

2016 Environmental Body Satisfaction Survey

Charts

Contents

You can either read through the full document sequentially or click on the title of a specific section to go straight to that section.

Section:	Page:
1. Introduction	3
2. Overall satisfaction	4
3. ENTRUST as the Regulator of the Landfill Communities Fund	5
4. ENTRUST's systems	6
5. Enrolling as an Environmental Body	7
6. Obtaining project approval	8
7. Understanding the Regulations	9
8. Updated Guidance Manual	10
9. Environmental Body training	11
10. Compliance inspections	12
11. Enforcement	13
12. ENTRUST's e-newsletter	14
13. Communications	15
14. Form 4 Communications	16
15. Government Consultation	17
16. Scotland	19

1. Introduction

In line with best practice, we undertake an annual 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 our services.

Alongside our other stakeholder feedback surveys (which include the Compliance Inspection feedback and the Helpline feedback 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.

Since 2013, we have refined the questionnaire, building on the results and feedback from previous surveys and responding to different areas of business need, whilst retaining key benchmarking measures to ensure we can compare our performance year on year.

We have carefully analysed the results of the survey and have developed an action plan to address those areas and issues, which stakeholders consider we should improve.

In 2016 we refined the questions, making updates to the training, enforcement and website questions as per the 2015 EB Satisfaction Survey action plan. In particular, the questions relating to training were updated in light of the bespoke training survey which was sent to EBs in Autumn 2015.

We further reviewed the questionnaire and considered it appropriate to include new question areas which covered:

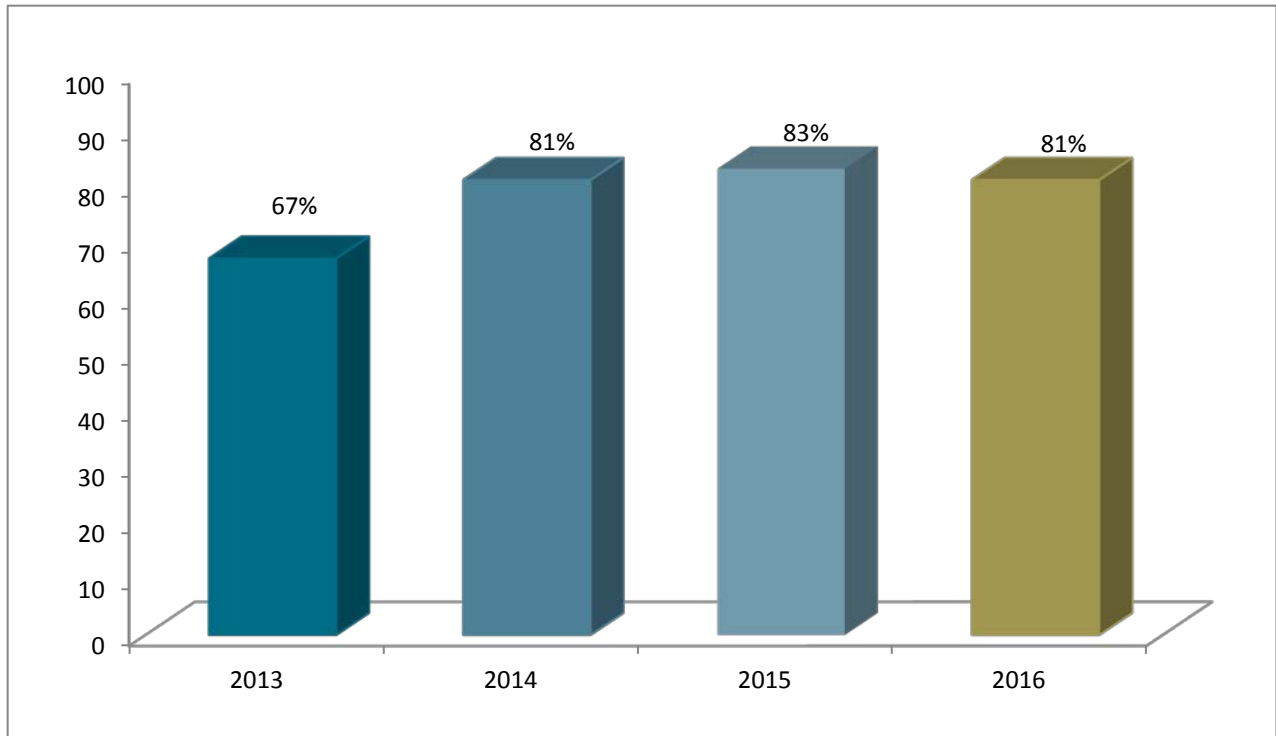
- Awareness of, and feedback regarding, our updated Guidance Manual;
- Receipt of, and satisfaction with, our Form 4 email communications; and
- Awareness of, and receipt of information regarding, the Government's consultation on reform of the LCF.

The action plan including timescales for completion and the overview of findings are available [on our website](#).

2. Overall satisfaction

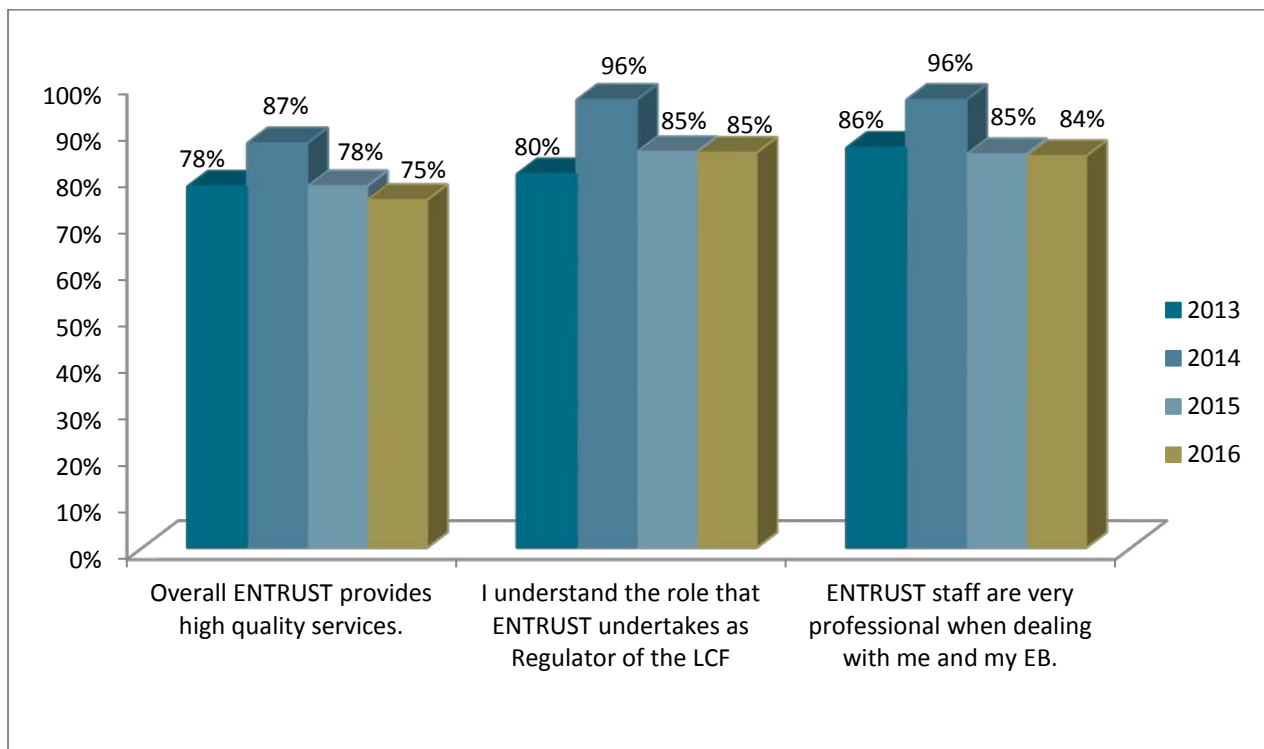
The overall satisfaction is calculated across all of the survey results as a percentage of questions requiring a response from 1-5 which were responded to positively, with a rating of 4 (agree) or 5 (strongly agree).

