

██████████
Freedom of Information Officer
foi@environmentalstandards.scot
0808 1964000

████████████████████

12 March 2025

Dear ██████

Information request – partial disclosure

Thank you for your email of 14 February 2025 requesting information under the Freedom of Information (Scotland) Act 2002 (FOISA). The information you requested is as follows:

1. All of the responses to ESS's representer engagement survey.
2. Any analyses held by ESS of the responses to that survey.

I am pleased to enclose the information detailed in the attached Schedule of Information.

Section 38(1)(b) – third party data

An exemption under section 38(1)(b) (third party data) of FOISA applies to some of the information requested because it is personal data of a third party and disclosing it would contravene the data protection principles in Article 5(1) of the UK General Data Protection Regulation. This exception is not subject to the 'public interest test', so we are not required to consider if the public interest in disclosing the information outweighs the public interest in applying the exception.

To provide you with as much information as we can, the documents have been redacted to remove exempt information, while leaving the rest of the information in place. Wherever information has been removed, this is marked in the text, along with reference to the exemption we are applying.

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000

Right to seek a review

If you are unhappy with this response to your request under FOISA, you may ask us to carry out an internal review of the response by writing to:


Chief Executive Officer
Environmental Standards Scotland
Thistle House
91 Haymarket Terrace Edinburgh
EH12 5HD
Email foi@environmentalstandards.scot


Your review request should explain why you are dissatisfied with this response and should be made within 40 working days from the date when you received this letter. We will complete the review and tell you the result within 20 working days from the date when we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner. More detailed information on your appeal rights is available on the Commissioner's website at: <https://www.foi.scot/appeal>

Yours sincerely




Head of Corporate Services and Communications

For and on behalf of , Freedom of Information Officer
Environmental Standards Scotland

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000

Schedule of Information

Doc no.	Title	Release – wholly or in part	Exemptions/exceptions applied	Public interest test
1	Results of Representer Feedback Survey	In part	Section 38(1)(b)	N/A
2	Representer Survey Report 2021-24	In part	Section 38(1)(b)	N/A

Representer Feedback Survey – Smartsheet export

Listened and Understood	Timely Manner	Regular Updates	Clear Explanation of Decision	Courtesy, Respect and Dignity	Contact if Questions	Explained Role of ESS (Can/Can't Do)	Plain and Clear Language	Arranged Support Services	How did you find out about ESS?	Improving Experience	Created Date
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	I only contacted ESS for advice, and found <small>[redacted S.38(1)]</small> to be very helpful	Nothing	11/10/24 19:27
Strongly Agree	Strongly Agree	Neutral	Neutral	Strongly Agree	Neutral	Strongly Agree	Strongly Agree	Neutral	Internet search	nothing	10/10/24 10:34
Agree	Strongly Disagree	Disagree	Neutral	Agree	Agree	Neutral	Agree	Neutral	Previous contact.	Please see the ten recommendations in our report here - https://www.ercs.scot/wp/wp-content/uploads/2024/09/ESS_representations_report_Sept24.pdf	10/10/24 09:12
Neutral	Neutral	Neutral	Neutral	Agree	Neutral	Strongly Agree	Strongly Agree	Neutral	through LINK	I've only just being in touch so too early to say! but the response has been prompt and clear to date	09/10/24 12:17
Agree	Agree	Neutral	Neutral	Agree	Agree	Strongly Agree	Agree	Agree	Meeting	At this stage of engagement - nothing to add.	09/10/24 11:35
Disagree	Strongly Disagree	Strongly Disagree	Disagree	Disagree	Strongly Disagree	Strongly Disagree	Disagree	Strongly Disagree	I was advised to get in touch	Sort out my environmental issue	09/10/24 10:57
Agree	Agree	Strongly Agree	Agree	Strongly Agree	Strongly Agree	Agree	Agree	Agree	Looked it up online	The only complaint I have is with the Glasgow Council's lack of any law to prevent people feeding pigeons in the City Centre streets, that are obviously contributing to the	30/06/24 10:00

