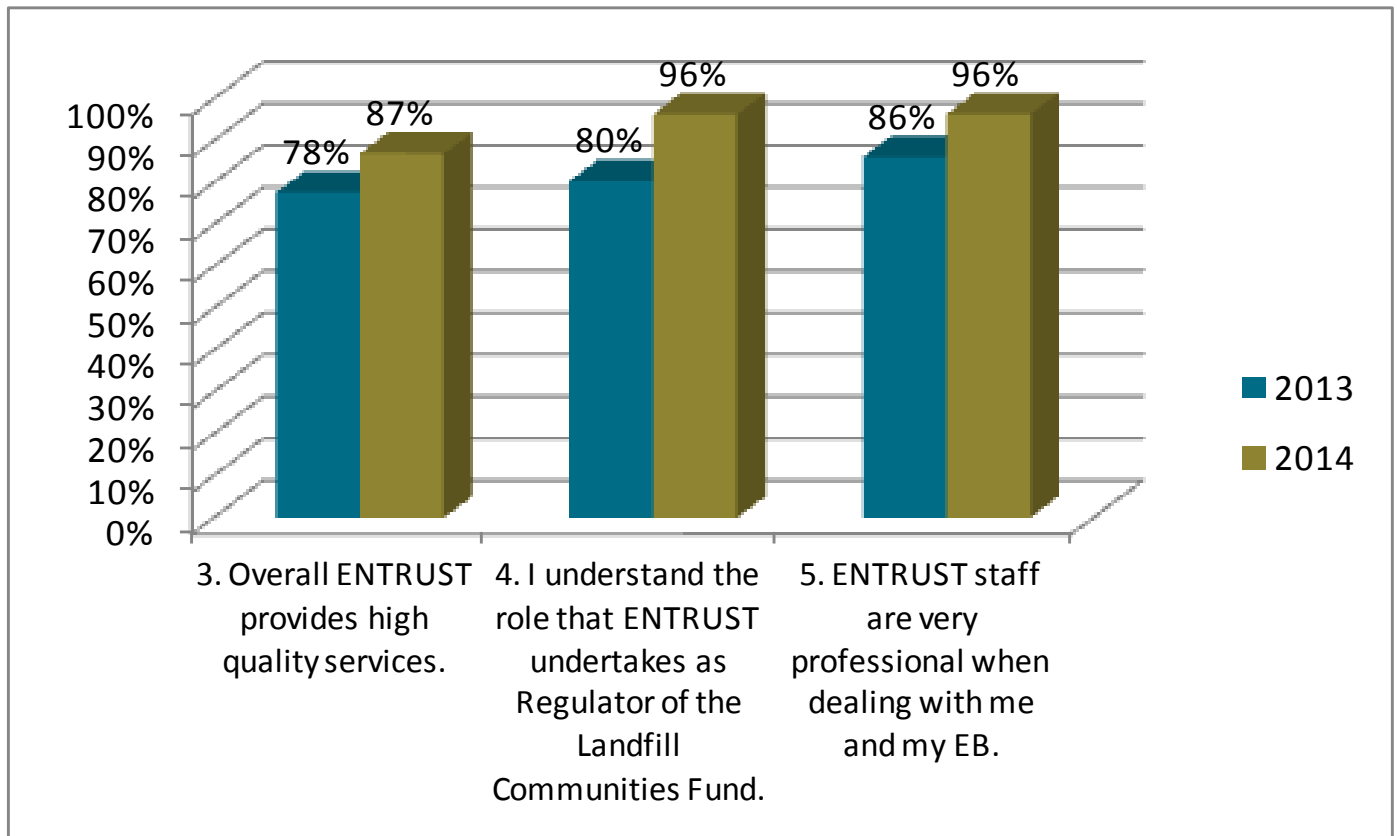
We conduct our stakeholder satisfaction survey every year to give Environmental Bodies (EBs) an opportunity to provide us with feedback, thoughts and opinions on the quality and performance of the services we provide.

This year we have removed older questions from the survey and have retained the new questions that we first asked in our 2013 EB satisfaction survey. 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.

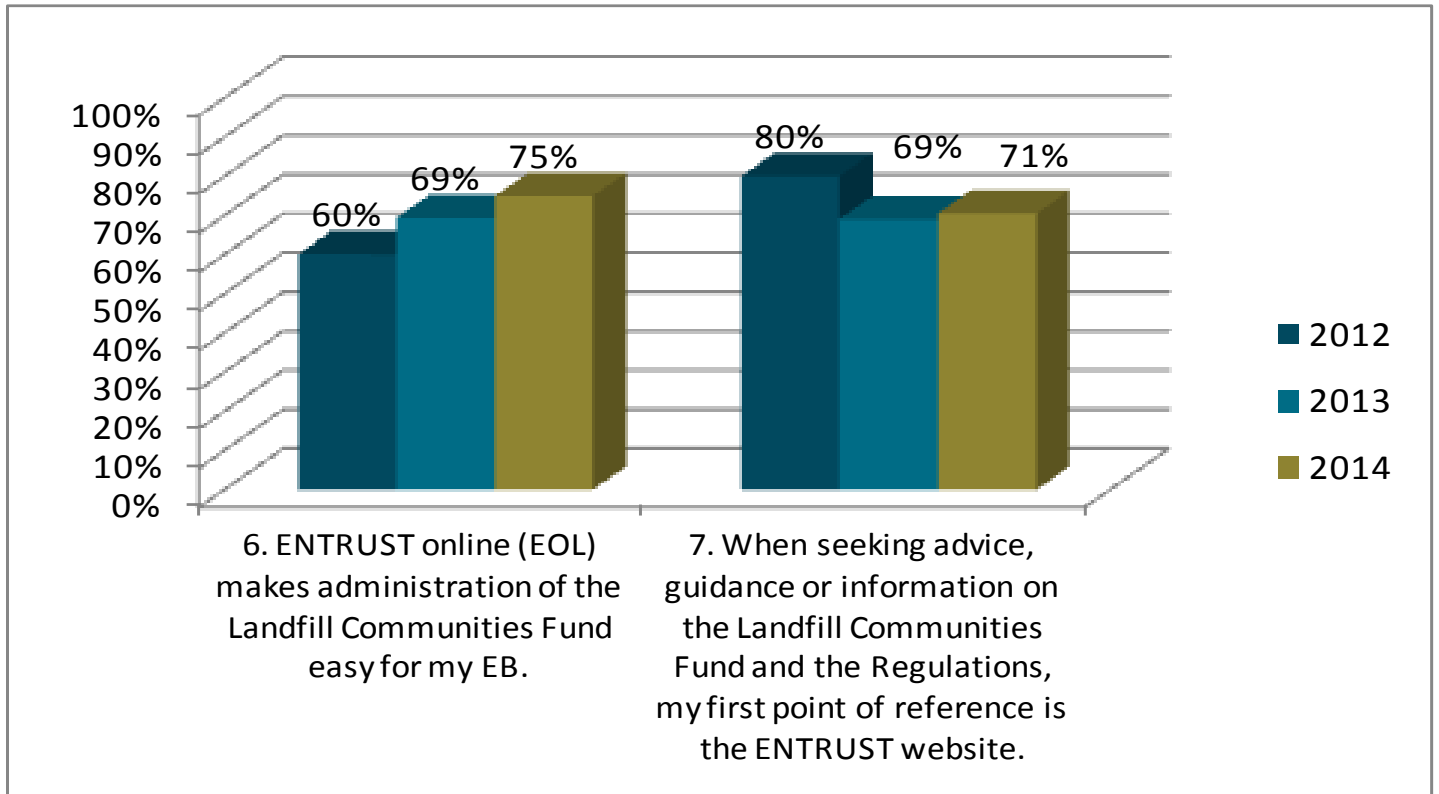
2. ENTRUST as the Regulator of the Landfill Communities Fund (LCF)