Ratings of 4 or above:



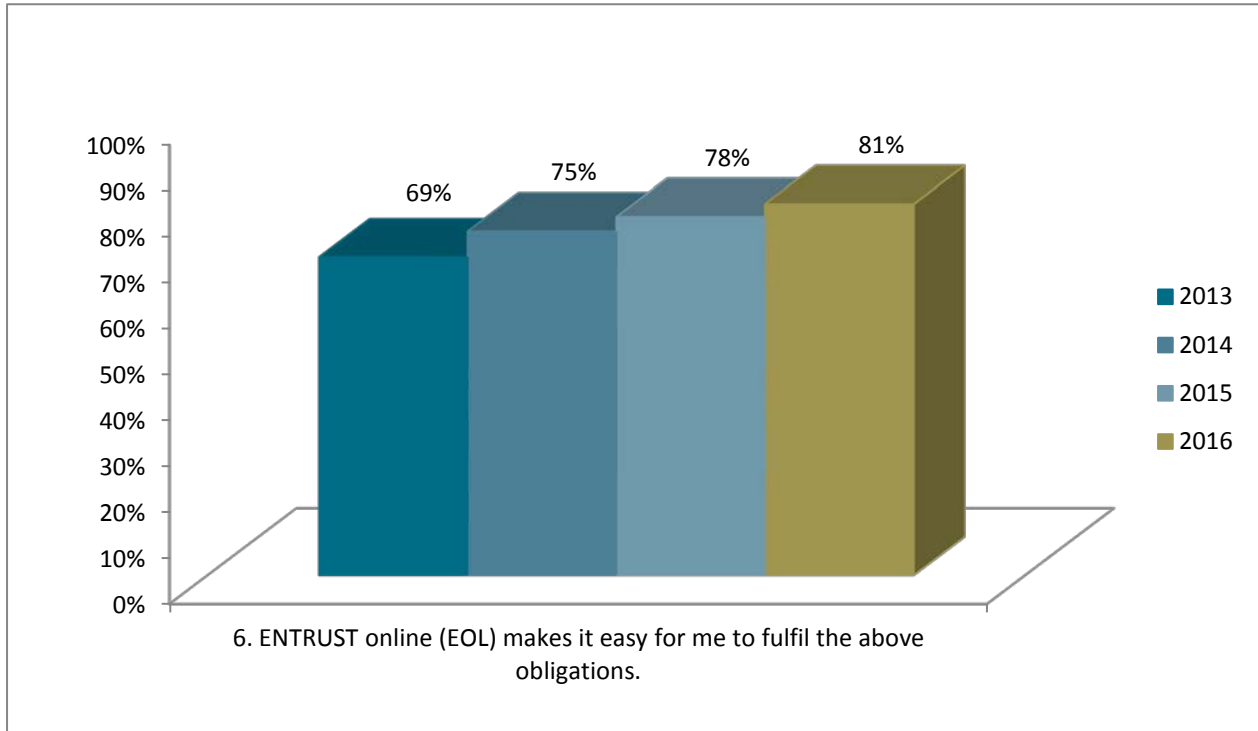
3. ENTRUST as the regulator of the Landfill Communities Fund (LCF)

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.



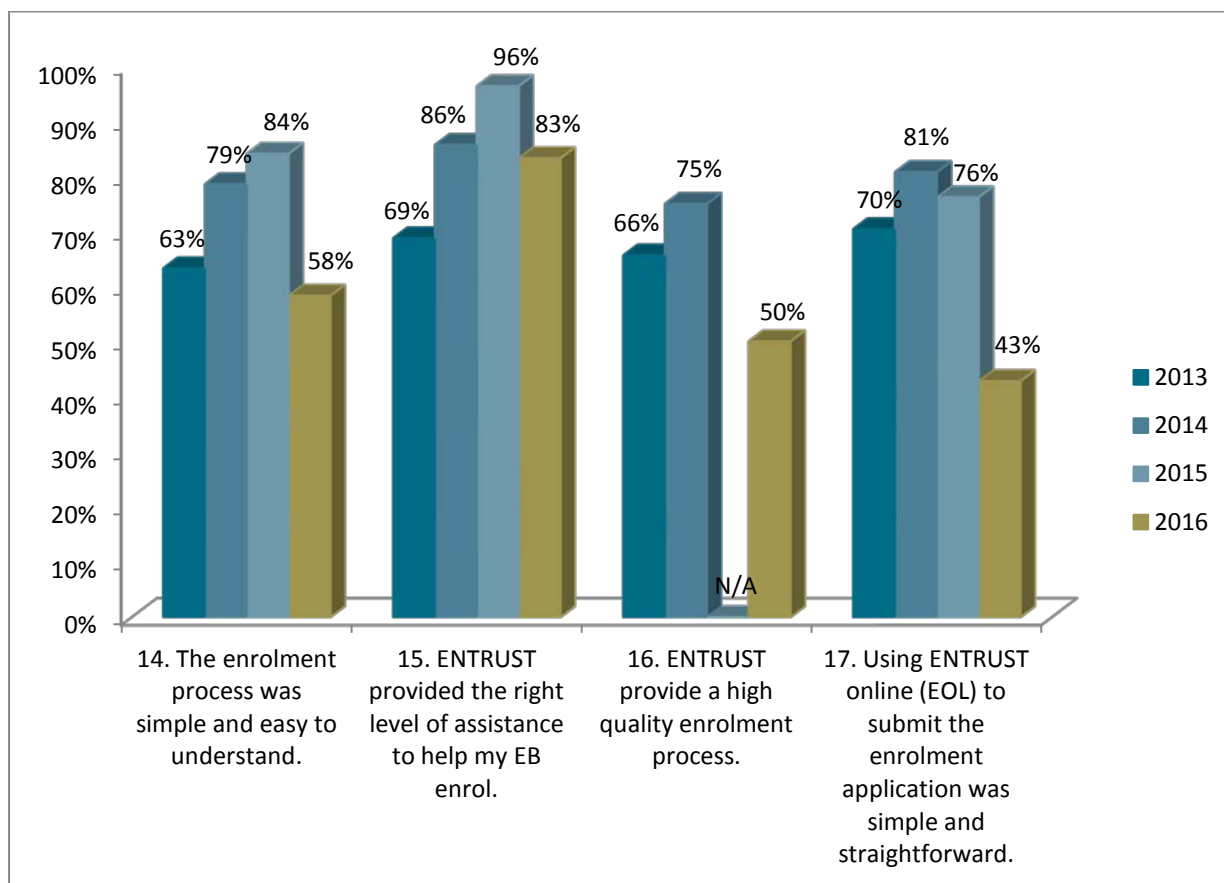
4. ENTRUST's systems

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 2015 and April 2016 and, if so, whether EOL makes it easy for them to fulfil their reporting obligations under the Landfill Tax Regulations 1996 (Regulations). This represented a slight change to the question asked previously. In 2013 and 2014 the question was 'EOL makes administration of the LCF easy for my EB'.



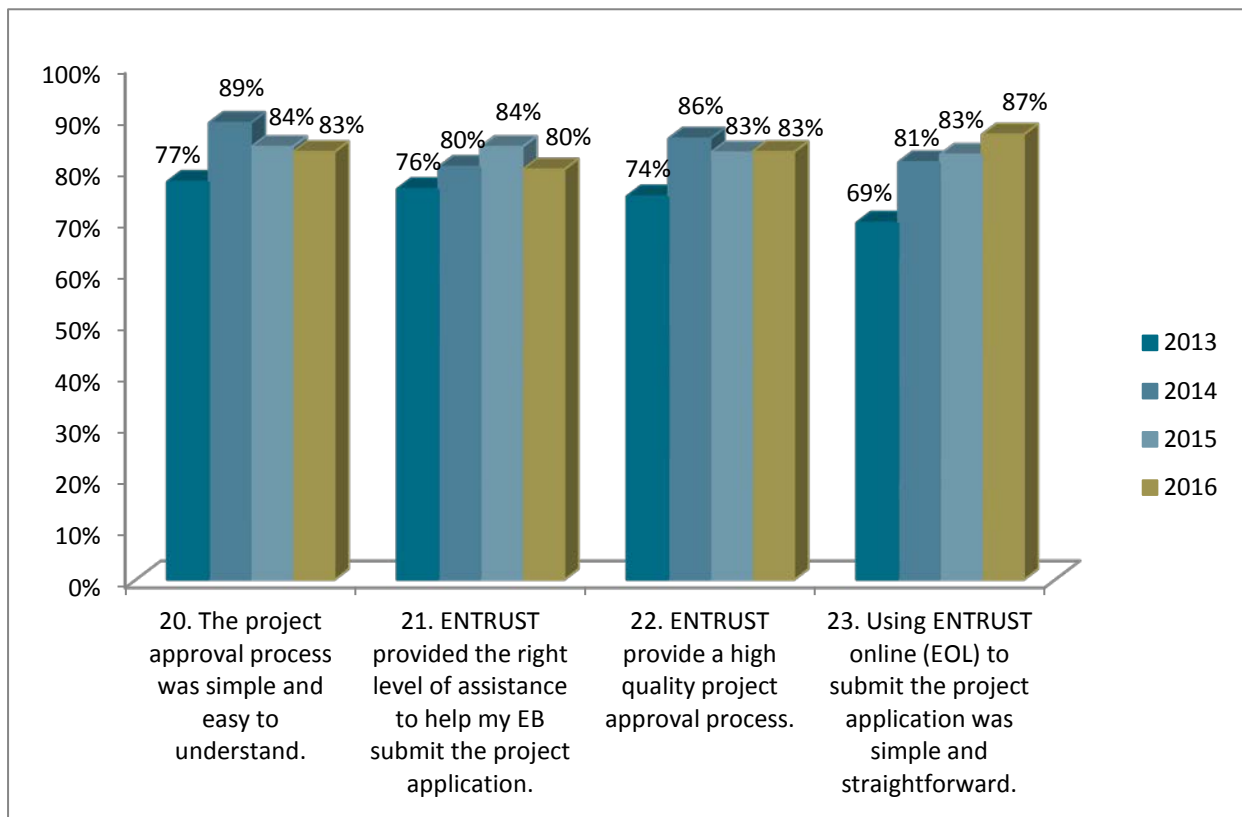
5. Enrolling as an Environmental Body (EB)

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 2015.



