



2017 Environmental Body Satisfaction Survey

Charts

Published November 2017

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. Impact of removing paper forms	10
9. Environmental Body training	11
10. Compliance inspections	12
11. Enforcement	13
12. ENTRUST's e-newsletter and communications	14
13. Form 4 Communications	16

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.

In 2017 we refined the questions, making updates as per the 2016 action plan whilst retaining key benchmarking measures to ensure we can compare our performance year on year. We further reviewed the questionnaire and considered it appropriate to include new question areas relating to removing paper forms, the use of ENTRUST 'How to' guides, and the new ENTRUST Enrolment Module. We also removed questions that were no longer relevant and to reduce the administration burden of completing the survey we removed questions that are duplicated in our other surveys.

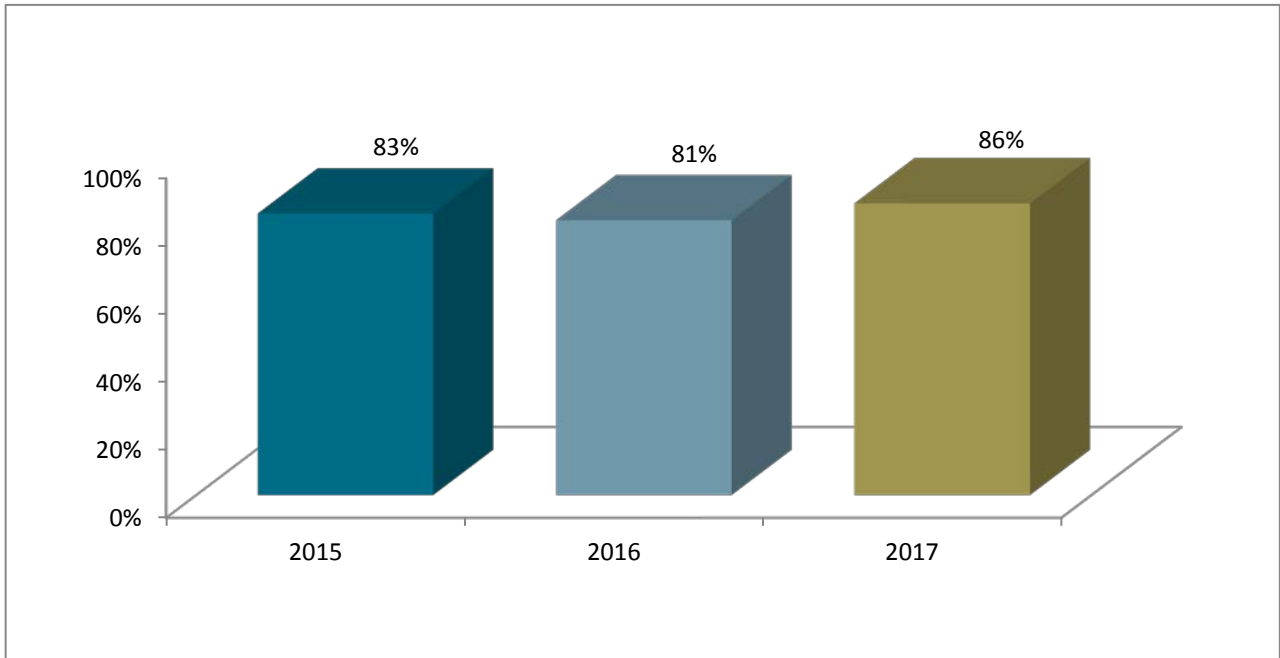
We have carefully analysed the results of the survey and have developed an action plan to address those areas and issues, which stakeholders consider we should improve.

The action plan including timescales for completion and the overview of findings are available on our website.

2. Overall satisfaction

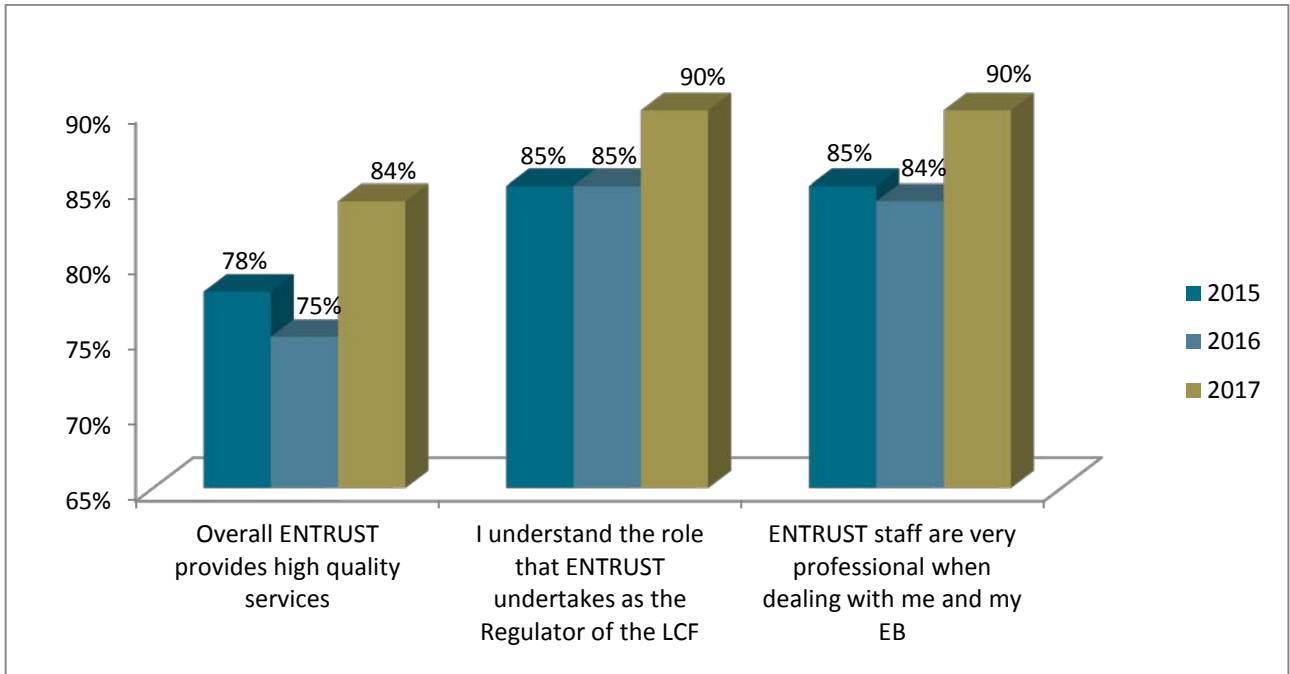
The overall satisfaction is calculated across all of the survey results as a percentage of questions requiring a response from 1-5 which were responded to positively, with a rating of 4 (agree) or 5 (strongly agree).

