



2019 Environmental Body Satisfaction Survey

Overview

1. Introduction

- 1.1 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.
- 1.2 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.
- 1.3 Each year we robustly review the EB Satisfaction Survey questions, taking into account response rates, stakeholder feedback, and the sample size return for each question set. In the 2019 Satisfaction Survey there were no changes to the questionnaire. The survey included a total of 76 questions. The length of the survey is dependent on how much contact each EB has had with ENTRUST in the year and the departments they have worked with. The shortest survey length is 35 questions and the average completion time in 2019 was around 9 minutes.
- 1.4 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

- 2.1 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.
- 2.2 We continued only to 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 review within the year were asked the compliance questions. This was first incorporated into the 2015 survey.
- 2.3 All EB main contacts in England, Northern Ireland and Wales for whom we hold an email address were contacted by email on 20 May 2019 and invited to complete the survey by 30 June 2019. The survey was also prominently featured on our website, through our Twitter feed and in our eNewsletter.

3. Summary of the findings

- 3.1 In 2019 we received 209 responses, which was an increase on the last three years' response rates (2018: 179 responses, 2017: 164 responses, 2016: 133 responses). The increase appears to be related to the addition of a second survey reminder (in previous years we have only sent one survey reminder). The overall level of satisfaction reported for 2019 was **86 per cent**, which was the same as recorded in 2018. 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).
- 3.2 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 2018 were able to provide a response. All three core satisfaction measures remain consistent with the 2018 results and satisfaction scores for these measures remain high at:
- **94 per cent** agree that they 'understand the role that ENTRUST undertakes as Regulator of the LCF' (**2018: 96 per cent**);
 - **91 per cent** agree that 'ENTRUST staff are very professional when dealing with me and my EB' (**2018: 91 per cent**); and
 - **83 per cent** agree that 'overall ENTRUST provides high quality services' (**2018: 85 per cent**).
- 3.3 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 2019.

4. Feedback

- 4.1 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. 51 respondents (24 per cent of the sample) left additional, open ended feedback. Of these, 31 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 30 June 2019.
- 4.2 Overall it was pleasing to note that feedback was positive regarding the services ENTRUST offer, in particular relating to ENTRUST staff with several staff specifically praised by name. EBs also commented on how helpful they find the advice and guidance provided, alongside helpline support and the detailed support they get from compliance inspectors
- 4.3 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