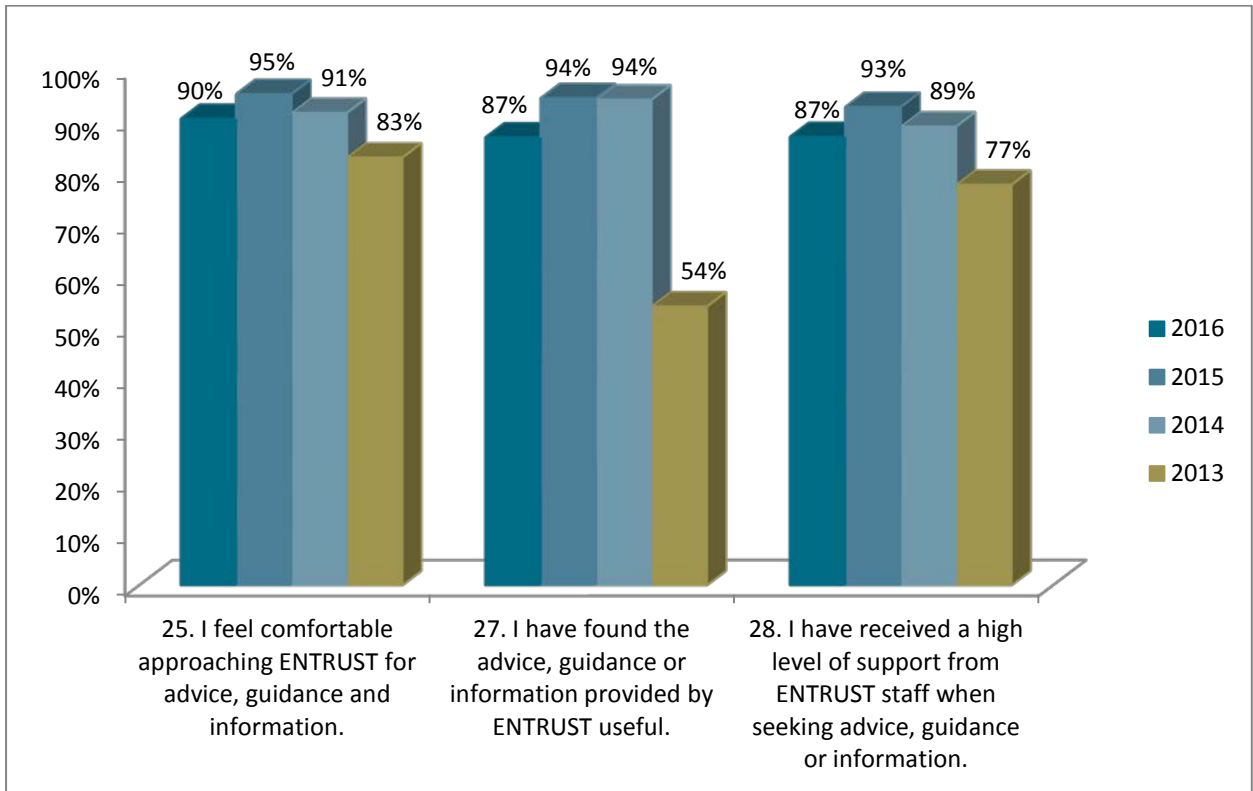
6. Obtaining project approval

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 2015.

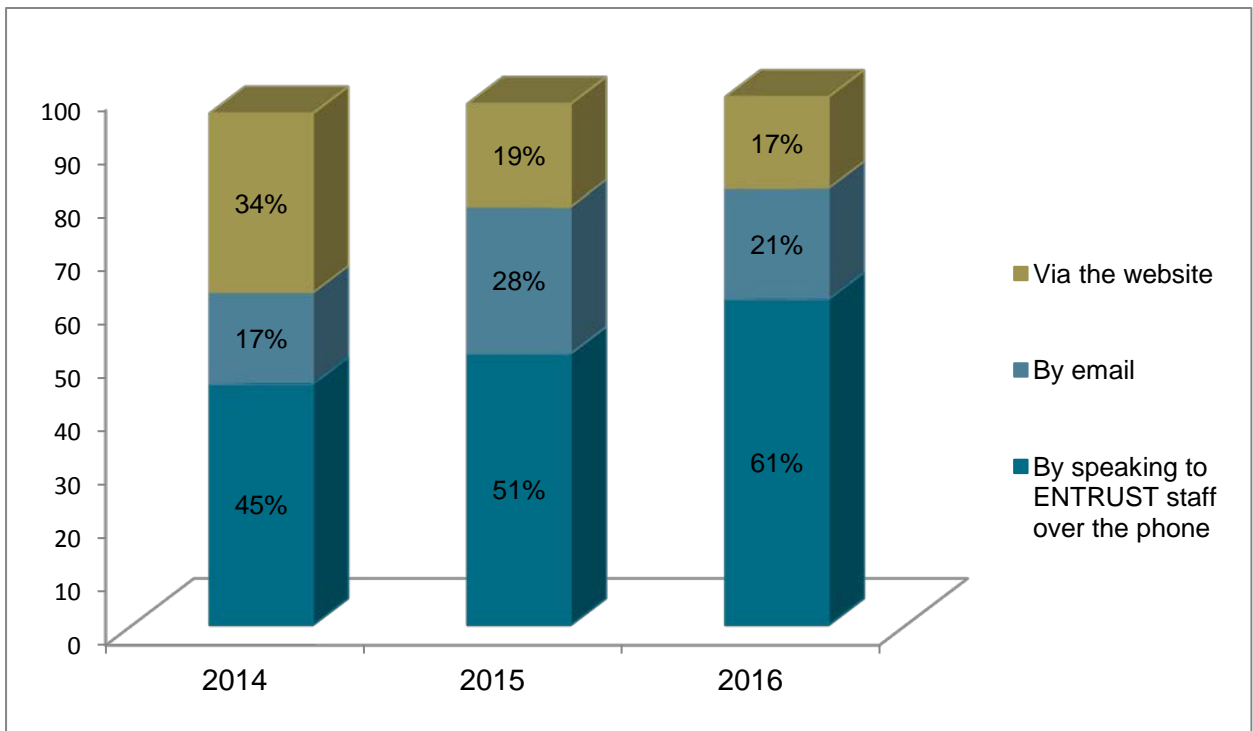


7. Understanding the Regulations

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.