										rat plague all over Glasgow. The ESS are working with one hand tied behind their back, when many of these people who feed pigeons consider the welfare of pigeons more important than the health of the public.	
Strongly Agree	Strongly Agree	Agree	Agree	Strongly Agree	Agree	Agree	Agree	Neutral	Internet search for assistance with Environmental protection Act and role of local authority enforcement.	Give the ESS overarching power to investigate and report /censure local authorities who are not enforcing EPA /Clean Air Act etc; and to assist the public with environmental disputes with their local authority ; ombudsman system too slow, cumbersome, and always simply ends with an apology or promise to improve after several years of harm ; and even then my local authority continues to ignore rulings and it will take three or four more years to report again.	22/05/24 10:23
Agree	Disagree	Disagree	Disagree	Agree	Agree	Agree	Agree	Neutral	Seminars	Improve on the negative areas identified above.	09/05/24 17:14
Agree	Agree	Agree	Strongly Agree	Strongly Agree	Strongly Agree	Agree	Strongly Agree	Neutral	Very impressed with ESS so far.	N/a	08/05/24 08:17
Agree	Agree	Agree	Agree	Agree	Neutral	Agree	Agree	Agree	Was advised by local councillor to contact them	ESS did what was within their power. However, really did not agree that the law only allowed them To ASK not ORDER someone to cease causing a health risk to the residents in a whole block of flats in a street she did not even reside in, by feeding pigeons, which caused an invasion of rats in many of the lofts and pigeons permanently nesting and excreting on the roofs and window ledges. - ASKED.	07/05/24 20:26

Strongly Agree	Strongly Agree	Neutral	Strongly Agree	Strongly Agree	Agree	Strongly Agree	Strongly Agree	Strongly Agree	Online search	No need	07/05/24 16:00
Disagree	Strongly Disagree	Disagree	Disagree	Strongly Agree	Strongly Agree	Agree	Neutral	Neutral	Previous representations.	-	07/05/24 14:01
Agree	Strongly Agree	Neutral	Agree	Strongly Agree	Agree	Strongly Agree	Agree	Agree	internet	They can't help so they referred me to Nature Scotland who were absolutely useless.	07/05/24 12:55
Agree	Strongly Agree	Agree	Strongly Agree	Strongly Agree	Strongly Agree	Disagree	Strongly Agree	Neutral	Online	I felt like a mug with my complaint to a store that was genuinely filthy but they had done enough to clean up before you arrived.	07/05/24 11:36
Strongly Agree	Strongly Agree	Strongly Agree	Neutral	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Neutral	Before it was even established	Nothing. My two neutral responses above are because we have not reached a decision stage and I have not needed support.	07/05/24 11:35
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Internet	No improvement necessary	21/10/23 11:53
Disagree	Disagree	Neutral	Strongly Disagree	Agree	Neutral	Disagree	Agree	Disagree	Website info	When I sent ^{(redacted S.38(1))} a 2018 Report on the monitoring of Harmful Algae and testing of shellfish biotoxins.in her reply she clearly did not comprehend my concerns and terminated the correspondence. As with other bodies funded by government ESS is clearly not prepared to be associated in a problem which involves the government in misinforming the public that the unprecedented 45 year epidemic of Harmful blooms which have occurred in seawater affected by the 60% of the dissolved dry matter introduced to the salmon feedlot cages which is degraded by heterotrophic bacteria. causing eutrophication and depressing autotrophic phytoplankton and chlorophyll. in summer when feed inputs are highest the bacteria provide nutrition for	20/10/23 11:52

										<p>mixotrophic Harmful Algae which consume the replete heterotrophic bacteria. As the Governments of the Last 45 years maintained the policy of promoting the industry and denying it is a gross polluter in once pristine waters. where, the nearest large polluter is another salmon feedlot. I have to assume that SEPA and other regulatory bodies are under the Official Secrets act and are as special meetings with marine scientists revealed, s controlled by the "jobsworth" excuse that they all have mortgages. If you are funded by Government are you willing to bite the hand that feeds you?^[redacted S.38(1)(b)]</p> <p>[redacted S.38(1)(b)] [redacted S.38(1)(b)] [redacted S.38(1)(b)]</p>	
Strongly Disagree	Strongly Disagree	Strongly Disagree	Strongly Disagree	Strongly Disagree	Strongly Disagree	Strongly Disagree	Strongly Disagree	Strongly Disagree	Looked for them	Everything	19/10/23 09:19
Disagree	Strongly Disagree	Disagree	Disagree	Agree	Agree	Agree	Agree	Neutral	-	-	19/10/23 08:05
Disagree	Disagree	Disagree	Disagree	Disagree	Disagree	Disagree	Disagree	Disagree	No correspondence whatsoever regarding my disused railway within my environment regarding flytipping including	Administer the Environmental laws which I am aware of to solve this disaster and apply these laws to the owner of the land which is Reigart Demolition.	18/10/23 17:07