Ratings of 4 or above:



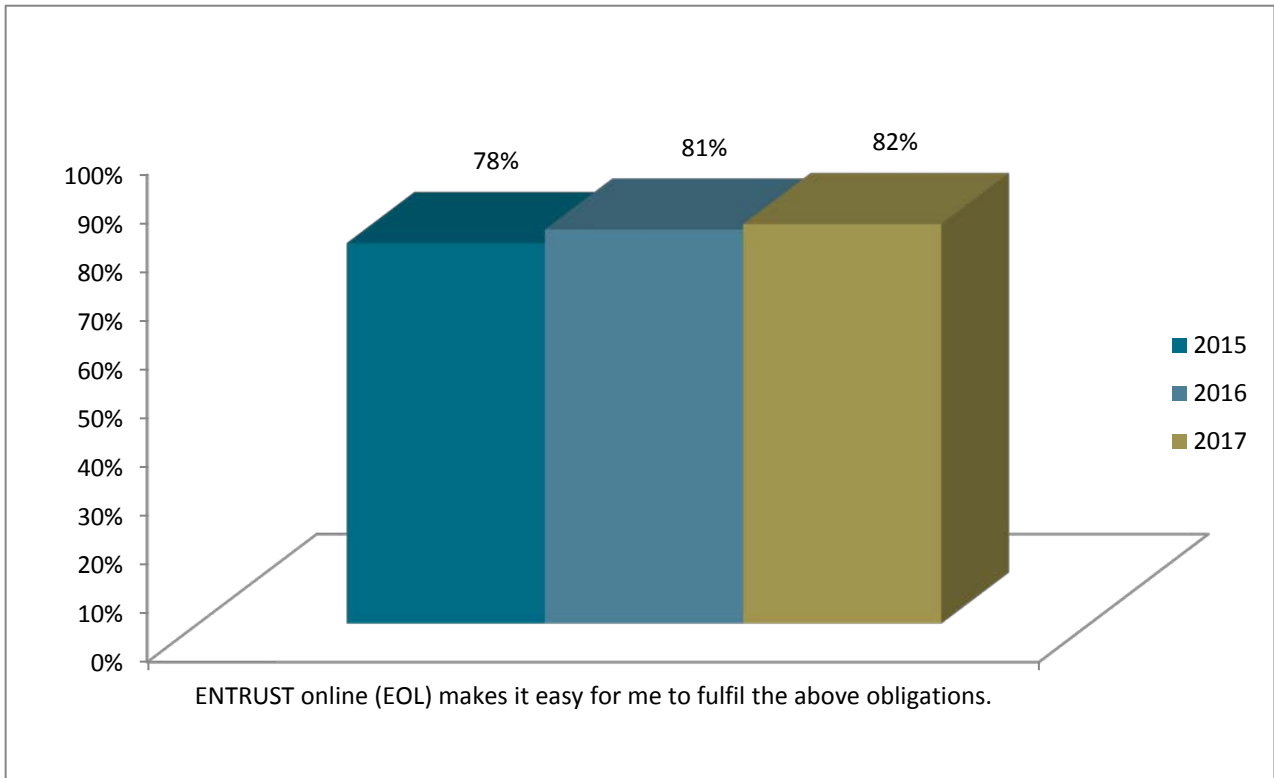
3. ENTRUST as the regulator of the Landfill Communities Fund (LCF)

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.



