



Satisfaction Survey 2024

The Environmental Body Satisfaction Survey 2024 Report

1. Introduction

- 1.1. Every year, as part of our Key Performance Indicators (KPIs), we conduct an Environmental Body (EB) Satisfaction Survey to gauge how our stakeholders perceive our performance in regulating the Landfill Communities Fund (LCF). This survey, alongside others like the Compliance Review and Helpline feedback surveys, helps us understand our impact and areas for improvement.
- 1.2. Following the significant changes to both the way we work at Entrust and to the operating model, the survey this year has been rewritten to ensure the feedback is relevant, targeted and effective in informing us of our performance. This has included:
 - A reduction in the number of questions from 70 to 29. All questions asked can be read in Appendix A.
 - A more targeted approach to maximise quality of feedback and reduce fatigue.
 - Inviting only those active in the LCF to respond, ensuring only the answers from the relevant stakeholders are assessed regarding our performance.
- 1.3. For the 2023/2024 survey, 165 invitations to participate were sent out. Of these 165, we received 47 responses of which just three were anonymous. This is a rise from 12% response rate when requesting surveys from all EBs, to 29% when focussing on active EBs. Further to this, the key EBs who represent the top funded EBs were present in the responses. From the 44 EBs named responses, over 86% of the funds value was represented (£30.5m of £35.6m funds held).
- 1.4. From the responses, we are pleased that opinion on the changes we have made to the survey has been well received and much preferred to the previous survey model. All response numbers can be found in Appendix B.

2. Key Findings

- 2.1. The 2024 EB Satisfaction Survey indicates a generally high level of satisfaction among respondents in the following 4 Key areas:

| # | Metric | Positive Responses (4-5) | Negative Responses (1-2) |
|---|--------------------------|--------------------------|--------------------------|
| 1 | Overall Satisfaction | 40 | 0 |
| 2 | Project Approval | 42 | 0 |
| 3 | Transparency & Integrity | 36 | 1 |
| 4 | Support & Training | 29 | 0 |

When asked to rate their overall perception of Entrust, the majority rated it positively. Specifically, 21 respondents rated their perception as a 4, while 19 respondents rated it a 5 on a scale where 5 is the highest. In comparison to the previous year, Overall satisfaction has moved from 72% to 92%, when including the neutral responses.

This indicates that the change programme beginning in 2023/2024 has been very well received, and EBs are much more content with the way we carry out our regulatory work, how we communicate and our staff professionalism.

2.2. **Comments: Areas of positive feedback**

Respondents highlighted several areas where they believed we were particularly strong:

- **Advice and guidance** - Many respondents praised the quality of advice and guidance provided by Entrust. The accessibility and clarity of the guidance received were frequently mentioned as key strengths.
- **Transparency and Integrity** - Entrust's renewed commitment to transparency and integrity, as evidenced through our recent programme of cultural change within the organisation, was acknowledged by respondents. The clear communication and honest dealings were seen as key components of the trust between Entrust and its stakeholders.
- **Compliance Staff** - The thoroughness and rigor of compliance reviews, professionalism, and helpfulness of the compliance team were also positively highlighted. Stakeholders valued the detailed feedback and support they received during these reviews.
- **Project Registrations** - The project approval process was another area that received high marks. Respondents appreciated the transparency and efficiency of this process, noting that it helps streamline their project planning and execution.

This is particularly pleasing considering some of the key aims and objectives of the change programme being the above items.

2.3. **Comments: Areas to improve**

While the overwhelming message was positive, a few respondents highlighted areas where we may be able to continue improvement:

- **Communications and Guidance:** Although communication was generally well-regarded, a few respondents noted areas for improvement in informing of news, guidance changes and clarity of message.
- **EOL and Technology:** there were several less positive comments about issues with using EOL, the website, and difficulty understanding online forms.
- **Compliance Review Process:** While staff are highly valued, and the process is valued for its thoroughness, some respondents found the compliance review process to be overly complex and time-consuming.