This section comprises of three questions which were first asked in 2013, 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 within the last year were directed to provide a response.



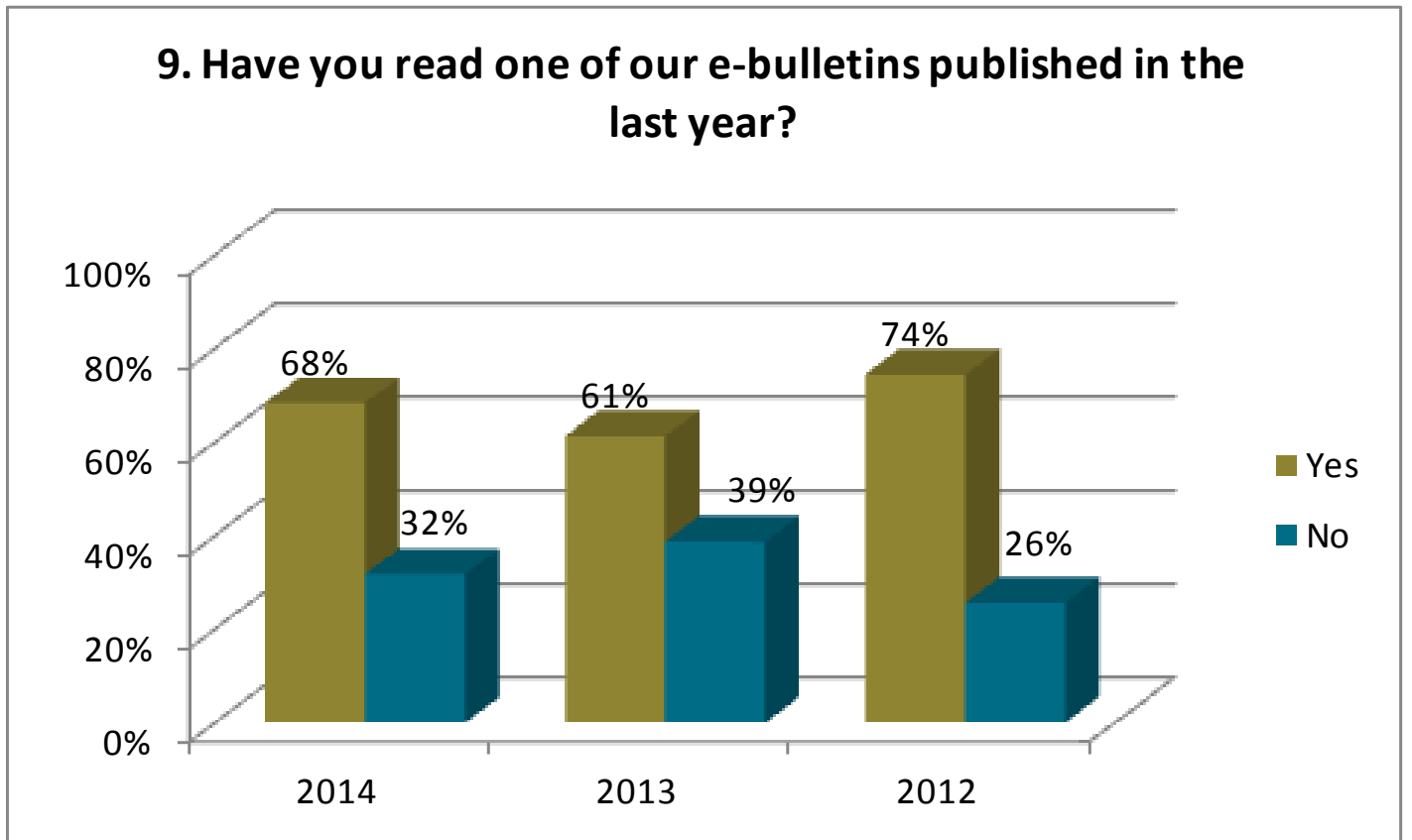
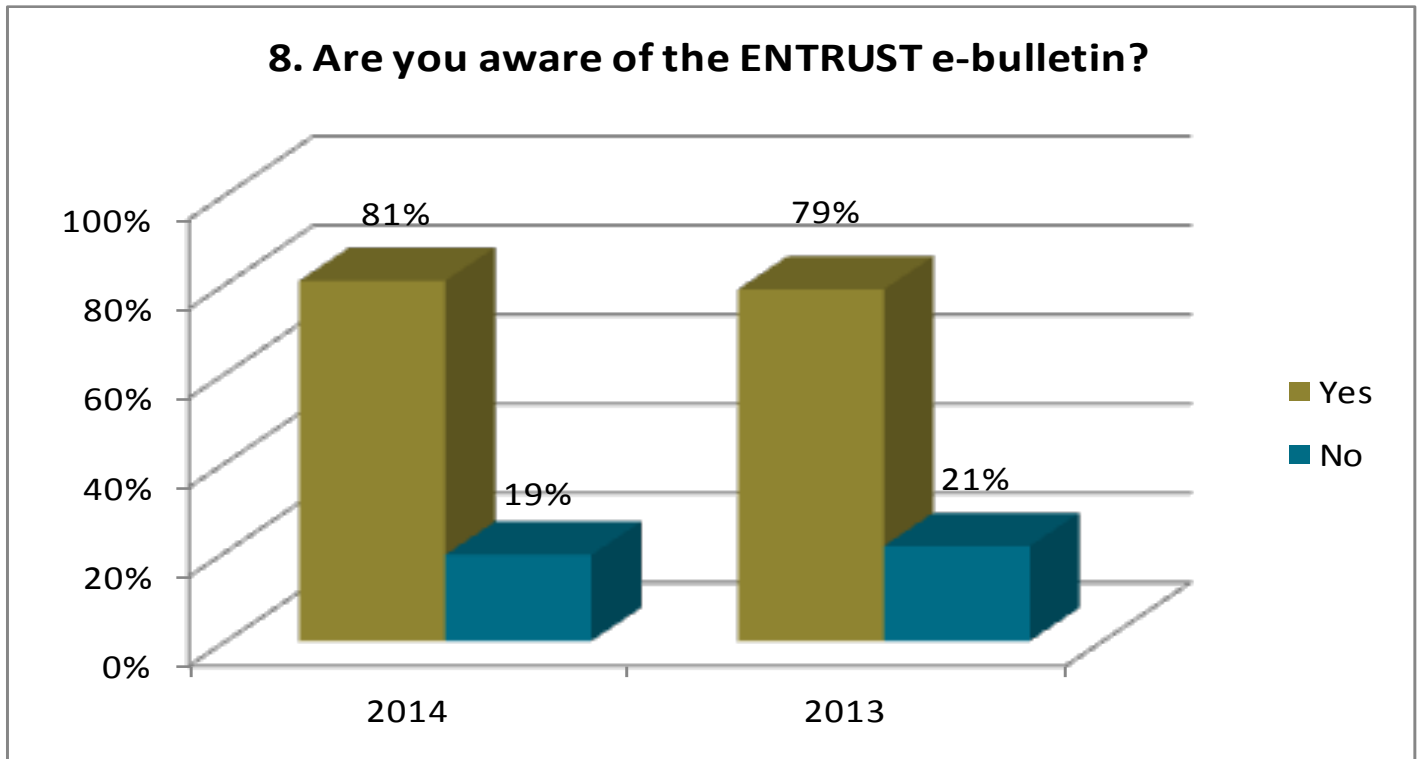
3. ENTRUST's systems