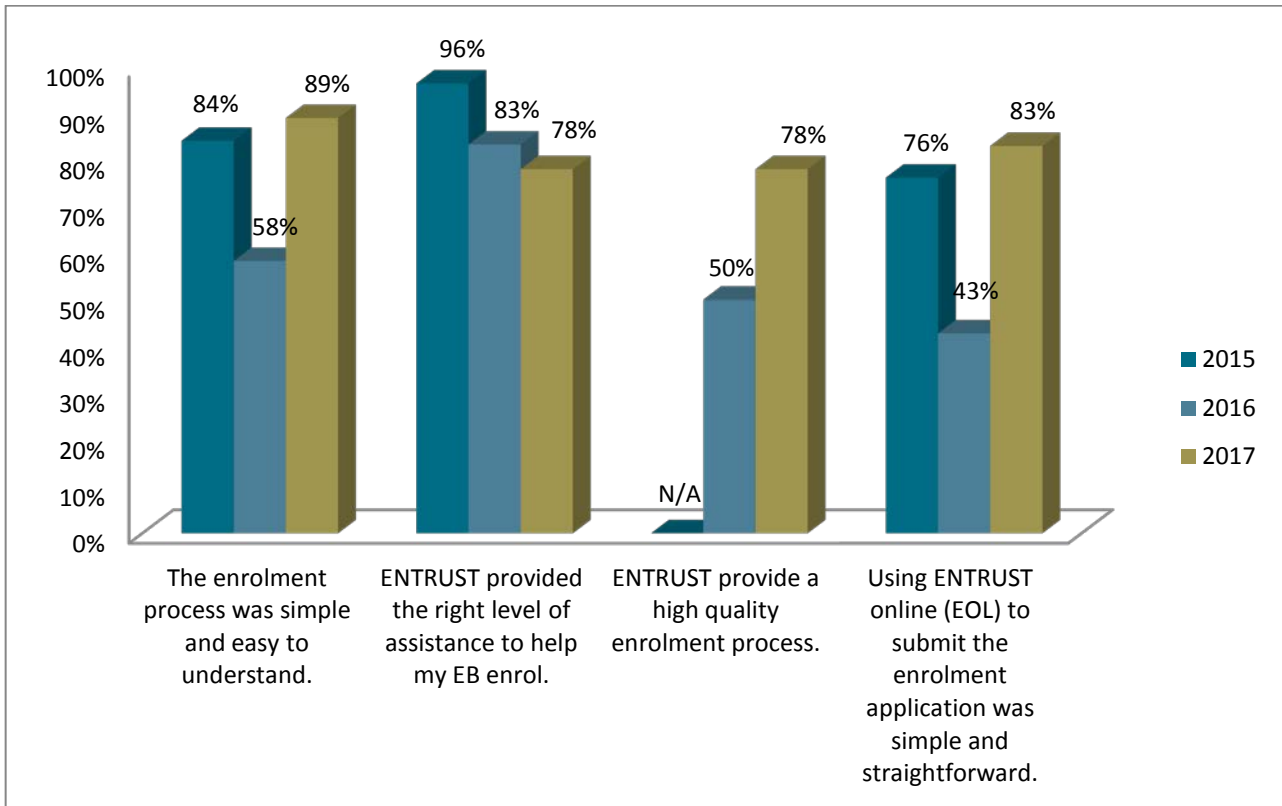
4. ENTRUST's systems

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 2016 and April 2017 and, if so, whether EOL makes it easy for them to fulfil their reporting obligations under the Landfill Tax Regulations 1996 (Regulations).



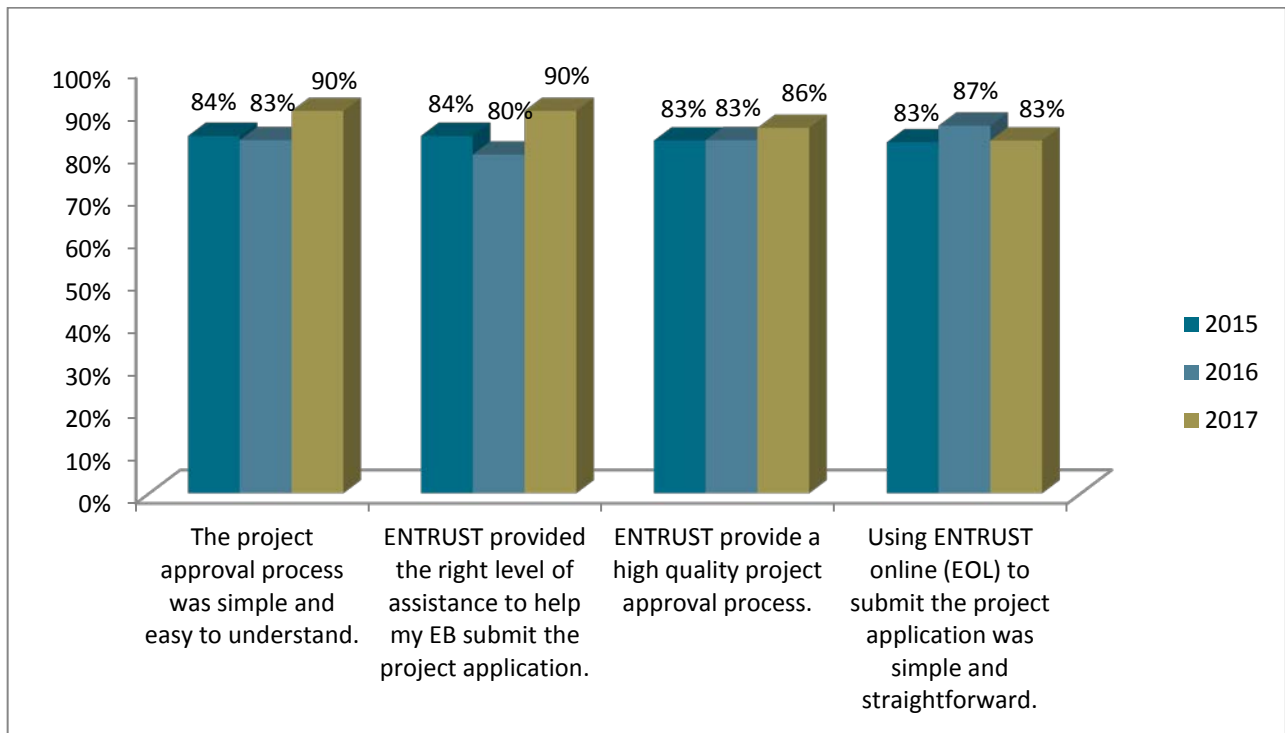
5. Enrolling as an Environmental Body (EB)

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 2016.