									vehicle tyres, beer kegs, furnit ures, fridges, and worst of all unknown chemical items, in have onboard my community council, 2MPs but to no avail the owners of the property refuse to communic ate on this issue with anyone this is why we need interventio n by the environme ntal dept		
Neutral	Agree	Neutr al	Neutral	Neutra l	Neutral	Neutral	Neutral	Neutra l	Housing	Come out quicker	18/10 /23 09:09
Disagre e	Disag ree	Neutr al	Disagre e	Neutra l	Disagr ee	Agree	Neutral	Neutra l	SEPA	I reported a Cat 2 dust escape from Breedon to SEPA, ESS and then planning enforcement. All 3 areas claiming to cover elements of the issue but not joined up at all and no one took ownership to liaise with the	27/05 /23 14:16

										other. Given the amount of dust we see daily the lack of ownership/inspection & enforcement is allowing these businesses to do what they like regardless of the local environment and health impacts on people living near by. You need to have a reporting system that triggers the next to ensure matters are dealt with appropriately. Better reporting, ownership, inspection and enforcement is what ESS need!	
Strongly Agree	Agree	Strongly Agree	Neutral	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Agree	by accident, searching the web for Scottish Govt service	Given the present remit of ESS, and it's limited powers, there is little else other than the friendly and useful advice that was freely and expertly given, and the sympathetic and listening ear and encouragement that was needed at the time.	22/05/23 21:18
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Agree	Strongly Agree	Strongly Agree	Keep Scotland Beautiful	Publicise the outcome of investigations so that we can better understand your role and the impact you are able to make because of your interventions.	21/05/23 11:49
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Agree	Strongly Agree	internet search	I think I received a great service from ESS; perhaps face to face interaction as an alternative to phone and email interaction would have improved my experience	21/05/23 09:57
Strongly Disagree	Disagree	Disagree	Strongly Disagree	Neutral	Neutral	Disagree	Strongly Disagree	Strongly Disagree	From lawyer	Stop Being a useless quango	20/05/23 19:33
Strongly Disagree	Strongly Disagree	Disagree	Strongly Disagree	Disagree	Neutral	Strongly Disagree	Agree	Agree	Google	After submitting representation I discussed it with ESS over the phone but they still misunderstood the focus of it so I feel there should be at least another discussion before the final decision is made to make sure ESS fully understand the issue. My issue was Scot Gov policy on sustainable use of	19/05/23 08:09

										natural resources and ESS turned it into a licensing issue, which it wasn't. It just left me feeling the same way as I have after dealing with all the other government related bodies, that the process was corrupt.	
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Web search	No problems	19/05/23 07:44
Strongly Agree	Strongly Agree	Neutral	Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Neutral	Google search	I was out of area, contacting England representatives or work in collaboration?	18/05/23 15:16
Neutral	Neutral	Neutral	Neutral	Neutral	Neutral	Agree	Neutral	Neutral	Online Communication 12 Jan 2023, 13:55 12 Jan 2023, 17:00 17 Jan 2023 you said (See above) 18 Jan 2023 you acknowledged (See above) 2 Feb	Unknown at this stage	18/05/23 12:00

									2023, 13:24 (I believe I informed you of one improvement)		
Strongly Agree	Disagree	Neutral	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Neutral	Discussions leading to the UK Withdrawal from the European Union (Continuity) (Scotland) Act 2021.	Investigate and process representations faster. The speed of investigation after ESS receives a representation seems relatively slow. It seems like information notices could be issued much earlier in the process. More regularity/frequency re updates on the progress of representations would be helpful.	18/05/23 10:41
Strongly Disagree	Strongly Disagree	Strongly Disagree	Strongly Disagree	Neutral	Neutral	Neutral	Disagree	Strongly Disagree	Can't remember.	Actually respond to my email instead of a standard acknowledgment and then nothing.	18/05/23 10:10
Neutral	Agree	Neutral	Agree	Agree	Agree	Agree	Agree	Neutral	referred	n/a	18/05/23 09:07
Strongly Agree	Agree	Neutral	Agree	Strongly Agree	Neutral	Agree	Strongly Agree	Disagree	Publicity when first founded.	I thought this service was supposed to replace turning to Europe with complaints. It did no such thing saying it did not deal with individual complaints. I still have not got satisfaction and have been lied to by Government officials and am disgusted. I submitted a report to a Government Consultation and it was redacted. Minister eventually had to reinstate it but the harm was done. I do not see how you can fulfil your role if you don't listen to individual cases.	18/05/23 07:38