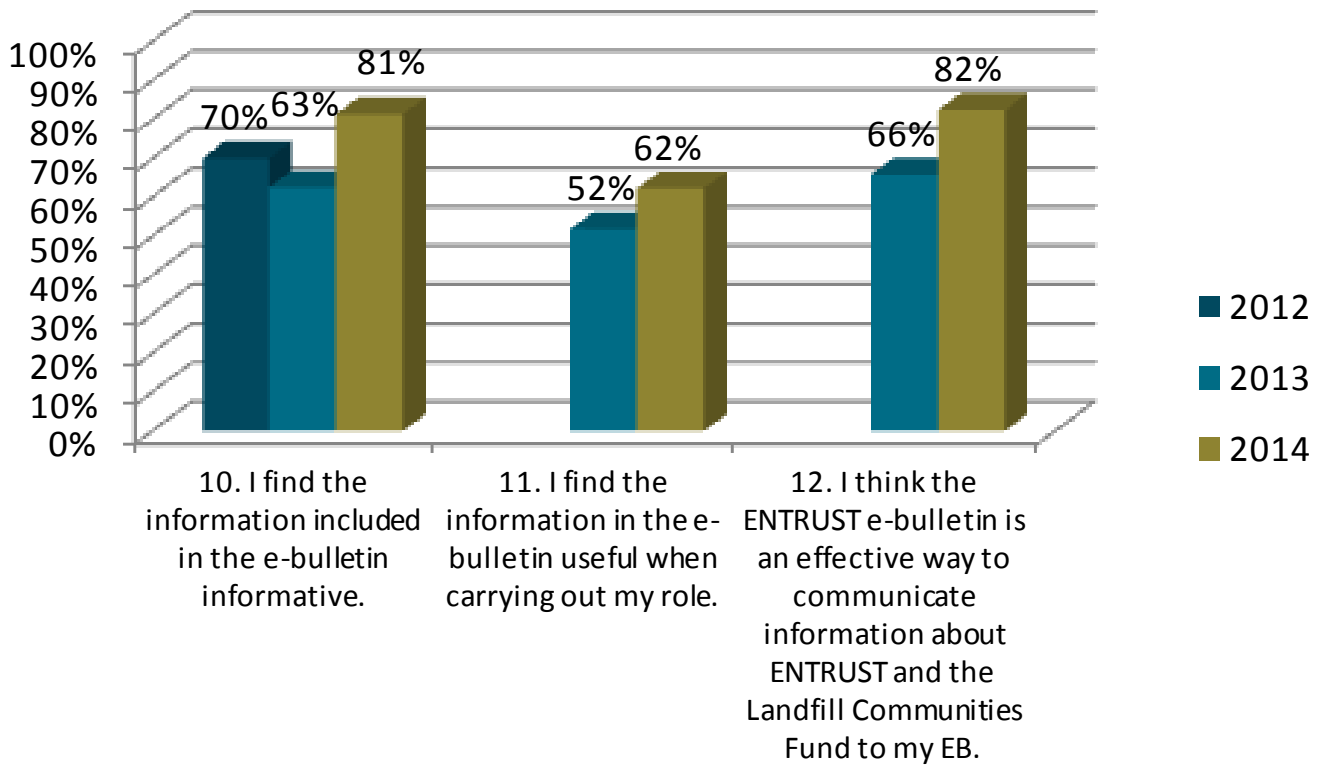
This section comprised two questions which have been asked over the last three years designed to capture EB views on ENTRUST online (EOL) and our website. Respondents were asked only to provide answers if they had ever used or attempted to use the system referred to in each question.