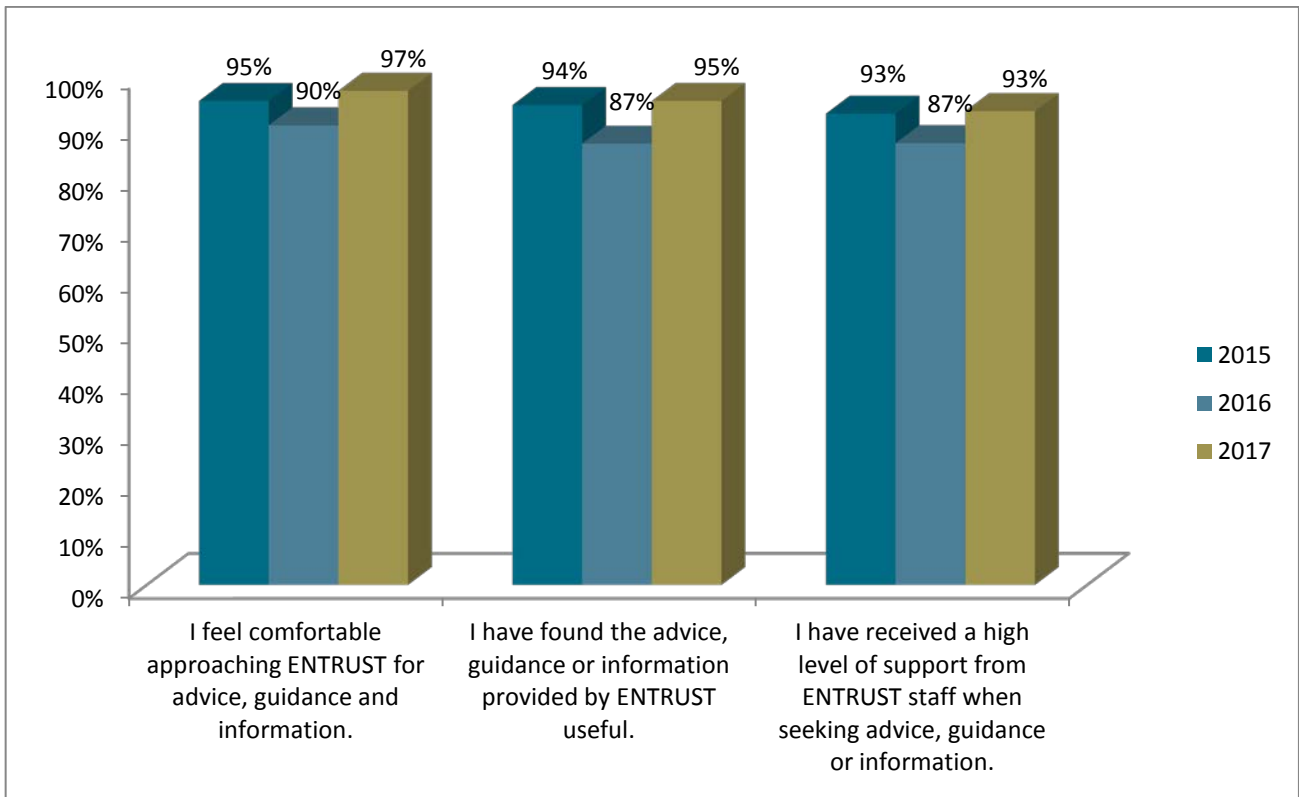
6. Obtaining project approval

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 2016.

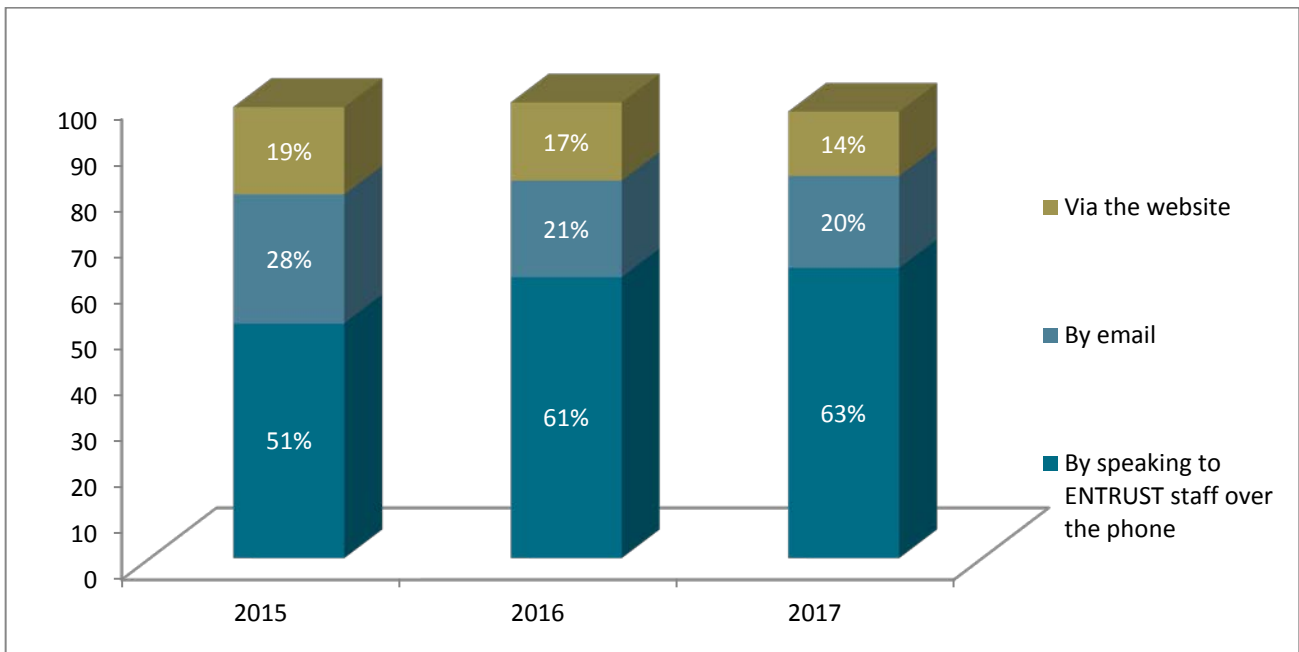


7. Understanding the Regulations

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.