Disagree	Disagree	Disagree	Strongly Disagree	Neutral	Disagree	Disagree	Neutral	Strongly Disagree	Scottish Government	Making contact easier when no computers . Should be able to phone direct to speak to someone	17/05/23 18:34
Disagree	Neutral	Disagree	Disagree	Neutral	Disagree	Agree	Neutral	Neutral	Online	ESS needs to respond to growing concerns about the effects of radio frequency radiation pollution. It is not good enough to excuse yourselves and claim it is someone else's remit. It is not. The evidence of serious harm to biodiversity as well as human health from the steady increase in cumulative levels and frequencies deployed cannot be reasonably ignored by any agency concerned with environmental standards. To do so destroys your credibility. You exist to serve the public and the planet, not private industry.	17/05/23 17:42

Environmental Standards Scotland

Representer Survey Report 2021-24

Updated November 2024

For internal use only

Contents

1. Executive summary.....	2
2. Results October 2021 – 2023.....	3
Response highlights	3
Recommendations.....	5
3. Results October 2023 – 2024.....	6
Response highlights	6
Recommendations.....	8
4. Results comparison.....	9
5. Next steps	11
6. Annex 1 – Representer Survey questions	12
7. Annex 2 – Representer Engagement Index 2021-23	13
8. Annex 3 - Representer Engagement Index 2023-24	14

Version Control

Version	Author	Purpose	Date
0.1	[redacted S.38(1)(b)]	Initial draft – 2021-23 results	13/11/2023
0.2	[redacted S.38(1)(b)]	Updated with May 2024 results	04/06/2024
0.3	[redacted S.38(1)(b)]	Updated with October 2024 results	07/11/2024

1. Executive summary

1.1 As part of our Strategic Plan to engage and communicate effectively, we distribute a survey every six months to all individuals who have submitted a representation or environmental concern to Environmental Standards Scotland (ESS). We have referred to these individuals as ‘representers’ throughout this report.

1.2 This allows us to gather feedback about our service and will assist with improving our services by learning from previous interactions and understanding areas we can improve on. The questions developed for this survey are modelled directly from the ESS [Service Standards](#).

1.3 The first survey was sent in May 2023 to all representers who had raised a representation or environmental concern with ESS since October 2021. Since then, a survey has been distributed every six months to those who submit representations or environmental concerns in that time.

1.4 This report summarises the results with the positive feedback received, areas of improvement in our service and recommendations to the team moving forward. This report is also updated each time the survey closes and highlights whether the feedback is increasing or decreasing in positive results.

1.5 The feedback is analysed using quantitative and qualitative data. There are nine Likert scale questions (strongly agree to strongly disagree) and one open response question. All questions in the survey can be found in [Annex 1](#).

1.6 An engagement index is used when analysing the scaled responses to help measure the positive score and overall engagement score of the results. Useful definitions of the engagement index are below:

Useful definitions

positive score: percentage of responses that are strongly agree or agree

engagement score: average score across the questions where strongly disagree is equivalent to 0, disagree is equivalent to 25, neither agree nor disagree is equivalent to 50, agree is equivalent to 75 and strongly agree is equivalent to 100. These scores are added together and divided by the overall number of responses to give the score to show level of engagement.

2. Results October 2021 – 2023

2.1 The first set of results in this report are pulled from the initial May 2023 survey and the second October 2023 survey.