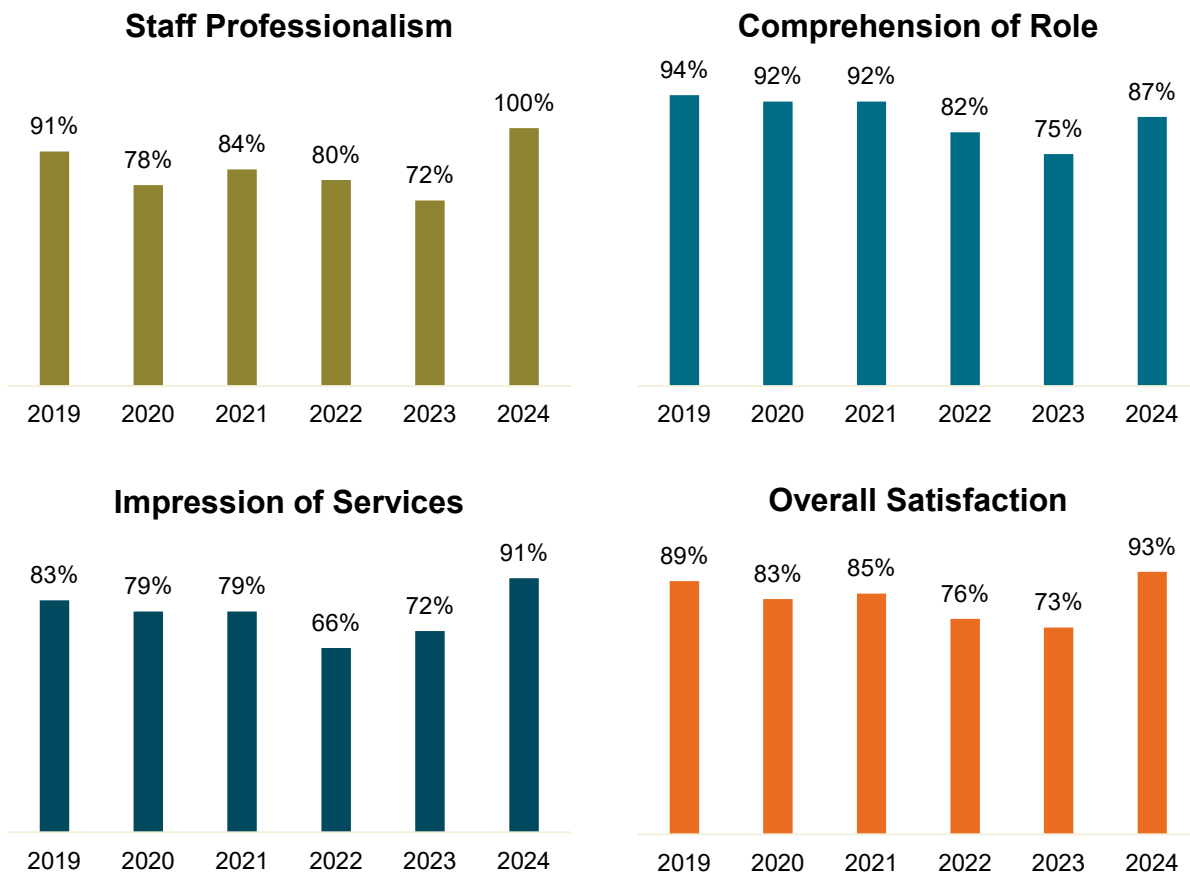
These comments are useful and not surprising. Each area has already been scheduled for review or has been reviewed, with a renewed communications agenda, a full review and action plan for technology solutions and a reworked compliance programme to be more focussed and appropriate for the elements being assessed.

3. Evaluation

3.1. We recognised that to evaluate satisfaction over time, we needed to reform our survey while maintaining similar questions for our three core areas of staff professionalism, quality and impression of our services, and a clear comprehension of our role as a regulator. The three questions were as follows in the previous and current survey:

| 2013-2023 | 2024 |
|--|---|
| Overall Entrust provides high quality services. | How do you rate your overall perception of Entrust? |
| I have a clear comprehension of the role that Entrust undertakes as regulator of the LCF | How well do you understand the role that Entrust plays as the regulator of the LCF? |
| The staff at Entrust exhibit a high level of professionalism in their interactions with me and my EB | How would you describe the professionalism of Entrust staff in their interactions with you and your EB? |

3.2. Looking more closely at the results in these areas, we can identify a trend to a more positive stakeholder view in each section. The following graphs detail this year’s scores in the three comparable question areas since 2019:



- 3.3. The same methodology as 2023 has been used to calculate the overall satisfaction (calculated by adding up the percentage of answers to questions that need a rating from 1 to 5. If someone rates 4 (agree) or 5 (strongly agree), we call that a positive response.

The improvement on overall satisfaction from 2023 is a 20% improvement from 73% to 93%.

- 3.4. While it is clear there are improvements in all areas, the one area where we could improve is around comprehension on the role we have as a regulator. This is something that will be addressed in discussions with EBs during 2024/2025, specifically as a key objective as the LCF Conference scheduled for December 2024.

4. Action Plan

- 4.1. Reflecting on the past year, 2023/2024 has been a period of significant progress and transformation for Entrust. Our focus has been on enhancing our strategic direction, strengthening stakeholder relationships, and refining our organisational structure. The insights gained from the 2024 EB Satisfaction Survey are crucial in guiding our efforts to address identified areas for improvement and further our organisational development. We are delighted to see the results of this already in the satisfaction survey, which being held in June/July were able to see the progress we have made since January.