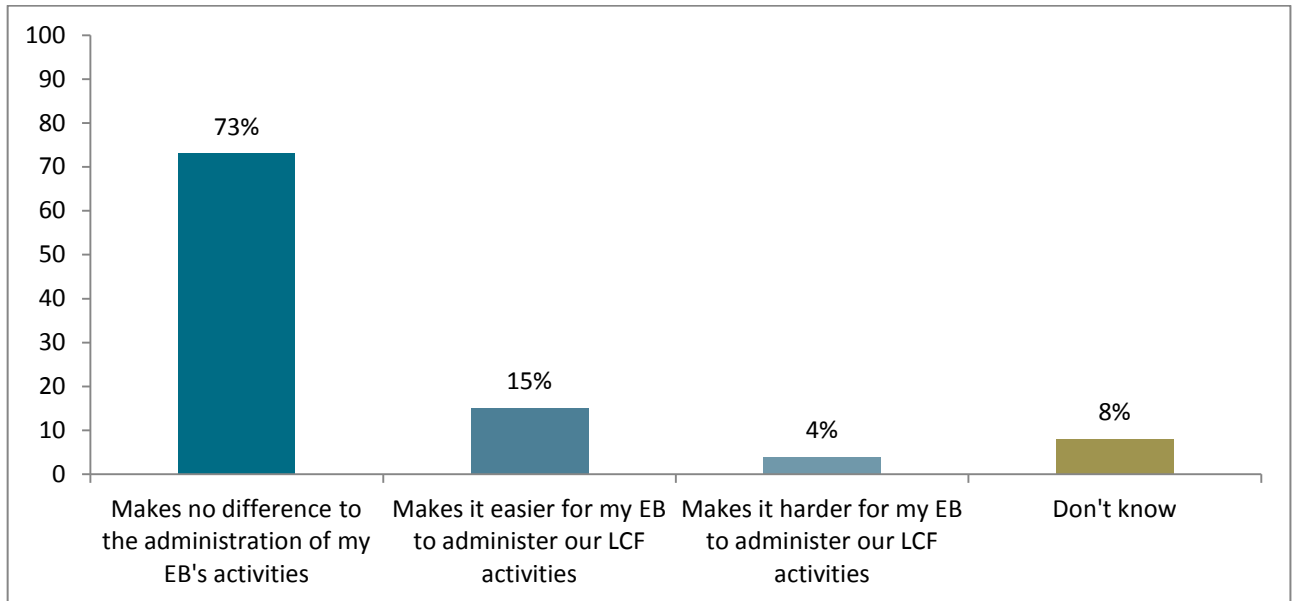


Preferred method of accessing ENTRUST advice, guidance and information:



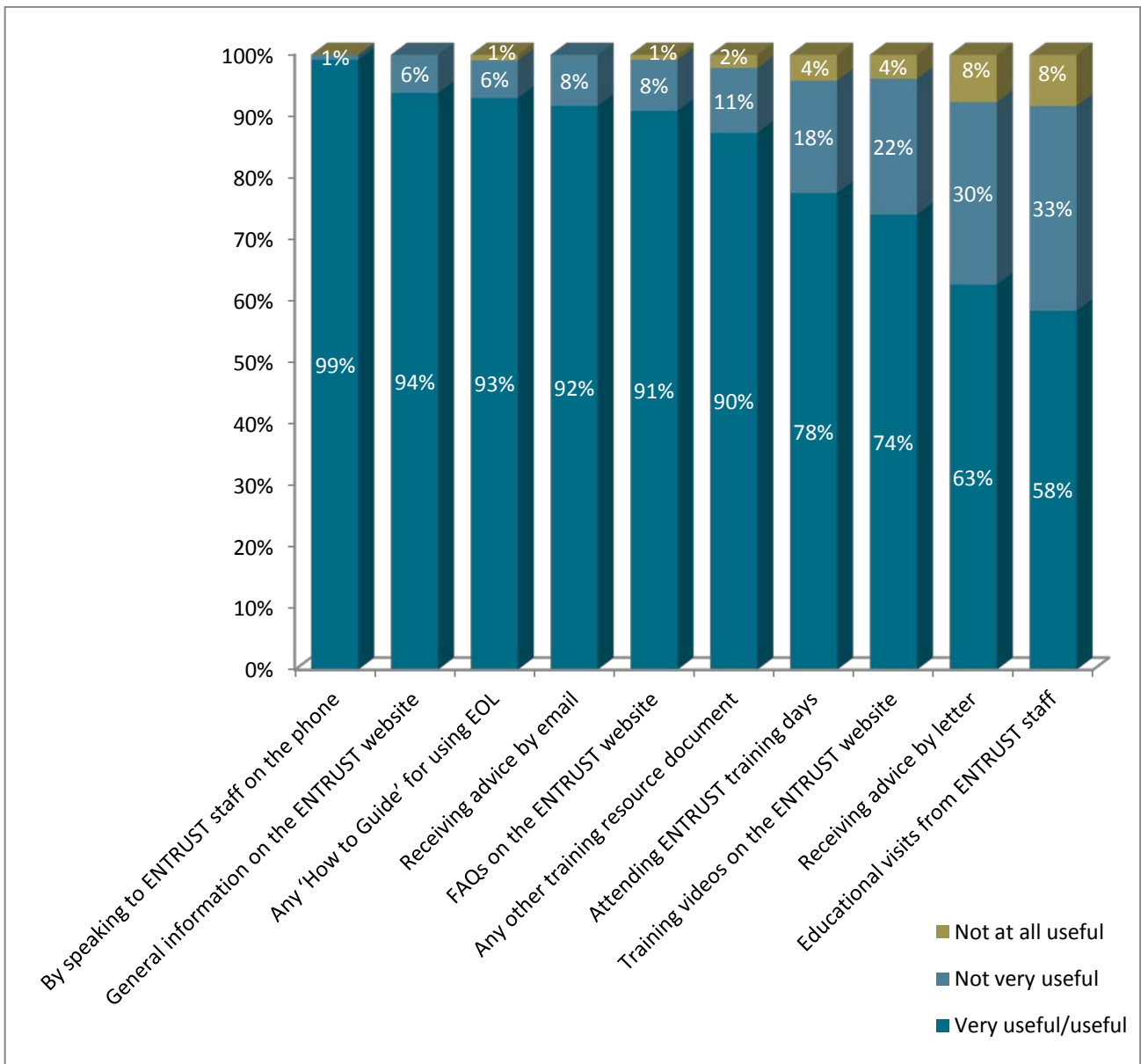
8. Impact of removing paper forms

In the 2017-2020 Corporate Plan we committed to move to 100 per cent online form completion, with the removal of all paper forms. As part of this process, we undertook to seek the opinion of stakeholders regarding the removal of paper forms by creating a new section of questions in the satisfaction survey.