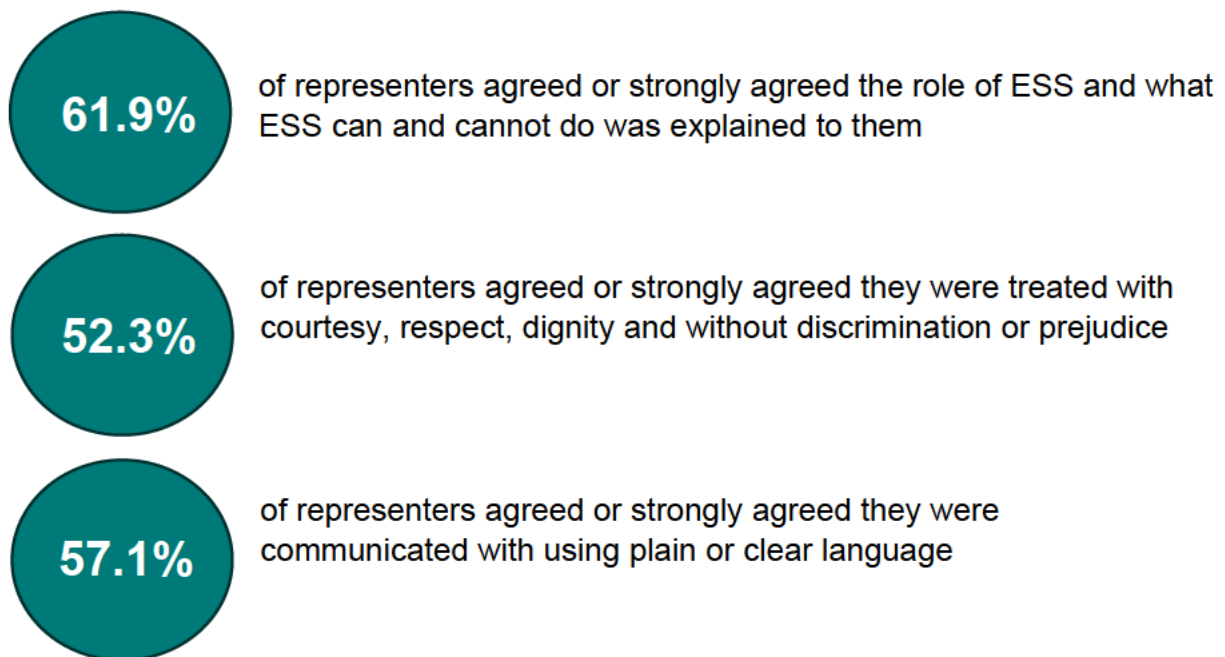
2.2 94 representers total were contacted in May and October 2023 via email with a link to the survey. Of those, 21 responses were submitted giving a 22.3% response rate.

2.3 The overall positive score of these results is 43%. The overall engagement score of these results is 56%.

2.4 The engagement index supporting these results can be found in [Annex 2](#).

Response highlights

2.5 Communication and service highlights



Some comments received:

“I think I received a great service from ESS; perhaps face to face interaction as an alternative to phone and email interaction would have improved my experience.”

“Given the present remit of ESS, and it's limited powers, there is little else other than the friendly and useful advice that was freely and expertly given, and the sympathetic and listening ear and encouragement that was needed at the time.”

“Publicise the outcome of investigations so that we can better understand your role and the impact you are able to make because of your interventions.”

2.6 Areas of improvement

38.1%

of representers disagreed or strongly disagreed they were updated regularly on the progress of their representation or case

47.6%

of representers disagreed or strongly disagreed their representation was dealt with in a timely manner

47.6%

of representers disagreed or strongly disagreed they received a clear explanation of the reasons for a decision on their representation

Some comments received:

“Investigate and process representations faster. The speed of investigation after ESS receives a representation seems relatively slow. It seems like information notices could be issued much earlier in the process. More regularity/frequency re updates on the progress of representations would be helpful.”

“I thought this service was supposed to replace turning to Europe with complaints. It did no such thing saying it did not deal with individual complaints.”

“After submitting a representation I discussed it with ESS over the phone but they still misunderstood the focus of it so I feel there should be at least another discussion before the final decision is made to make sure ESS fully understand the issue.”

Recommendations

2.7 From analysing both the quantitative and qualitative data, we identified four key areas for further improvement:

- provide more regular updates to representers on progress of their representation and communicate likely timescales
- delivery of our work in a timely manner
- clearly explaining the reasons for decisions on representations
- ensure our role and remit is widely understood

2.8 The recommendations stem from the lowest scoring statements in the scaled responses of the survey and comments made in the open response.