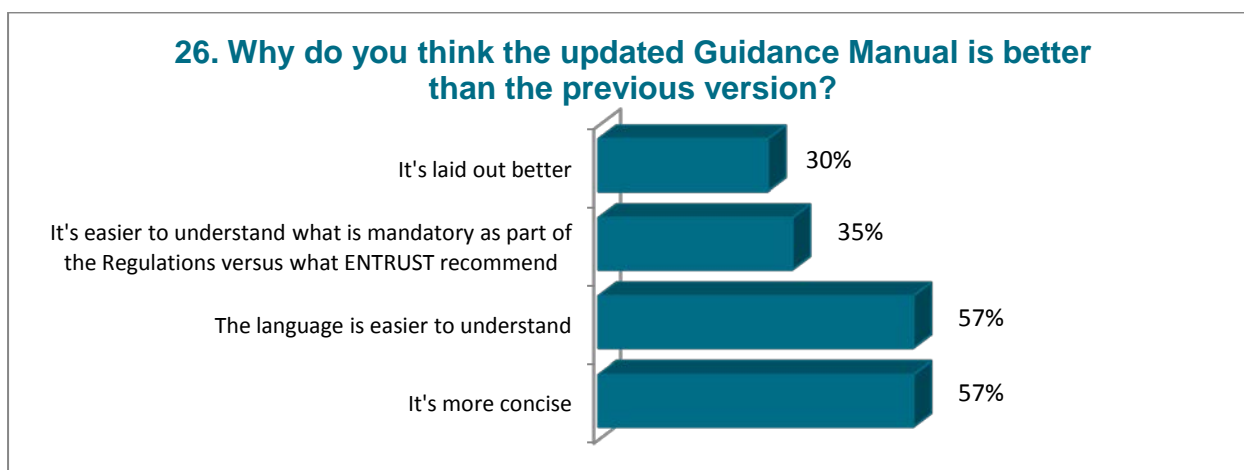
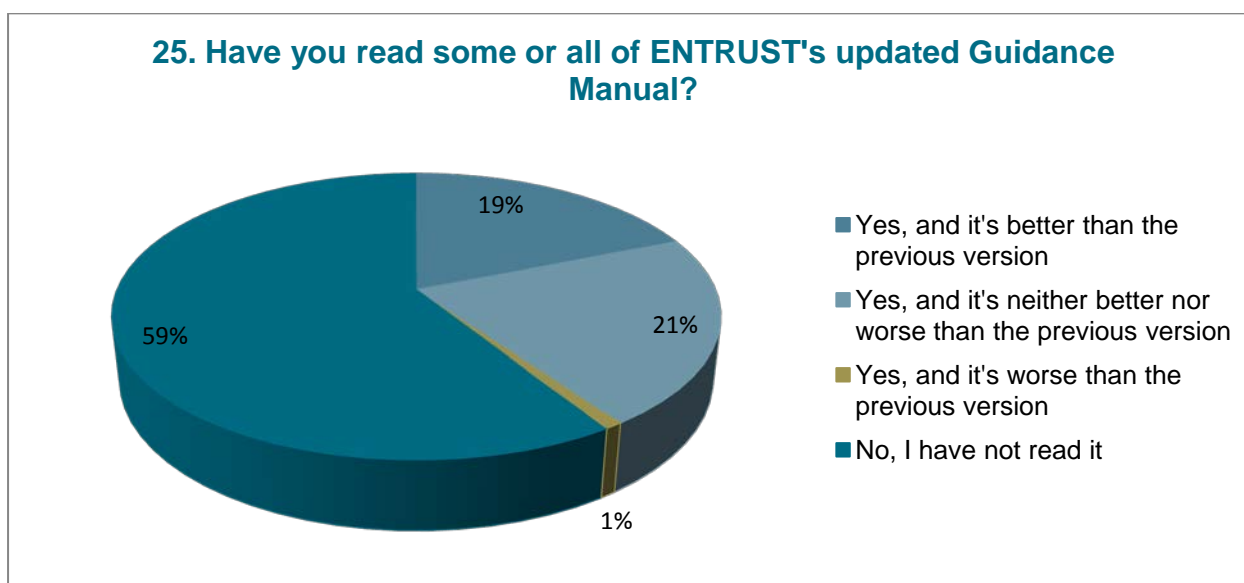
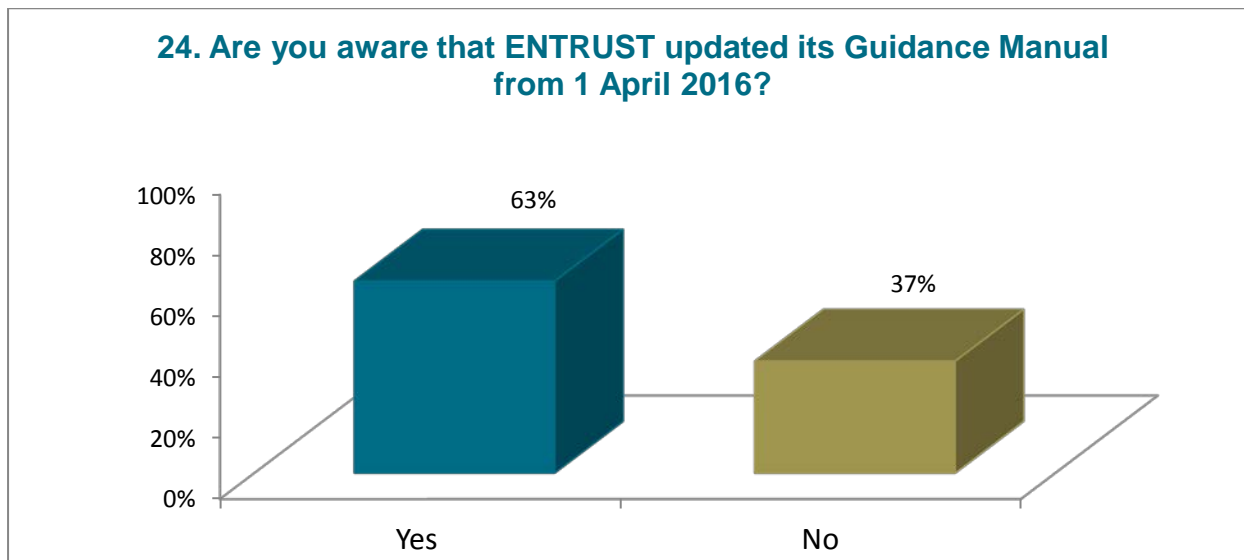


My preferred method of accessing ENTRUST advice, guidance and information is:



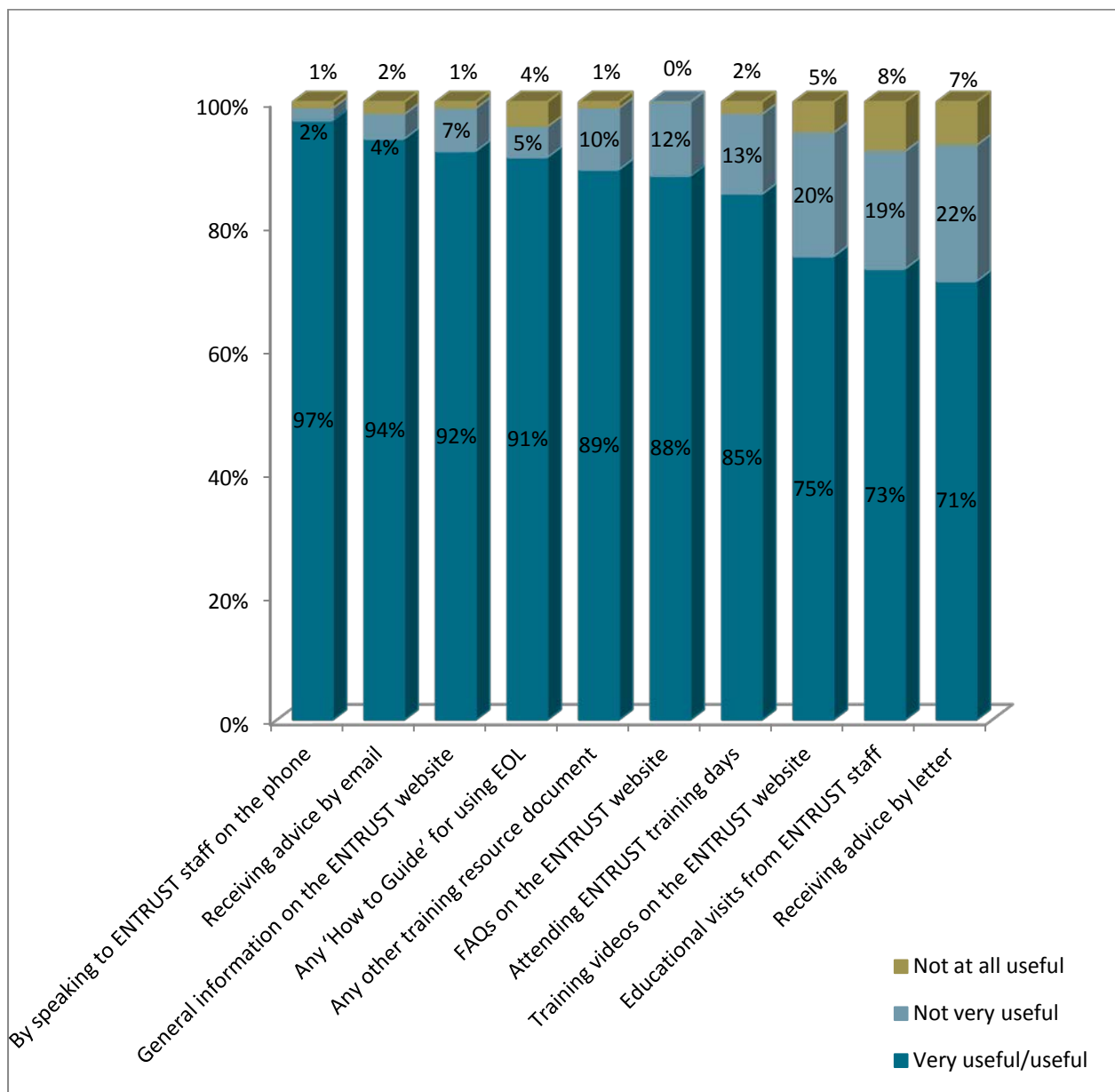
8. Updated Guidance Manual

In 2016 we created a new section of questions about our updated Guidance Manual. The purpose of these questions was to ascertain awareness of the updated manual and to understand how many EBs had read some or all of the manual and whether they felt it was better or worse than the previous manual, and the reasons they gave for thinking it was better or worse. This helped to inform any potential updates required for the Guidance Manual.



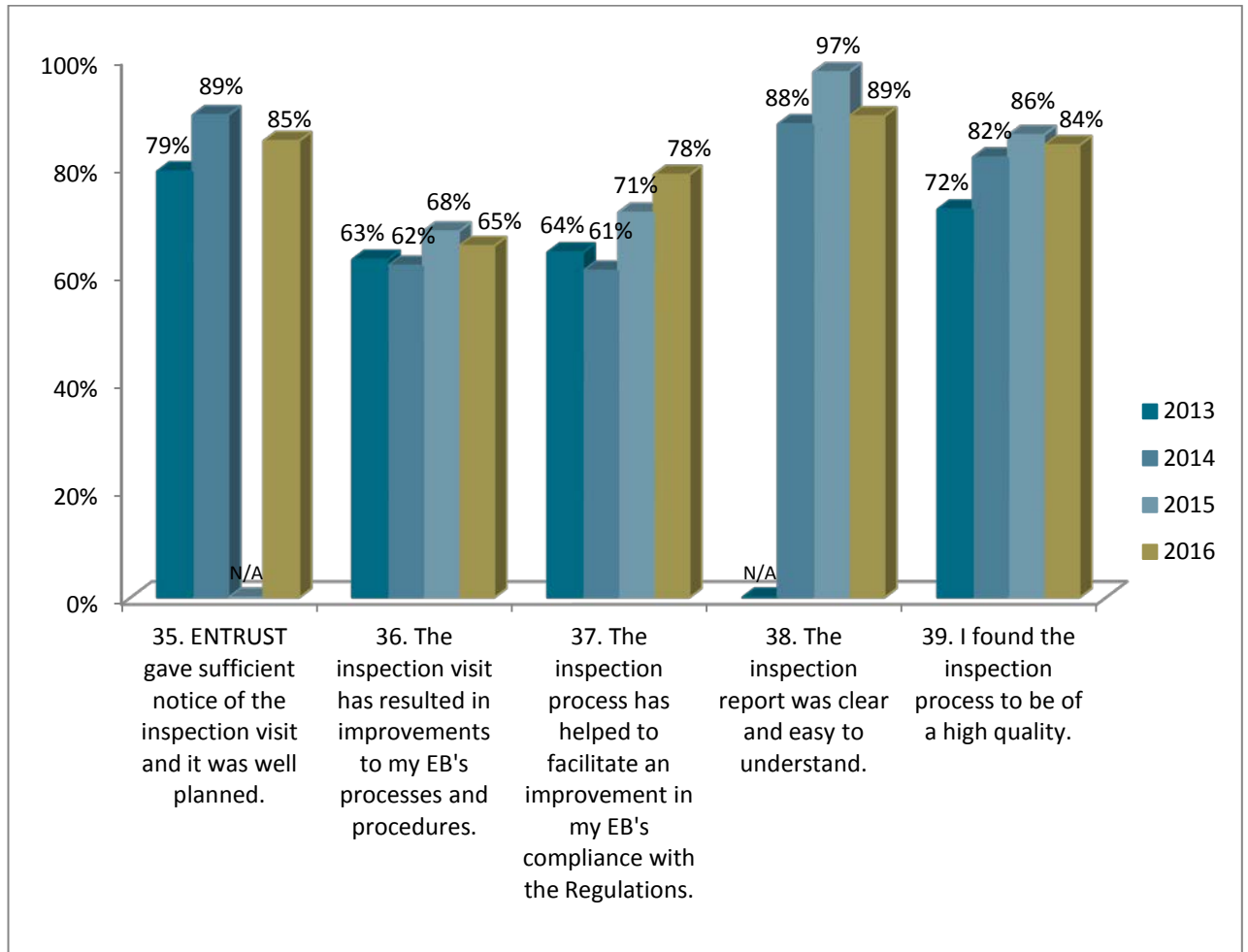
9. Environmental Body (EB) training

Following a reduction in response rates in 2015, a bespoke training survey was undertaken in Autumn 2015 and the questions relating to training in the 2016 EB Satisfaction Survey were re-written. 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'.



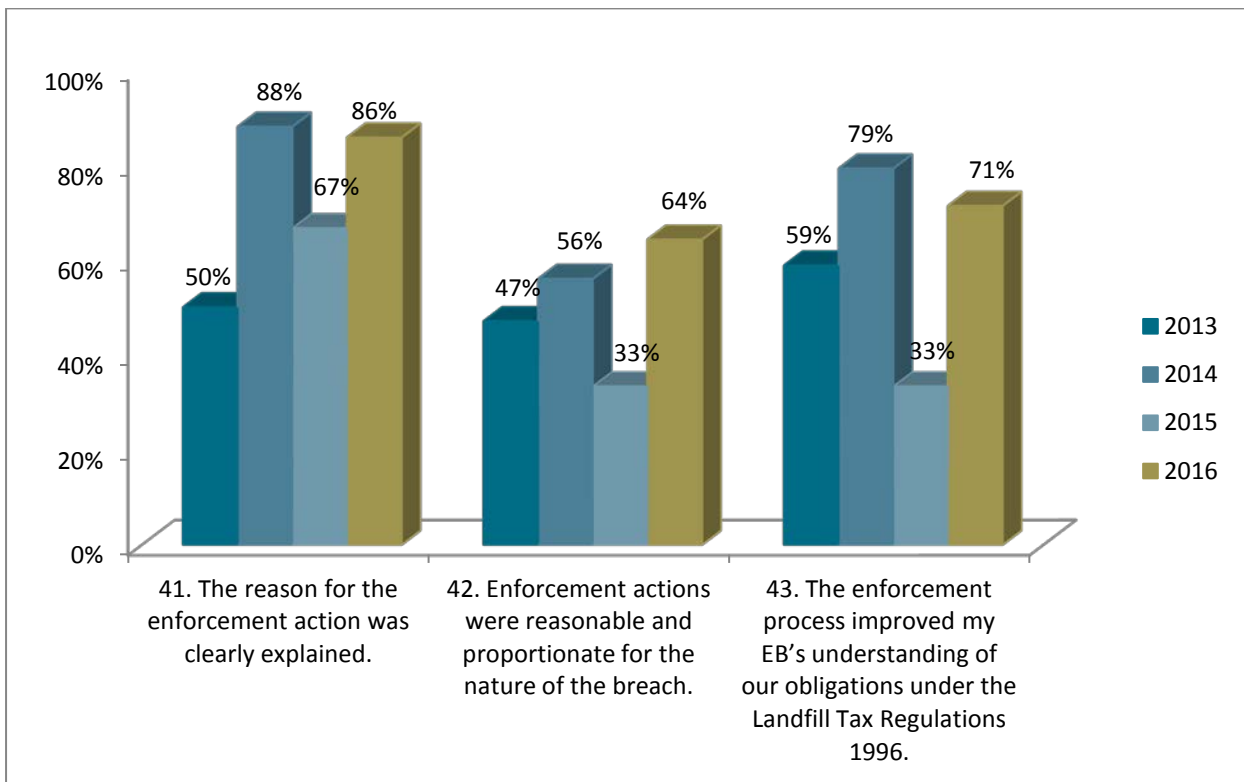
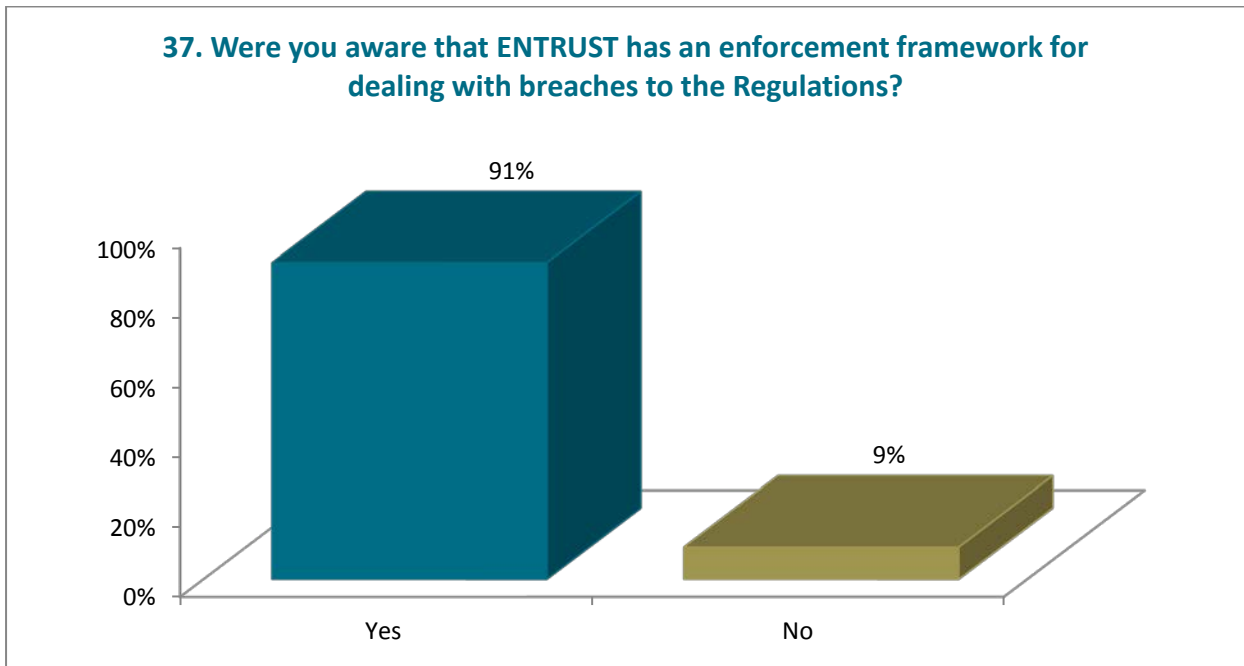
10. Compliance Inspections

The purpose of this section was to assess 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 2015 were asked to provide responses to these questions.



11. Enforcement

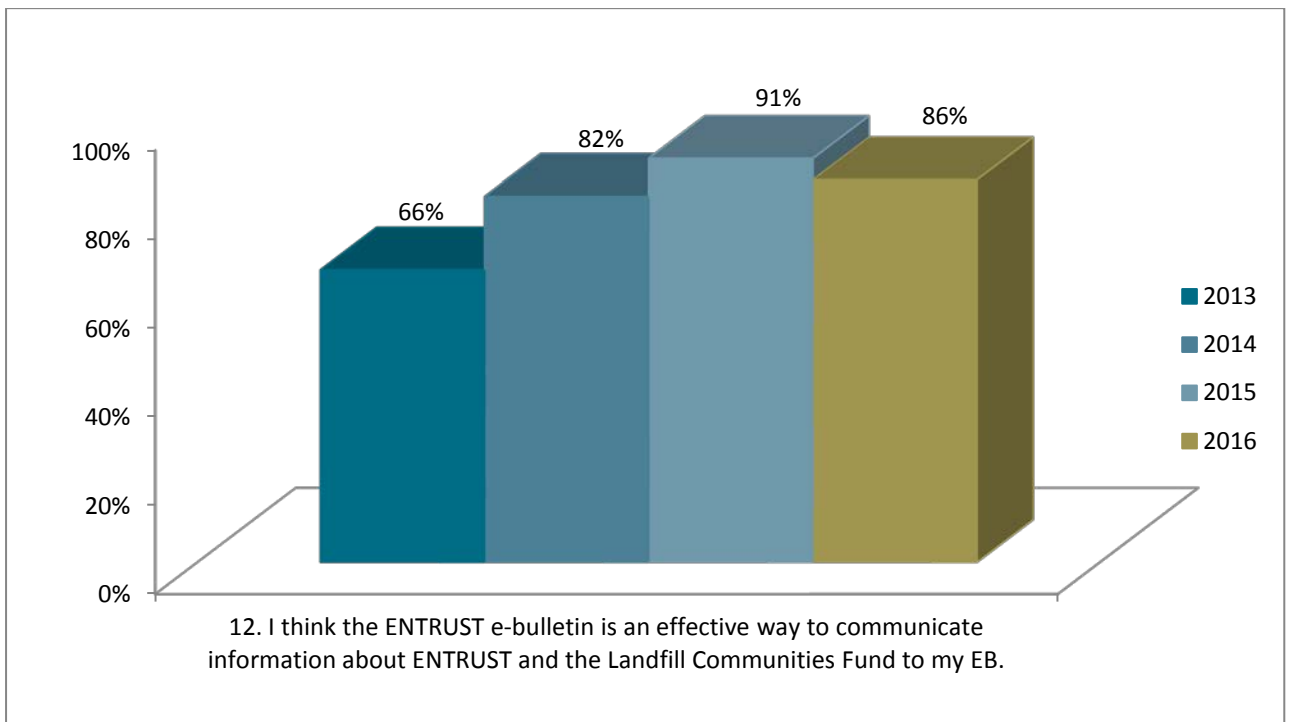
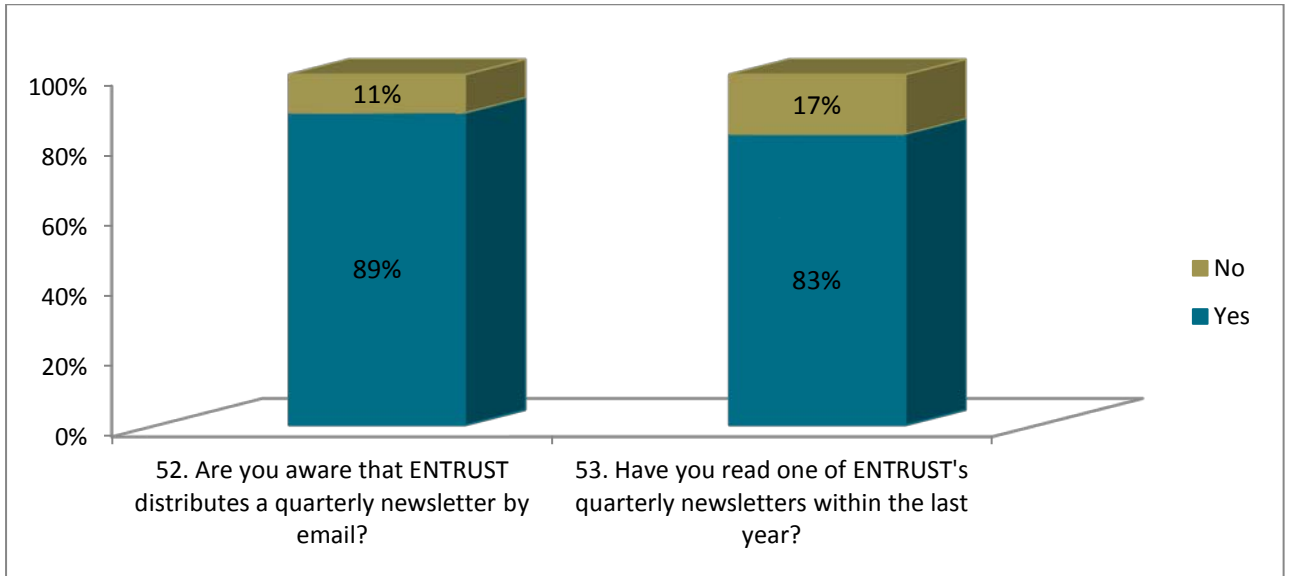
Three new enforcement questions were introduced in the 2014 survey and were repeated in 2015. The questions were designed to obtain the views of those EBs who have been subject to enforcement action or the enforcement process since 1 April 2015. In the 2016 Satisfaction Survey we introduced a new question to assess awareness of ENTRUST's enforcement framework.



*The sample size in the 2015 Satisfaction Survey was very low, with just three respondents.

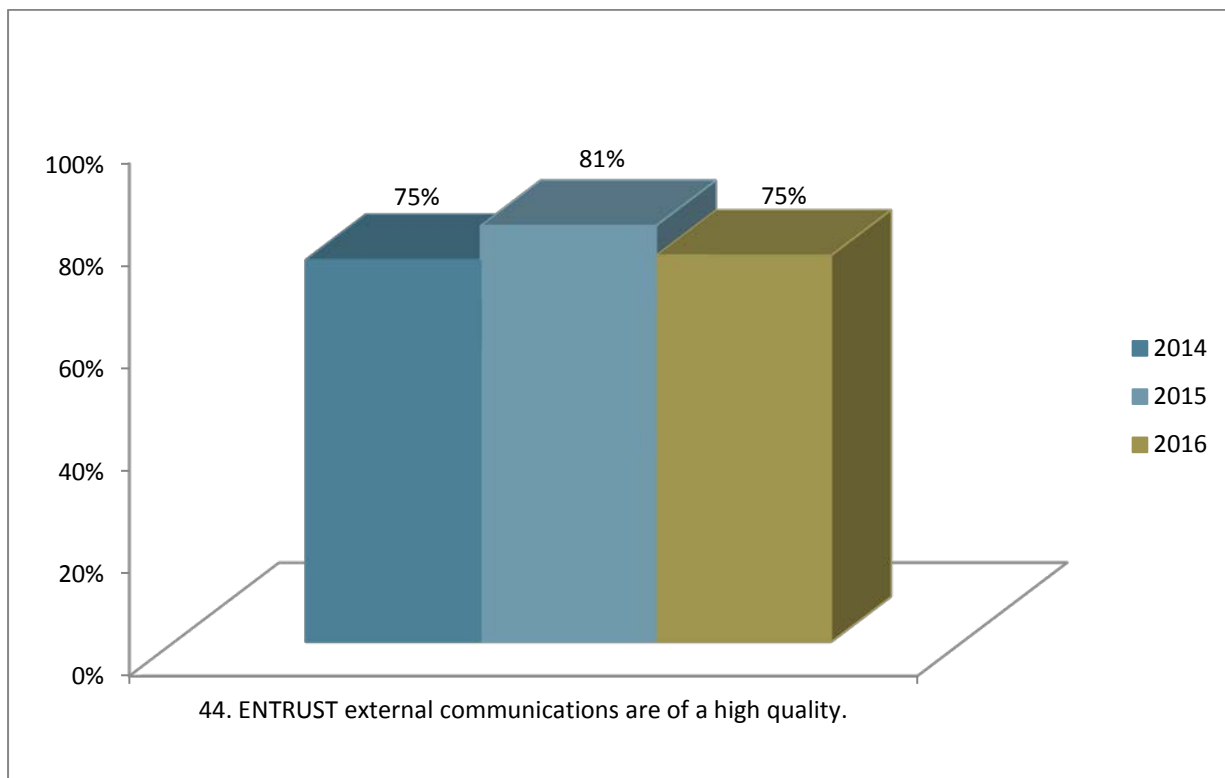
12. ENTRUST'S quarterly eNewsletter

In this year's survey we asked three questions to ascertain EBs' awareness of our e-newsletter 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.