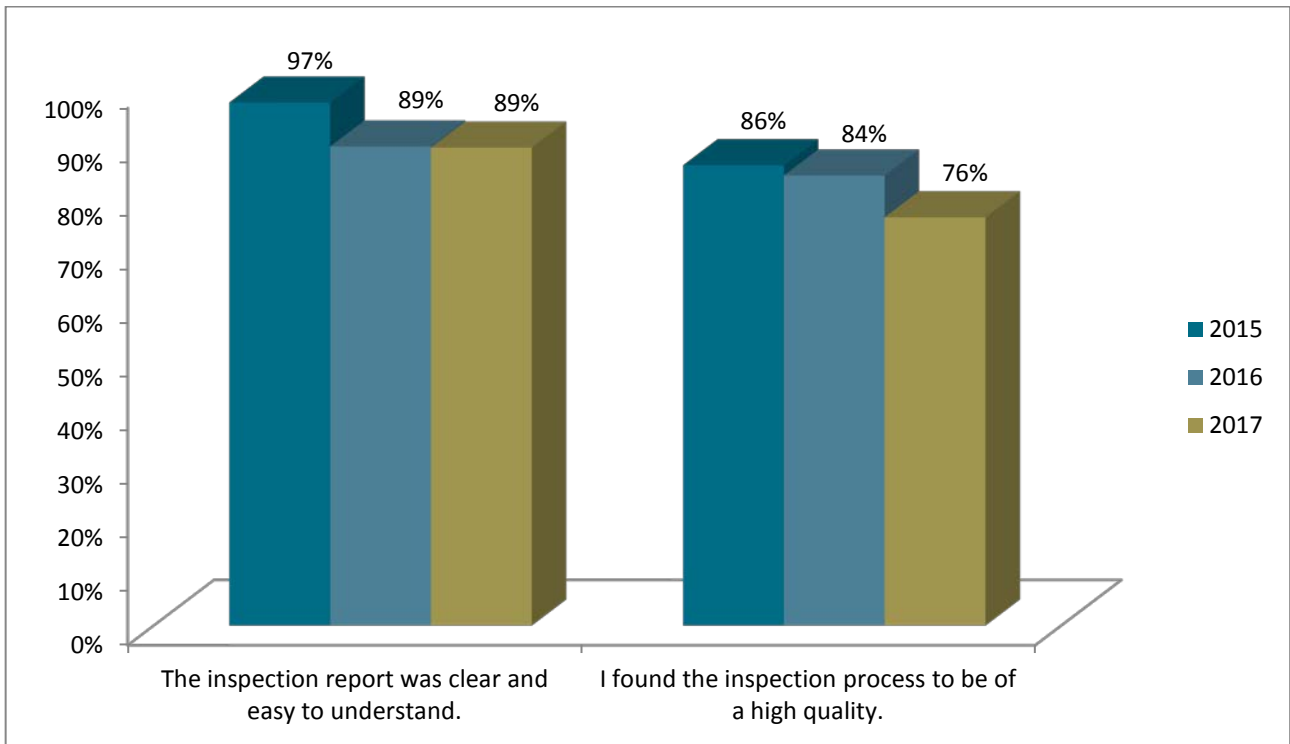
9. Environmental Body (EB) training

The 2017 we further clarified what we mean by ‘training resources’ to encourage stronger response rates. 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