3. Results October 2023 – 2024

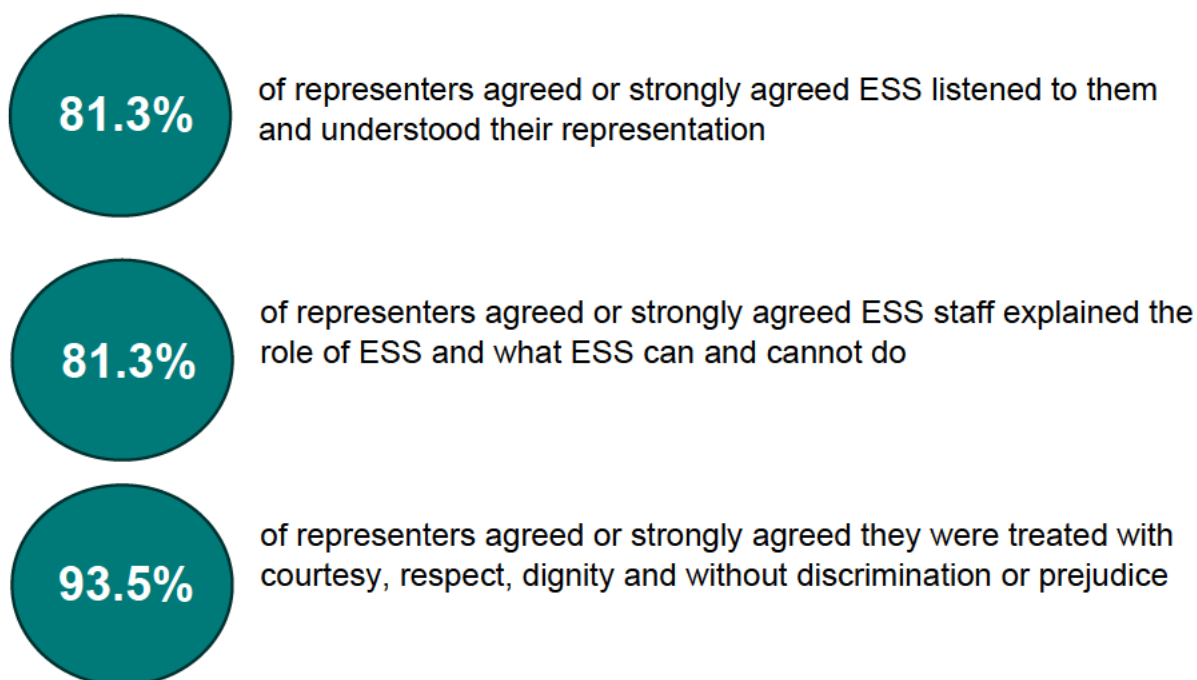
3.1 The third and fourth surveys were sent in May and October 2024 to all representers who raised a representation or environmental concern with ESS during the preceding six months.

3.2 60 representers total were contacted via email with a link to the survey. Of those, 16 responses were submitted giving a 26.7% response rate.

3.3 The overall positive score of these results is 69%. The overall engagement score of these results is 72%. The engagement index supporting these results can be found in [Annex 3](#).