- 4.2. However, the change programme is not fully complete. We recognise there are areas that can also develop to match the success of areas already reviewed and amended. From the evidence of this survey, these are:

- Technology, the Website and EOL
- Communication and clarity of our role and any guidance changes
- A reformed Compliance programme, recognising the important areas to cover and assess

We aim to cover each of these during 2024/2025, delivering on further improvements throughout the year while maintaining the improvements already made, and ensuring that where a change has happened, the area is reaching the desired outcome.

5. Conclusion

- 5.1. The 2024 EB Satisfaction Survey has delivered a worthwhile exercise of understanding those we regulate, providing both a barometer of our performance while gathering valuable comments and insights. Overall, EBs are very satisfied with the support, guidance, fairness and transparency provided by Entrust and are pleased with the direction of travel they have seen, specifically in the final quarter of 2023/2024.

By integrating these insights with our broader organisational development initiatives, we are well-positioned to further enhance our service quality and meet stakeholder needs. This includes modernising our operations, updating our technology systems, and reducing the regulatory burden on EBs. A "do less, better" approach ensures that we concentrate on activities that deliver the most value to the regulated communities we serve while maintaining our regulatory duties.

Entrust – September 202

Questions Asked

| Areas | Question Details |
|-----------------------------------|--|
| Interaction with Entrust Services | How frequently have you interacted with or used Entrust's services since 1 April 2023? Please use this space to elaborate on your answer. |
| Quality of services | How do you rate your overall perception of Entrust? How well do you understand the role that Entrust plays as the regulatory of the LCF? Can you describe your overall experience with the quality of services provided by Entrust? How would you describe the professionalism of Entrust staff in their interactions with you and your EB? Please use this space to elaborate on the reasoning behind your score. |
| Transparency & Integrity | How transparent do you find Entrust's activities? In your experience, how does Entrust demonstrate integrity in its dealings with stakeholders and staff? |
| Registrations, Guidance & Support | How supportive is Entrust towards EBs? Can you describe the support you've received from Entrust? How has it impacted your work? What has been your experience with Entrust's project approval process? Any suggestions for improvement? How effective do you find the training, videos and information provided by Entrust? Any suggestions for improvement? |
| Communication & Guidance | How would you rate the quality of communication from Entrust? Are there any areas that need improvement? Do you believe Entrust communicates transparently? If not, what information would you expect from us? |
| Compliance & Reviews | How would you rate the Compliance Review process from Entrust? Can you describe your experience with any compliance reviews conducted by Entrust? How clear and useful did you find the compliance review reports? Please use this space to elaborate on your answer. |
| Breach Management | If you have experienced any breach management actions, how were they handled? Was the process clear and fair? |
| Funding & Levy | What has been your experience with paying levies to Entrust? Was the process straightforward? |
| Feedback & Suggestions | What improvements would you suggest for Entrust's services and support? How can Entrust better support your Environmental Body in achieving its goals? |
| Additional Comments | Is there anything else you would like to share about your interactions with Entrust? |
| Personal Experience | How confident do you feel in seeking advice, guidance and information from Entrust? Please explain your comfort level. |
| Overall Satisfaction | What aspects of Entrust's services are you most satisfied with? Select all that apply. Are there any specific areas where you feel Entrust could improve? Please share any additional comments or experiences that you think would help Entrust enhance its services. |

Scores

| Question | 1 | 2 | 3 | 4 | 5 | Grand Total | Positive Reponse 4+5 |
|---|---|---|----|----|----|-------------|----------------------|
| How clear and useful did you find the compliance review reports? | | | 9 | 17 | 21 | 47 | 81% |
| How confident do you feel in seeking advice, guidance, and information from Entrust? | | | 2 | 7 | 38 | 47 | 96% |
| How do you rate your overall perception of Entrust? | | | 4 | 24 | 19 | 47 | 91% |
| How effective do you find the training, videos and information provided by Entrust? | | | 16 | 16 | 15 | 47 | 66% |
| How supportive is Entrust towards EBs? | | 1 | 2 | 14 | 30 | 47 | 94% |
| How transparent do you find Entrust's activities? | | 1 | 8 | 16 | 22 | 47 | 81% |
| How well do you understand the role that Entrust plays as the regulator of the LCF? | 1 | 2 | 3 | 15 | 26 | 47 | 87% |
| How would you describe the professionalism of Entrust staff in their interactions with you and your EB? | | | | 10 | 37 | 47 | 100% |
| How would you rate the Compliance Review Process from Entrust? | | | 4 | 22 | 21 | 47 | 91% |
| How would you rate the quality of communication from Entrust? | | | 5 | 20 | 22 | 47 | 89% |
| What has been your experience with Entrust's project approval process? | | | 2 | 10 | 35 | 47 | 96% |