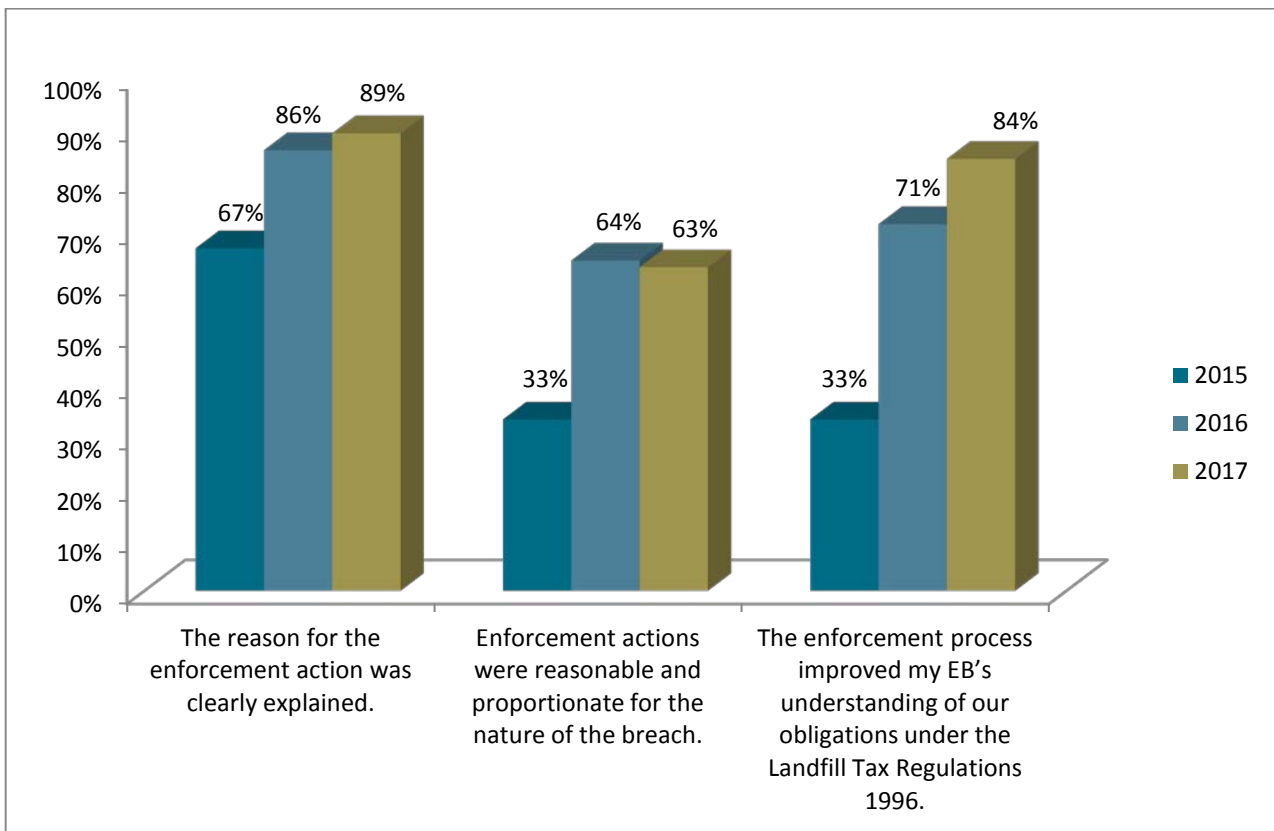
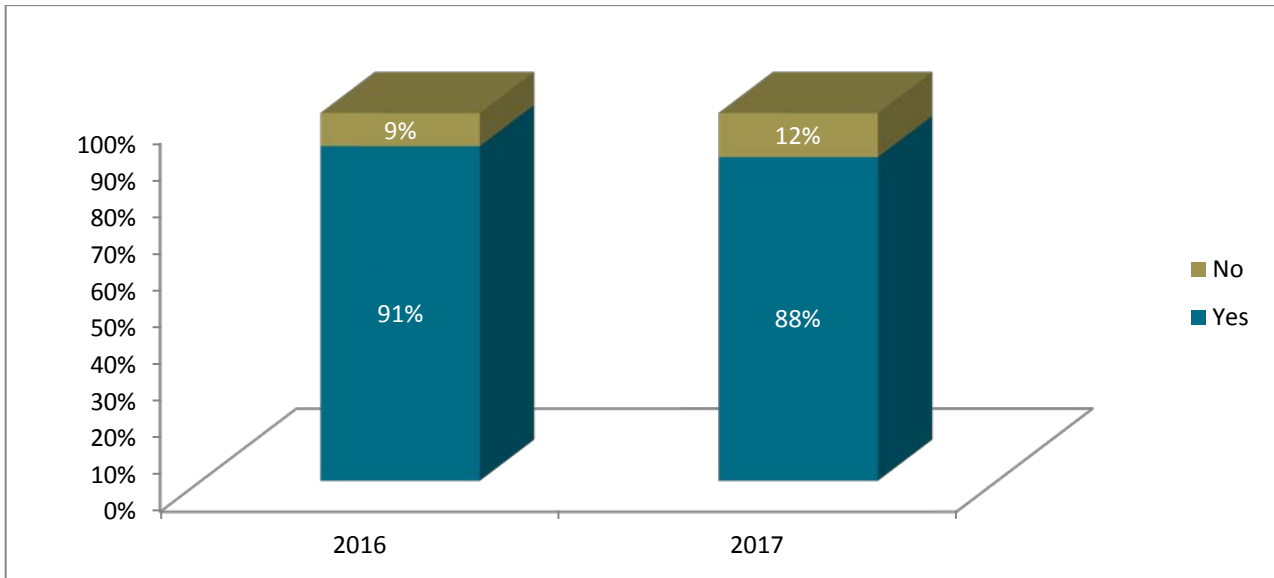
The purpose of this section was to assess EBs' views on the inspection process and the level of service provided by Compliance Inspectors. Following a review in the 2016 EB Satisfaction Survey Action Plan, we considered that the questions relating to our compliance inspections were duplicated with those included in the Compliance Inspection feedback survey and that responses received as part of the latter were likely to be both more reliable and more accurate, since the feedback survey is completed within a few weeks of the actual inspection taking place, whereas the EB Satisfaction Survey questions may be completed up to a year after the inspection has taken place. Only those EBs who had been subject to an inspection since 1 April 2016 were asked to provide responses to these questions.



11. Enforcement

The purpose of this section is to obtain the views of those EBs who have been subject to enforcement action or the enforcement process since 1 April 2016. Additionally, in the 2016 Satisfaction Survey we introduced a new question to assess awareness of ENTRUST's enforcement framework.