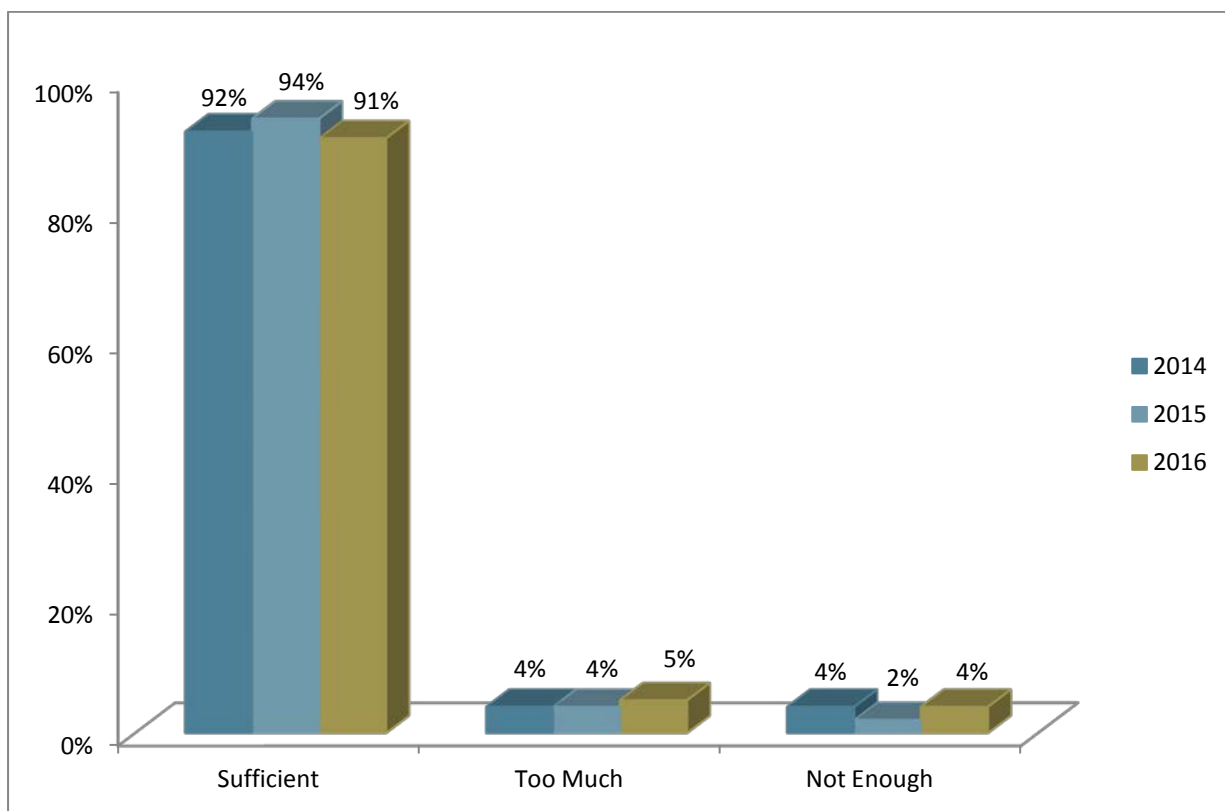


13. Communications

This section aims to assess EBs' views on the quality and amount of communications we issue. Questions were first included in 2014.

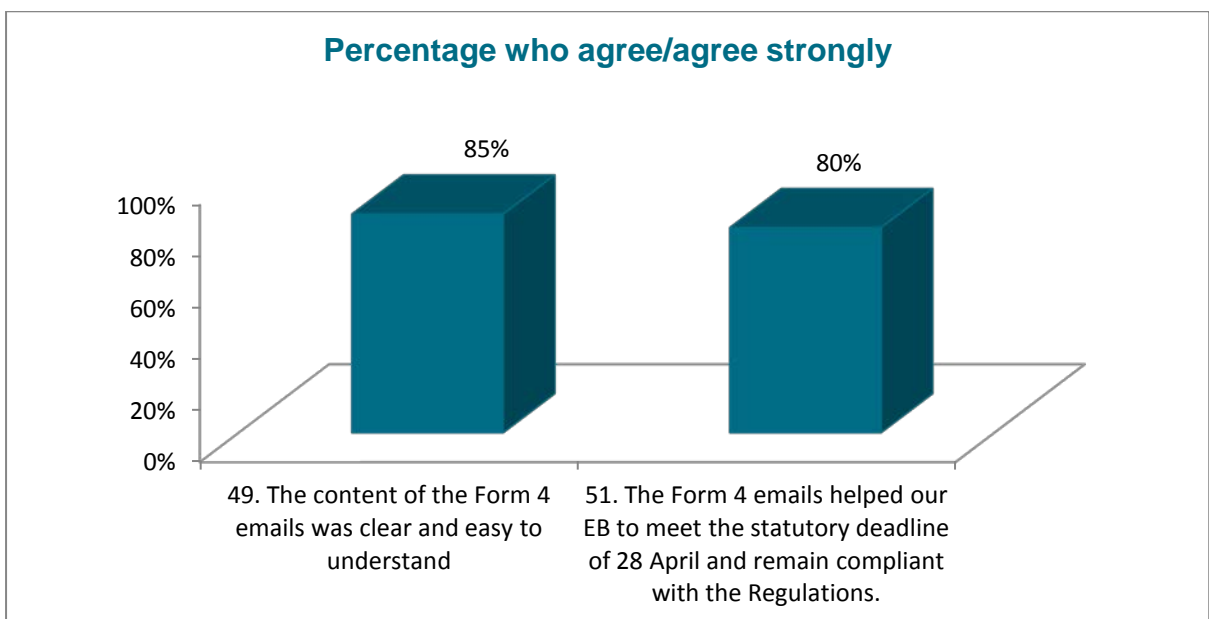
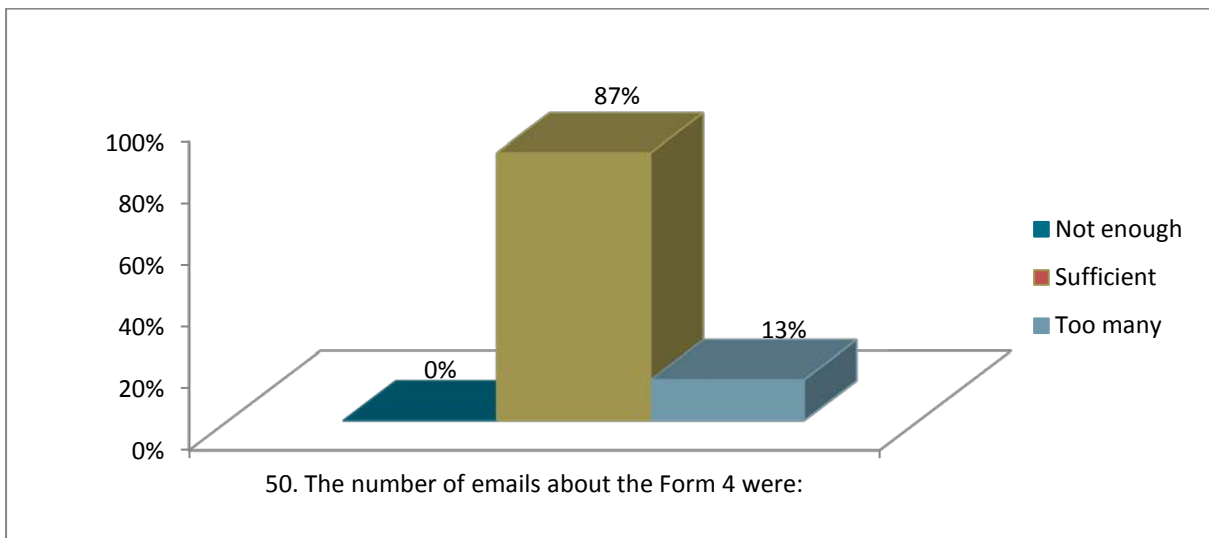
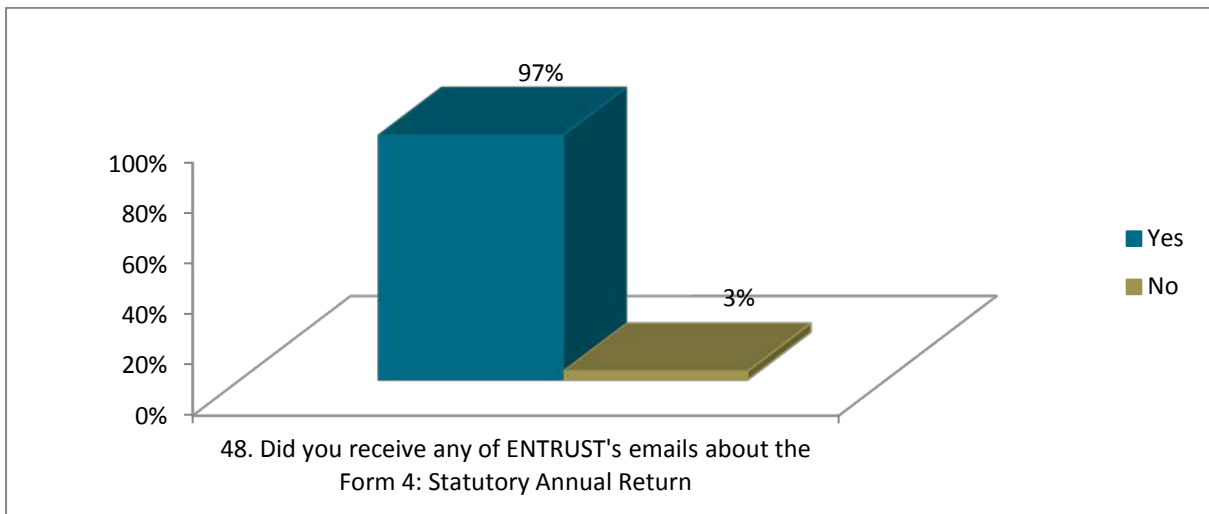


The amount of communication issued by ENTRUST is:



14. Form 4: Statutory Annual Return Communications

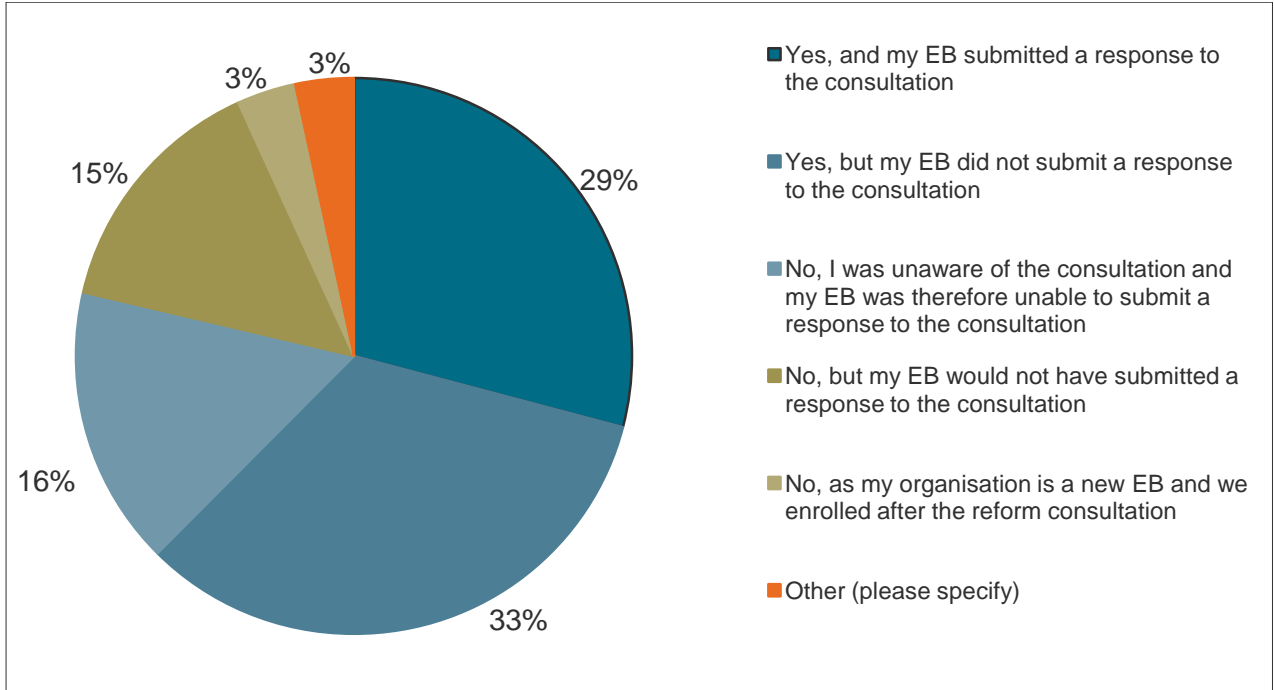
In 2016 we created a new section to evaluate the clarity, effectiveness and quantity of our communications regarding the Form 4 Statutory Annual Return.



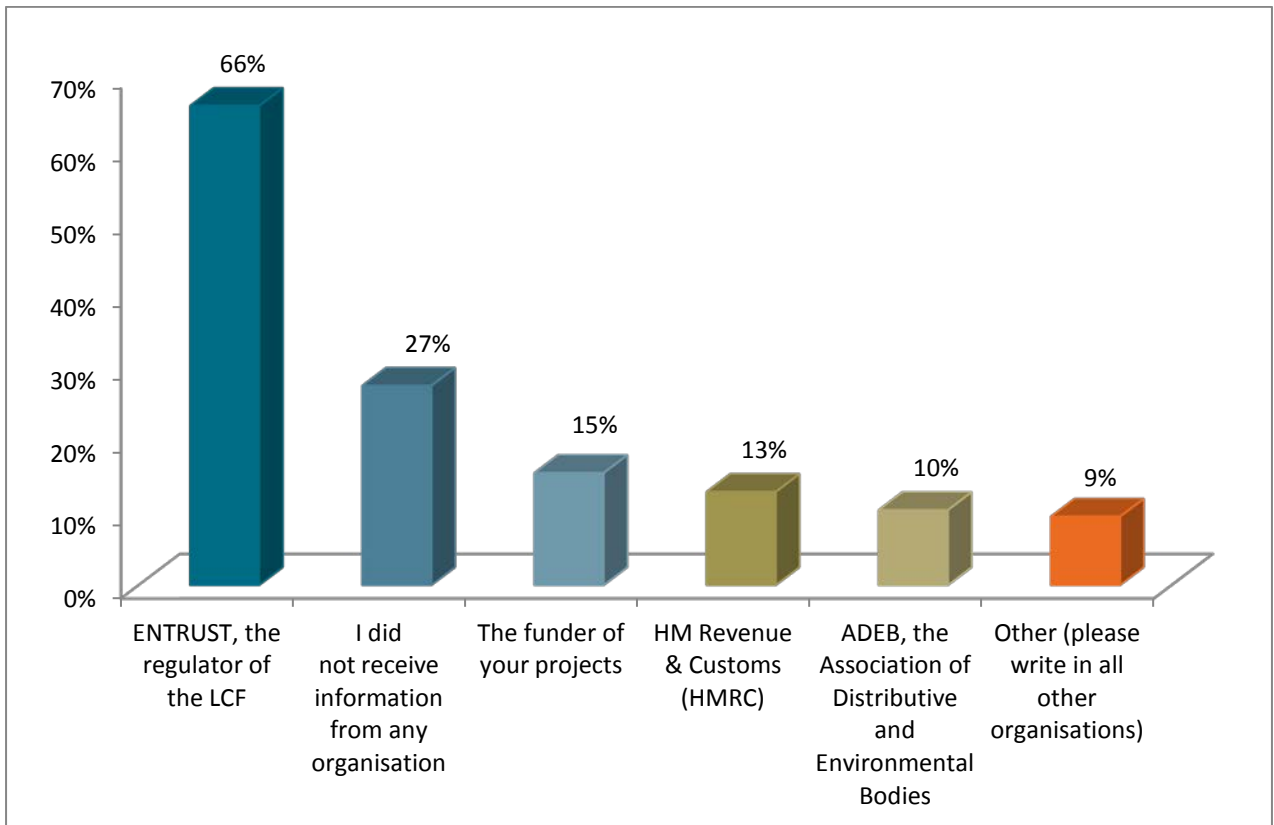
15. Government Consultation

In 2016 we created a new section to assess awareness of the Government’s consultation on the Reform of the LCF. We further asked EBs to tell us which organisation’s they had received, or obtained information from in relation to the consultation, and whether, amongst those who had received information from ENTRUST, they felt the information they had received was sufficient.

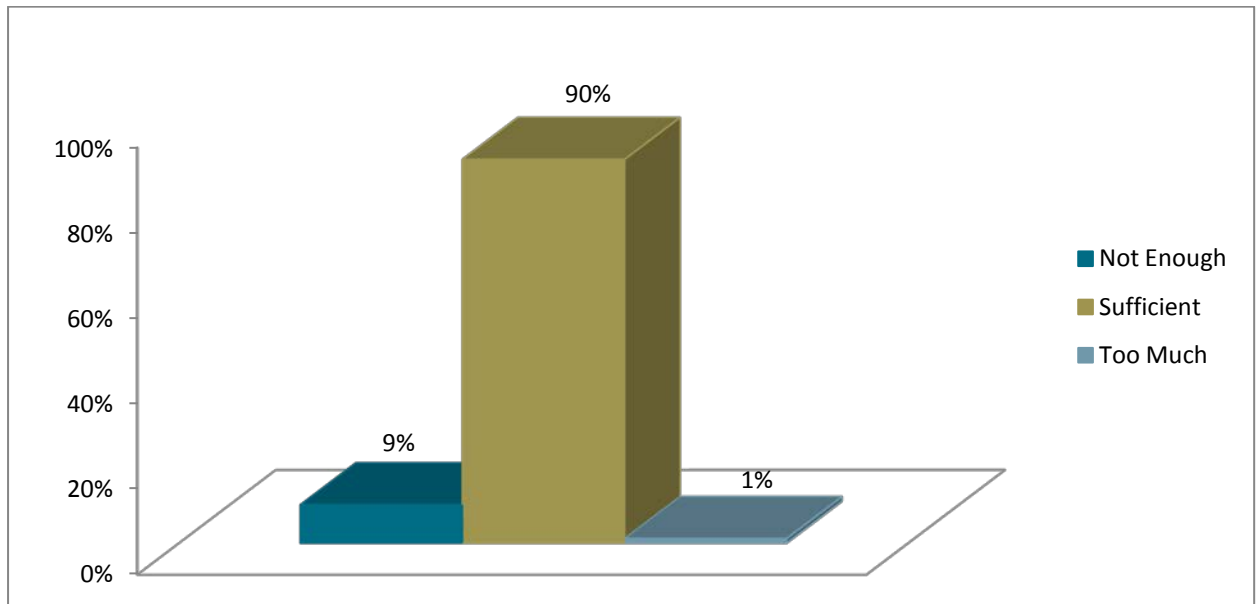
Awareness of the Government’s consultation on reform of the LCF:



From which organisations did EBs receive or obtain information regarding reform of the LCF:



The information I received from ENTRUST regarding the reform of the LCF was:



16. Scotland

This section was introduced in 2015 to evaluate how well we are supporting EBs regarding the closure of the LCF scheme in Scotland as we move through the transitional period. The following question was only asked of those EBs who currently fund projects in Scotland.