4. ENTRUST'S e-bulletin

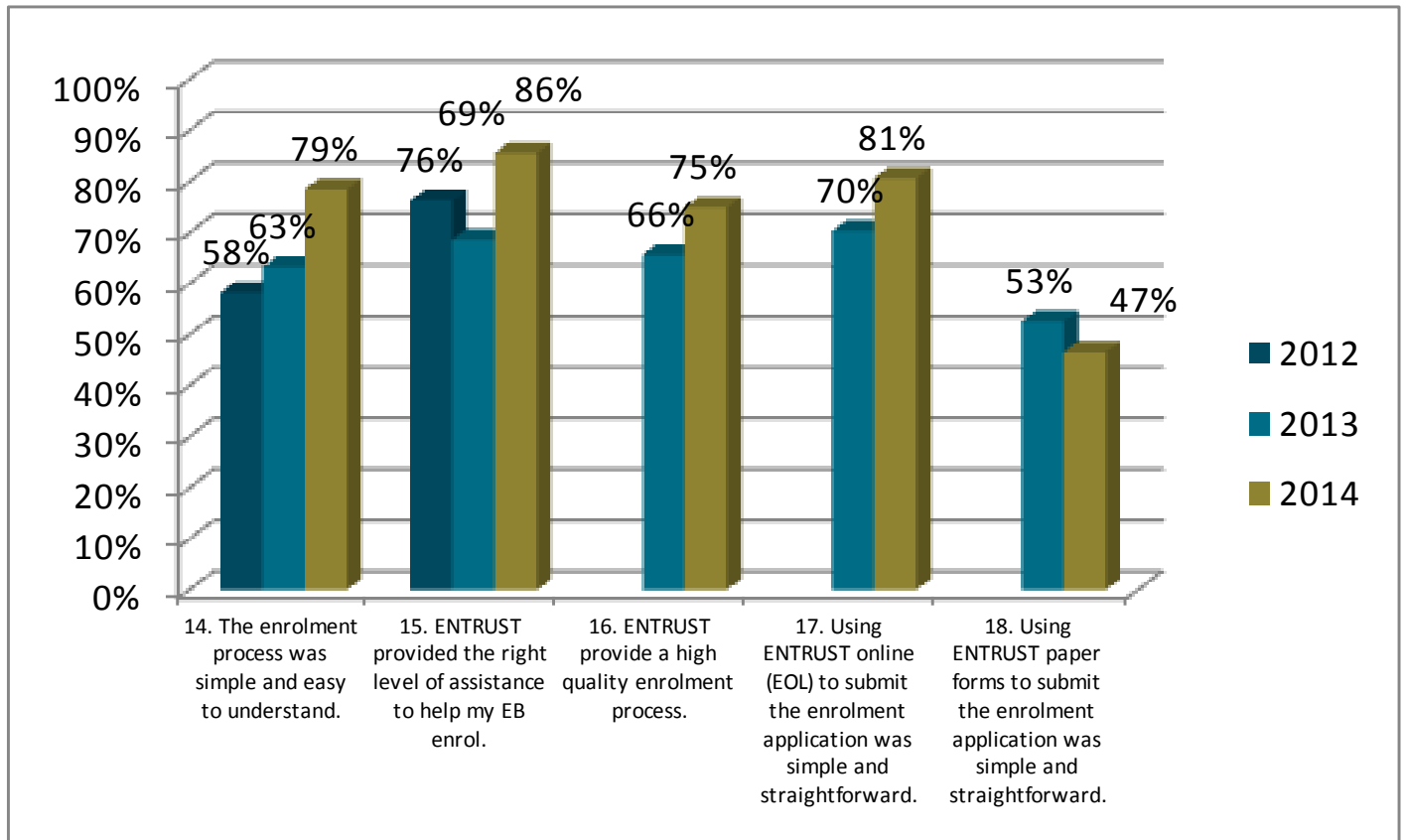
In this year's survey we asked five questions to understand Environmental Bodies (EBs) views on our e-bulletin.





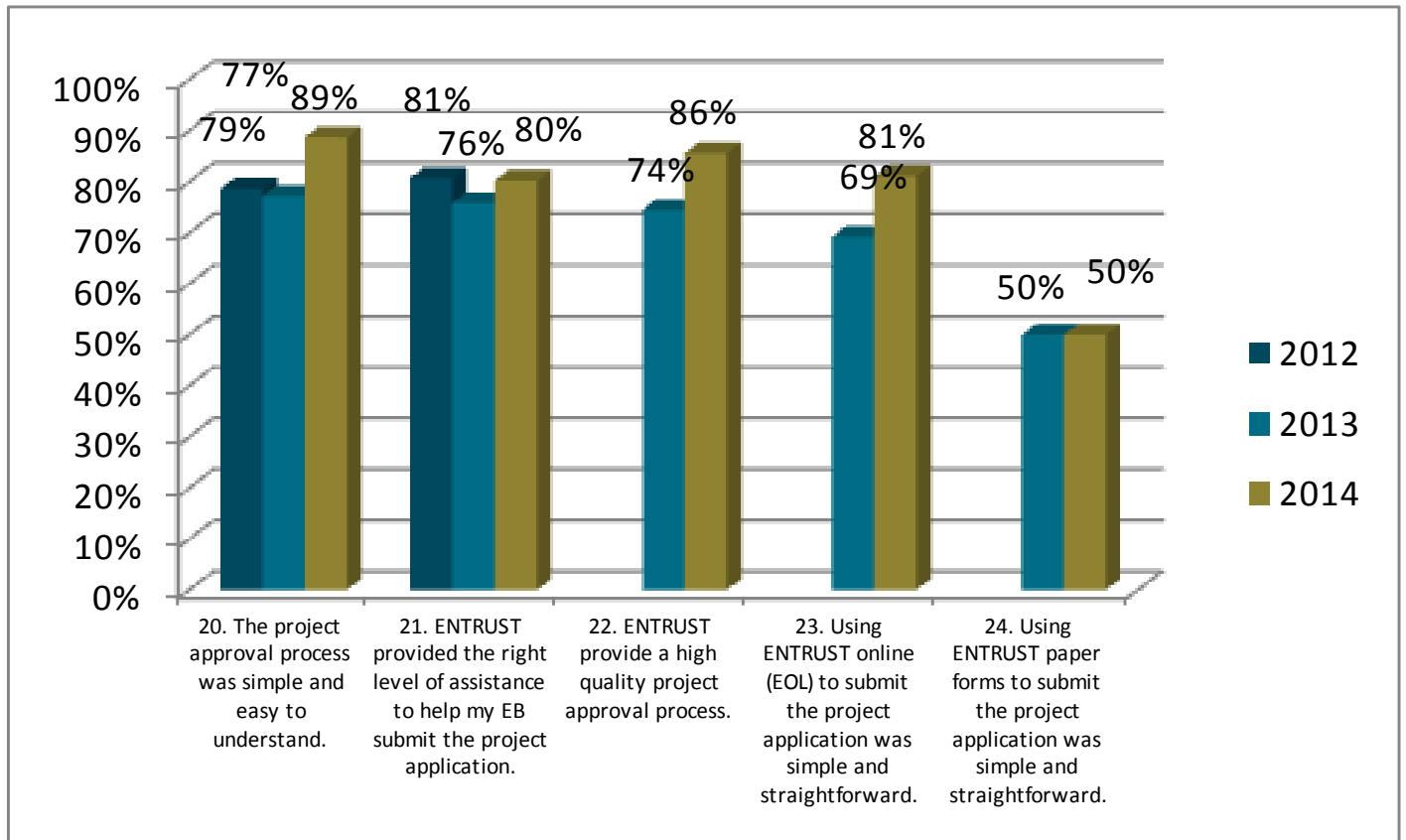
5. Enrolling as an Environmental Body (EB)