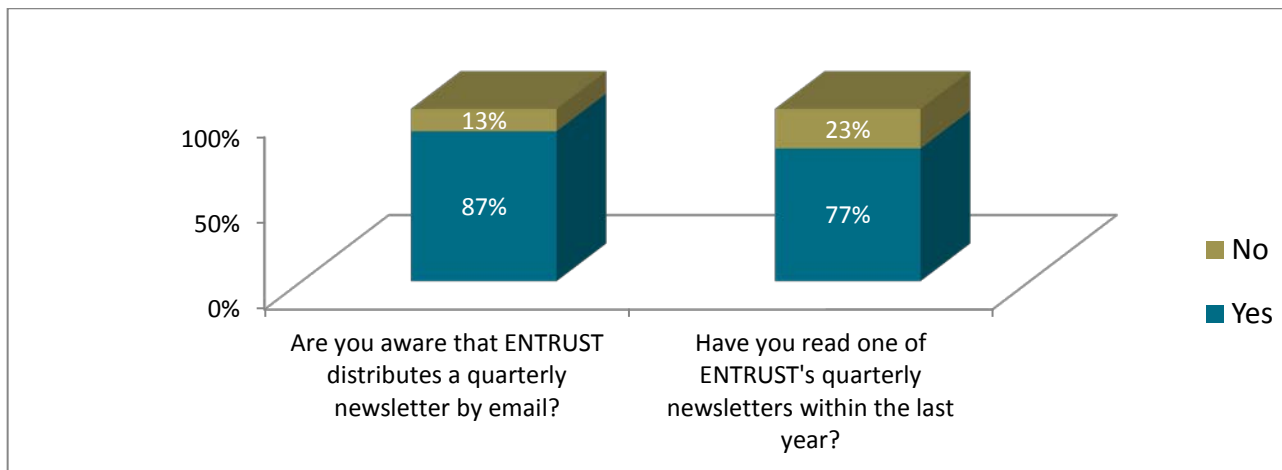
Were you aware that ENTRUST has an enforcement framework for dealing with breaches to the Regulations:



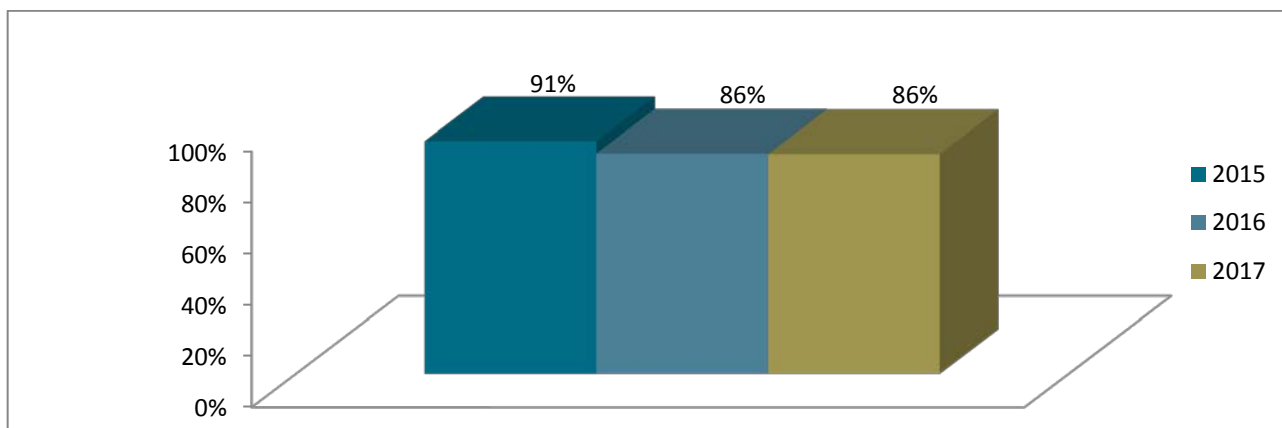
*The sample size in the 2015 Satisfaction Survey was very low, with just three respondents.

12. ENTRUST'S quarterly eNewsletter and communications

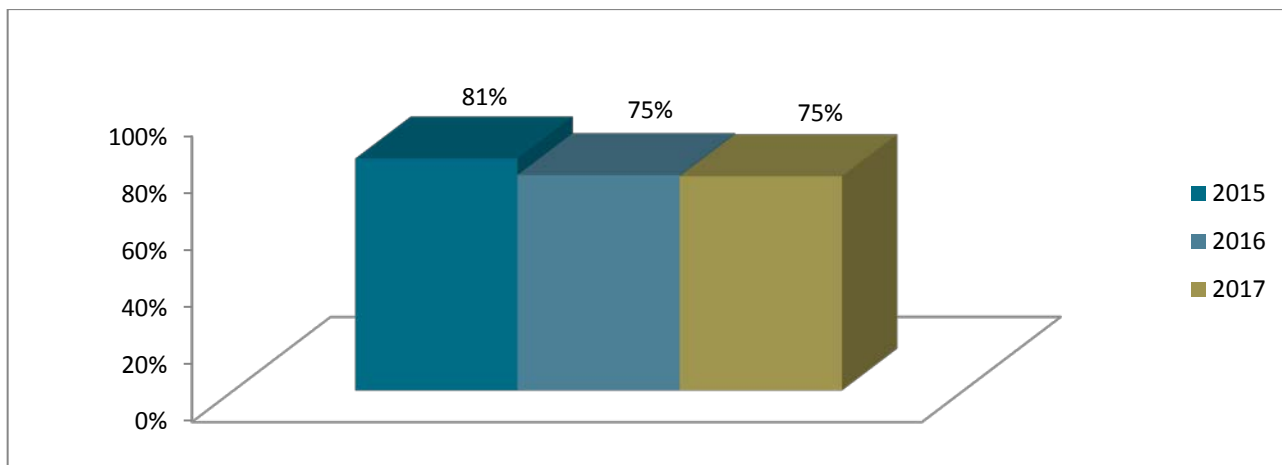
In this year's survey we asked three questions to ascertain EBs' awareness of our e-newsletter and to gain an understanding of how useful and effective the eNewsletter is as a means of communication. Only those who were aware of the eNewsletter were asked if they had read an eNewsletter in the last year, and only those who had read an eNewsletter were asked whether it was an effective way to communicate information about ENTRUST and the LCF.



I think the ENTRUST quarterly eNewsletter is an effective way to communicate information about ENTRUST and the LCF to my EB:



In general ENTRUST's communications are of a high quality:



13. 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.

The number of emails about the Form 4: Statutory Annual Return were:

