



# **2017 Environmental Body Satisfaction Survey**

## **Overview**

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## 1. Introduction

In line with best practice, we undertake an annual stakeholder 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 ENTRUST's services.

Alongside our other stakeholder feedback surveys (which includes our Compliance Inspection and Helpline 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 to ensure that we continue to provide high quality services.

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 also 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 services, which stakeholders have indicated we should consider for improvement.

## 2. Overview

The principle aims of the satisfaction survey are to:

- Gather information to help us to assess the level of EB satisfaction with our services over the last twelve months;
- Analyse the results to enable us to identify any trends, or areas of concern;
- Develop an action plan to facilitate an improvement in the quality of our services and our performance as a Regulator; and
- Be open and transparent about the outcomes of the survey by publishing them together with details about the identified actions on our website.

We continued to only ask questions of respondents where they indicated these are relevant to their experience of us and the LCF. For example, only those EBs who indicated that they had a compliance inspection within the year were asked the compliance questions. This was first incorporated into the 2015 survey.

Following the closure of the LCF in Scotland and the end of the transitional period on 31 March 2017, we decided that it would be inappropriate to email EBs located in Scotland after the closure date. All EB main contacts in England, Northern Ireland and Wales for whom we hold an email address were contacted by email on 18 May 2017 and invited to complete the survey by 2 July 2017. The survey was also prominently featured on our website, through our Twitter feed and in our eNewsletter.

### 3. Summary of the findings

In 2017 we received 164 responses, which was an increase on the 2016 response rate of 133 surveys (23 per cent increase). The overall level of satisfaction reported for 2017 was **86 per cent**. This represents an **increase of five** percentage points compared to the previous year (2016: 81 per cent). This rating is calculated across the overall 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).

Since 2013, we have asked three core questions, 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 since 1 April 2016 were able to provide a response. All three core satisfaction measures showed an increase on the 2016 results. Satisfaction scores for these measures remain high at:

- **90 per cent** agree that 'ENTRUST staff are very professional when dealing with me and my EB' (2016: 84 per cent);
- **90 per cent** agree that they 'understand the role that ENTRUST undertakes as Regulator of the LCF' (2016: 85 per cent); and
- **84 per cent** agree that 'overall ENTRUST provides high quality services' (2016: 75 per cent).

With these results in mind we have used the findings from the survey to focus on a number of key areas for improvement which have formed the basis for our action plan for 2017.

### 4. Feedback

In the second part of the survey, we asked EBs to provide feedback about our performance or suggestions as to how our regulatory services might be improved. 45 respondents (27 per cent of the sample) left additional, open ended feedback. Of these, 17 per cent requested a response to their feedback and provided their contact details. All responses were completed within one week of the survey deadline of 2 July 2017.

Overall it was pleasing to note that feedback was positive regarding the services ENTRUST offer, in particular relating to ENTRUST staff and the advice and guidance provided, alongside some challenges with form completion and using EOL. Examples of this feedback include:

- "We no longer qualify for funding, but greatly appreciate your superb assistance in years gone by. Thank you.";
- "ENTRUST staff have been so helpful in my experience. Always easy to contact and easy to talk to, always good, down to earth, practical advice. Seems a really well managed organisation.";
- "We have at times felt overwhelmed by the admin required of us... it has therefore been very reassuring to be able to speak with/correspond via email with ENTRUST staff who have reassured [us] that our understanding and approach has been correct, and we have nothing to worry about."; and
- "EOL and correct form submission can be confusing and is not intuitive but does become easier with experience of the system."

Finally, there were a number of comments specific to the individual EB's circumstances. These have all been responded to if the EB provided contact details. All feedback has been recorded, reviewed and any appropriate action has been included in our action plan

**The action plan including timescales for completion and the full charts report are available on our website**