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.



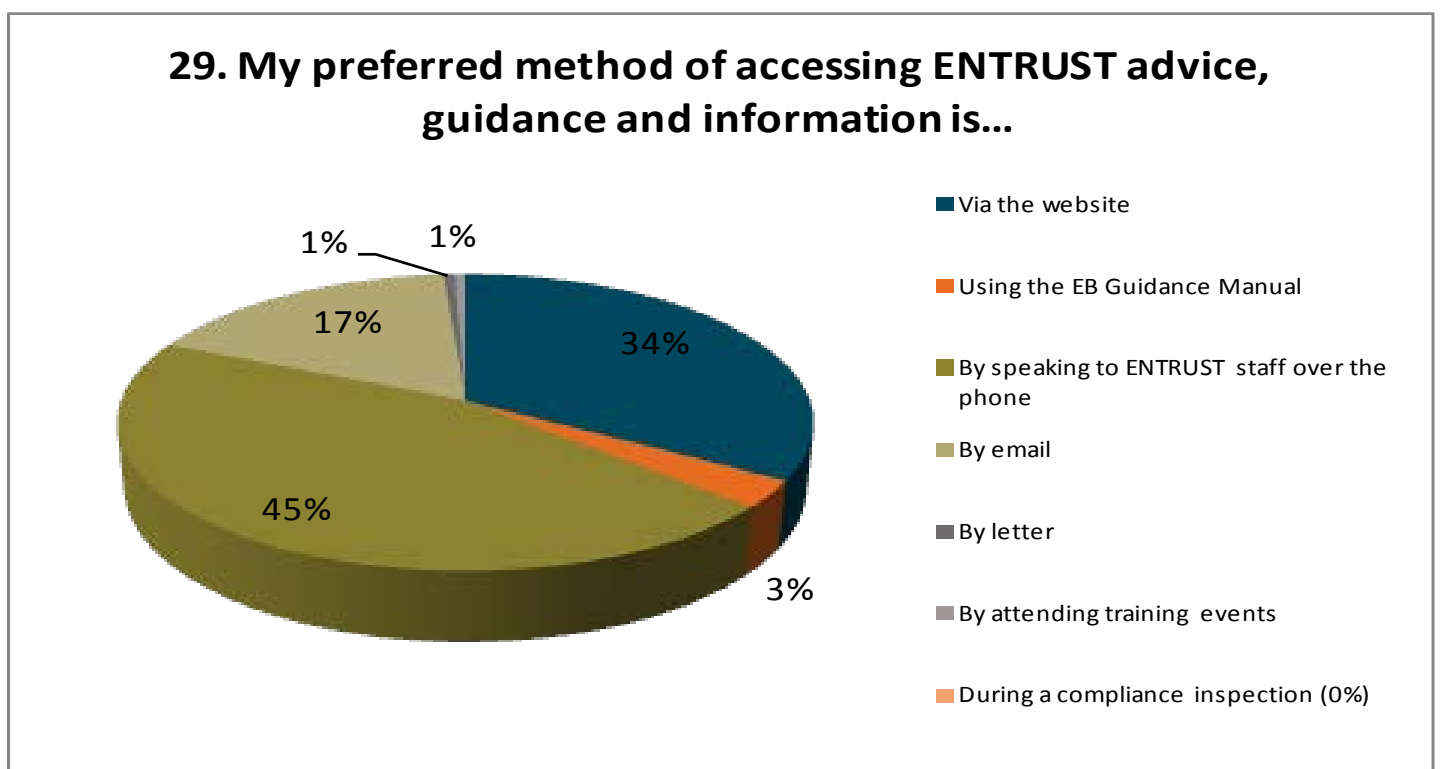
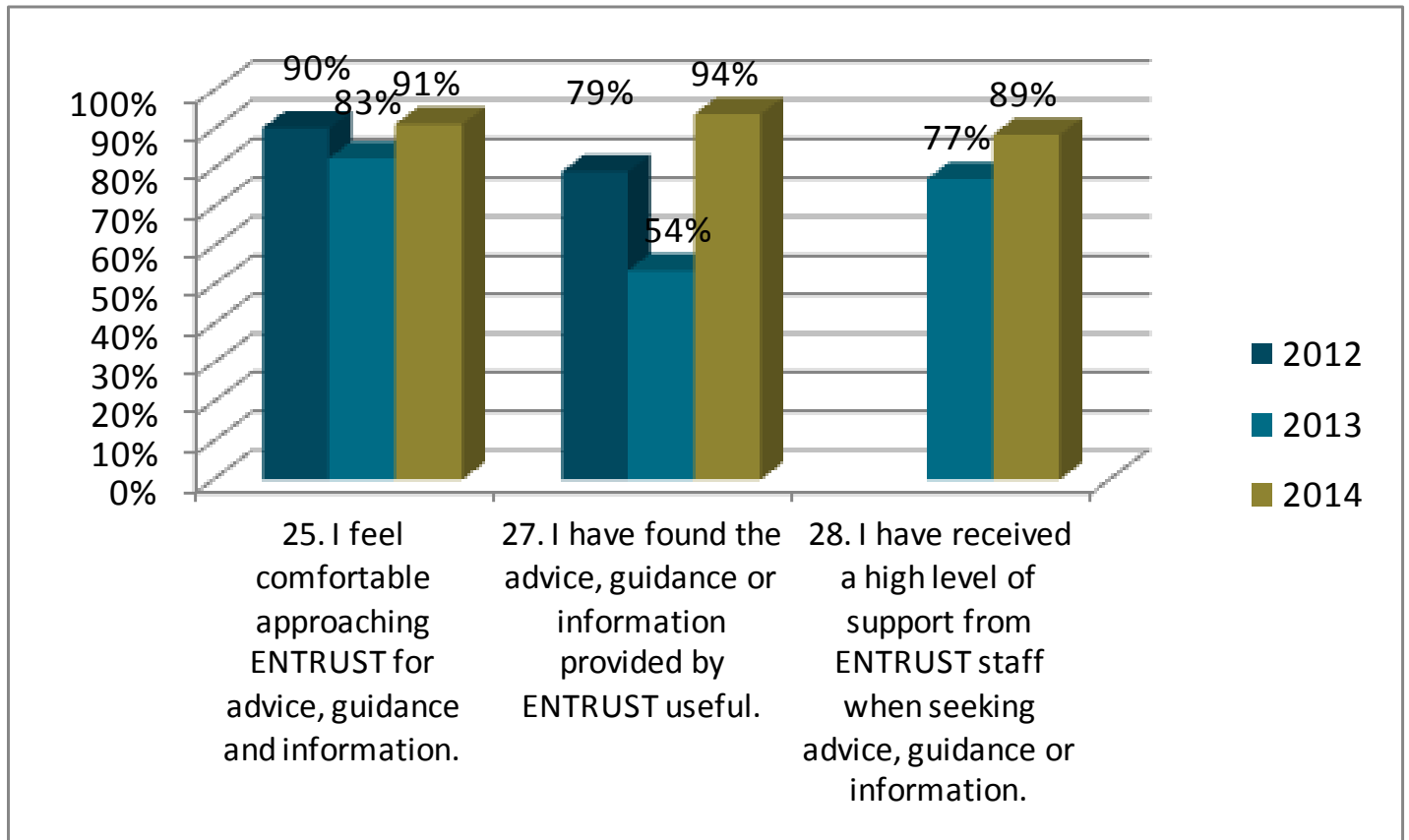
6. Obtaining project approval

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 2013.



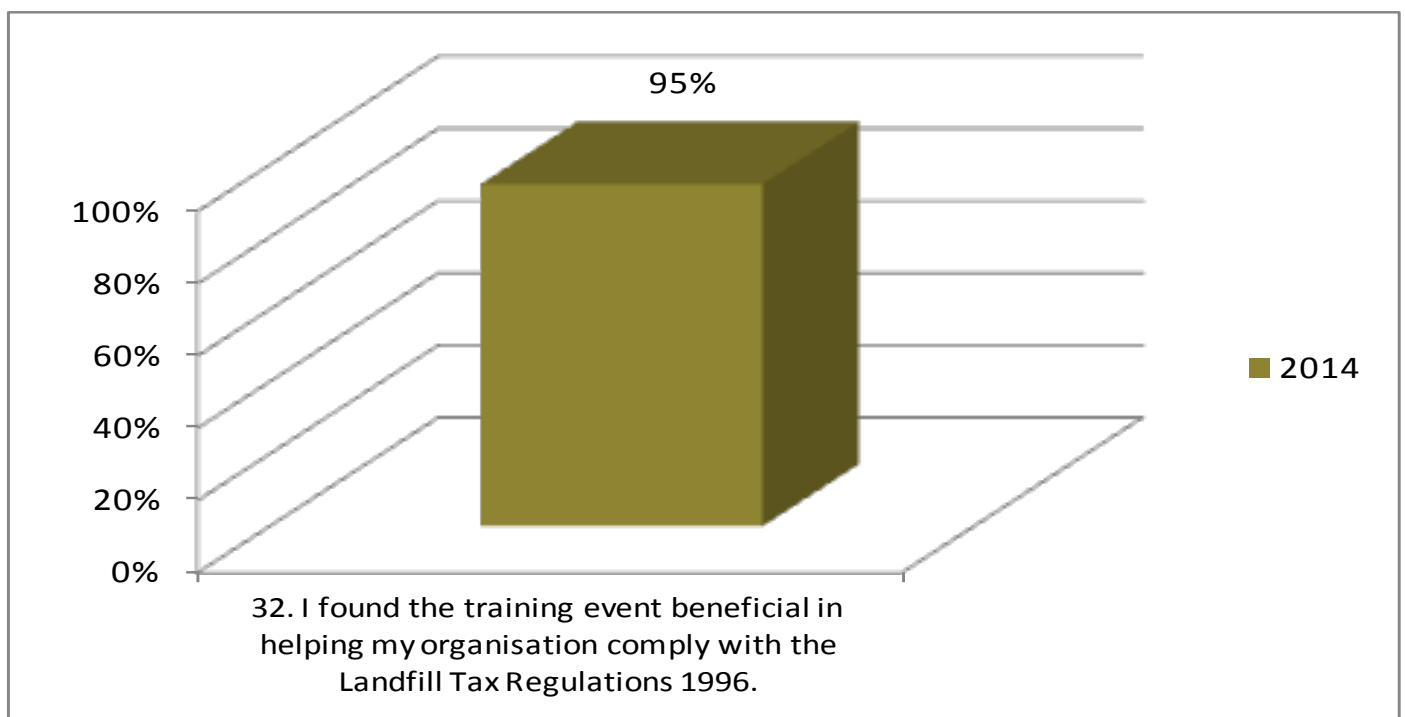
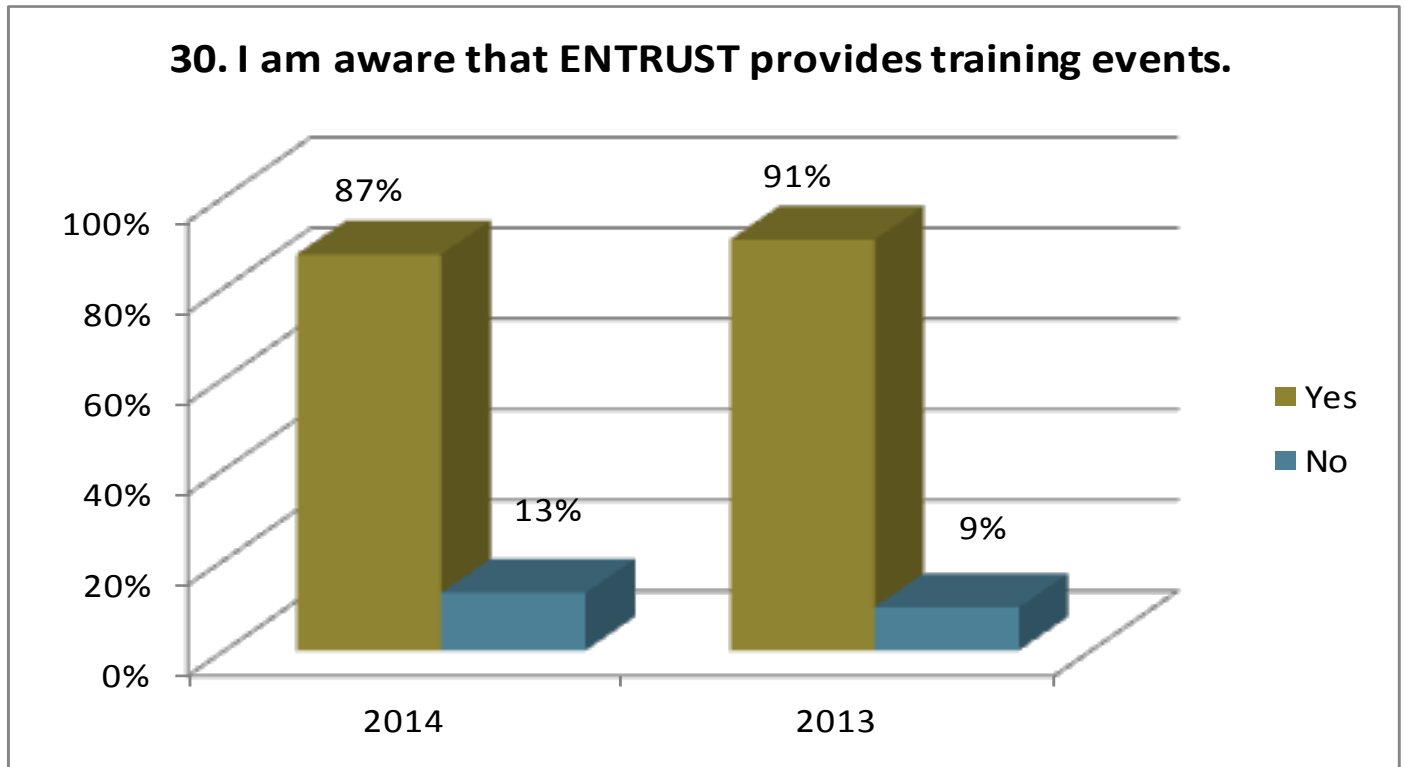
7. Understanding the Regulations

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.

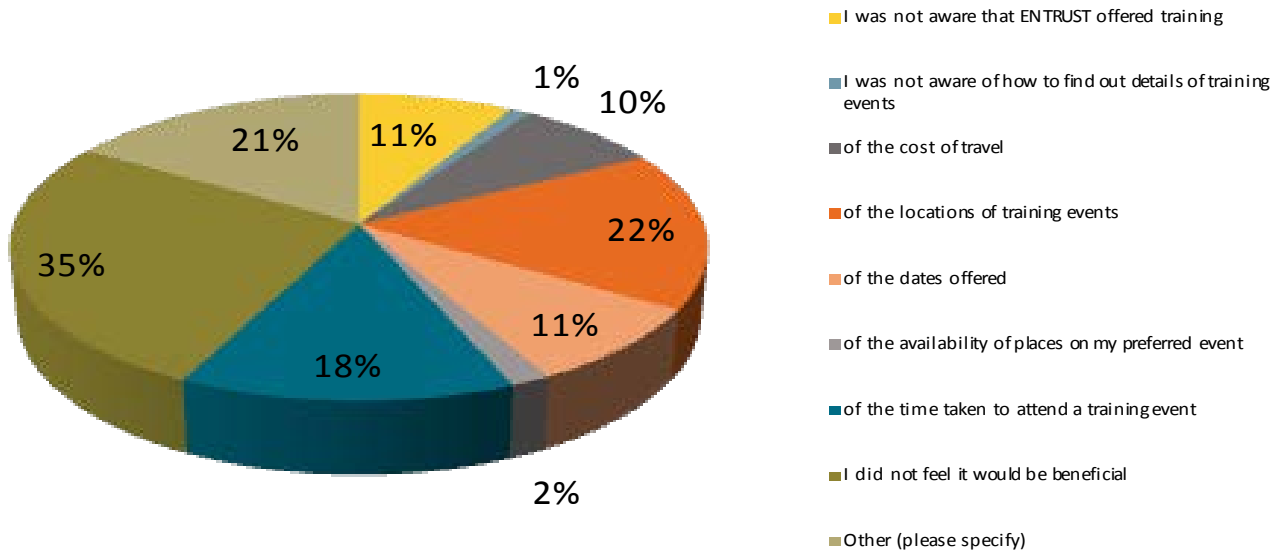


8. Environmental Body (EB) training

In the survey we wanted to assess EB awareness of the training events that we provide and understand the reasons for non-attendance.

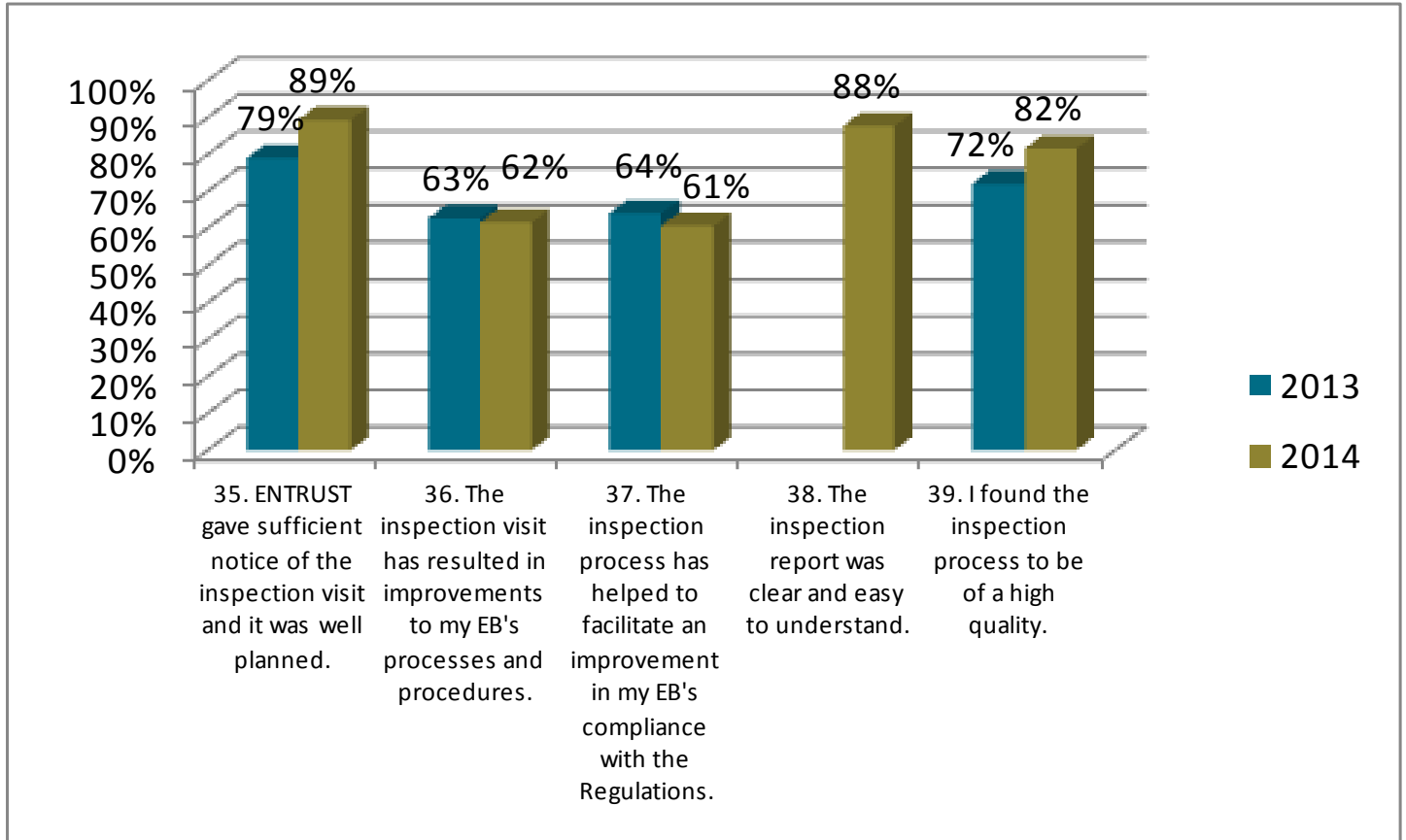


33. I have not attended an ENTRUST training event because:



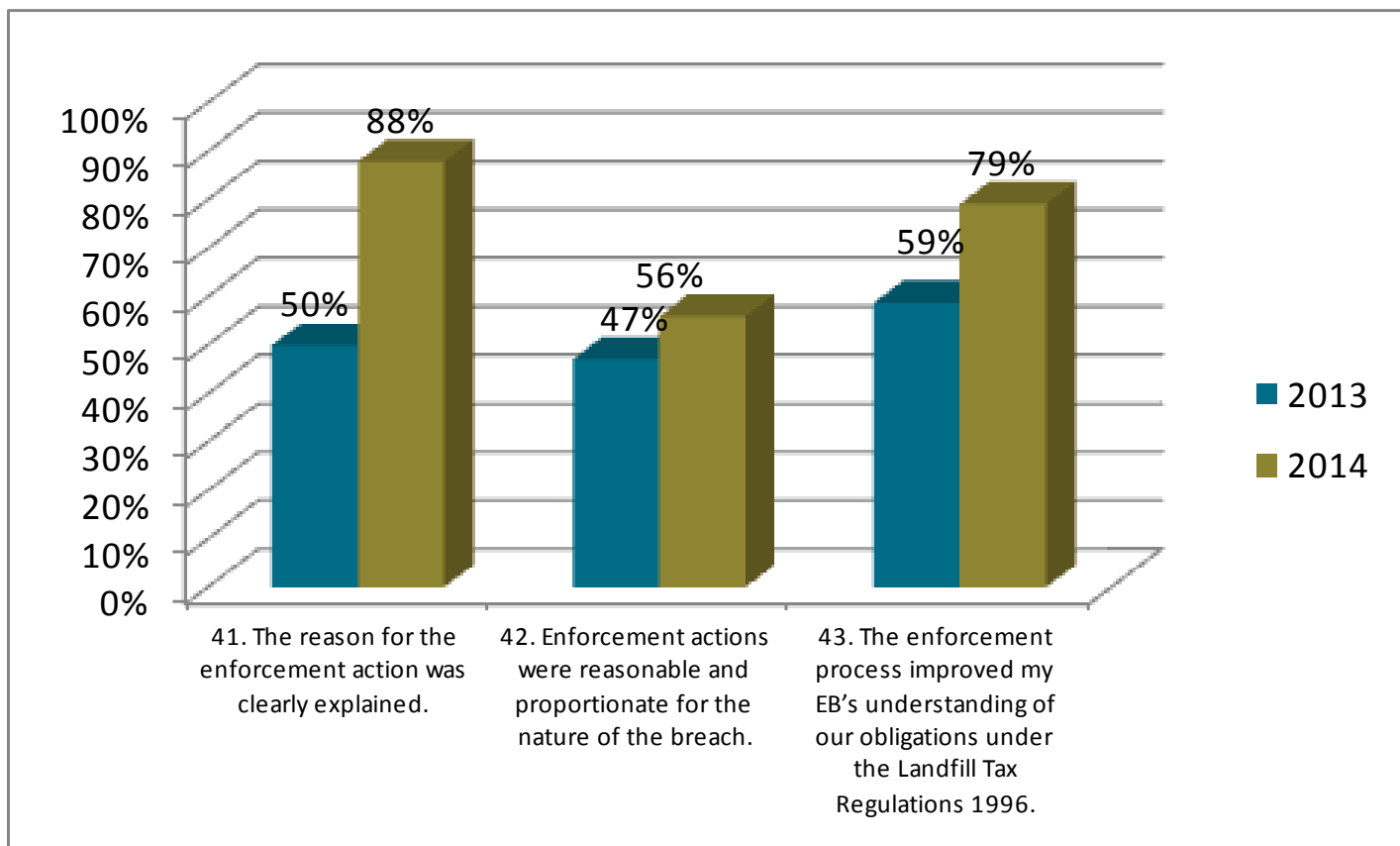
9. Compliance Inspections

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 2013 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 2013 were asked to provide a response.



11. Communications

Two new questions were included in this year's survey in order to assess Environmental Bodies (EBs) views on the quality and amount of communications we issue.