Response highlights

3.4 Communication and service highlights



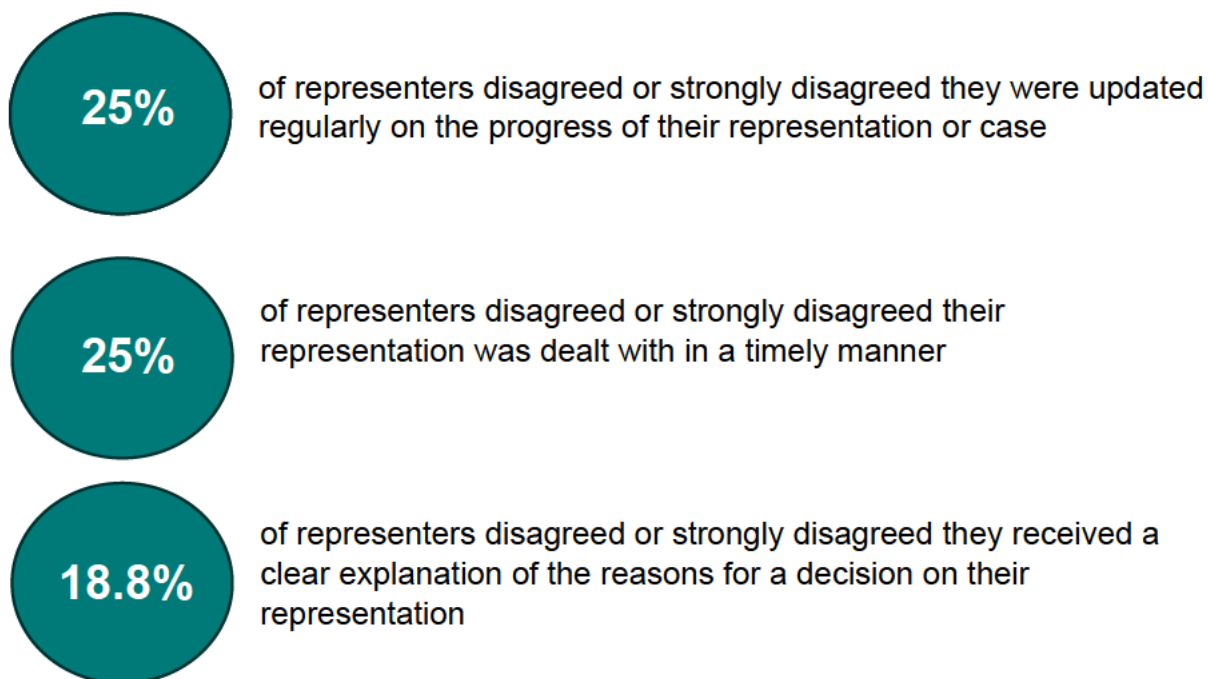
Some comments received:

“Nothing to improve on. My two neutral responses are because we have not reached a decision stage and I have not needed support.”

“ESS did what was within their power.”

“Very impressed with ESS so far”

3.5 Areas of improvement



Some comments received:

“Improve on the negative areas identified above.” (timely manner, regular updates and a clear explanation of the decision)

“Give the ESS overarching power to investigate and report /censure local authorities who are not enforcing EPA /Clean Air Act etc.”

“Did not agree that the law only allowed them to ASK not ORDER someone to cease causing a health risk to the residents in a whole block of flats.”

Recommendations

3.6 From analysing both the quantitative and qualitative data, we identified three key areas for further improvement:

- provide more regular updates to representers on progress of their representation
- dealing with representations in a timely manner
- clearly explaining the reasons for decisions on representations

The recommendations stem from the lowest scoring statements in the scaled responses of the survey and comments made in the open response.

4. Results comparison

4.1 The positive score comparison between 2021-23 and 2023-24 for each statement in the survey can be seen in the table below.

Statement	2021-23	2023-24
ESS staff listened to me and understood my representation.	38%	81.3%
ESS dealt with my representation in a timely manner taking into account the complexity of the case.	42.8%	68.8%
ESS provided me with regular updates on progress	23.8%	43.8%
I received a clear explanation of the reasons for ESS' decision on my representation.	38.1%	50%
ESS staff treated me with courtesy, respect, dignity and without discrimination or prejudice.	52.4%	93.8%
ESS told me who I could contact if I had any questions.	42.9%	75%
ESS staff explained to me the role of ESS and what ESS can and cannot do.	61.9%	81.3%
ESS staff communicated with me using plain and clear language	57.1%	87.5%
Where I needed support from ESS to access its service, ESS arranged this for me.	28.5% (38% of total responses were neutral)	37.5% (56% of total responses were neutral)

Table 1 – Positive score comparison

4.2 There is a clear and substantial increase in positivity for majority of the statements. The highest increases in particular are regarding listening and understanding, respect and dignity and signposting when possible.

4.3 When assessing both data sets side-by-side, there are still clear areas of improvement that can be recommended.

4.4 Providing regular updates, providing a clear explanation on decisions and dealing with representations in a timely manner were the lowest scoring statements in the most recent survey.

4.5 When presenting the representer survey feedback to the Board, it is recommended that the Investigations Team provide an action plan or points on how these areas of improvement can, or are being, addressed.

5. Next steps

5.1 The Representer Feedback Survey will be issued once every six months (May and October), with a catchment of all those who raised a representation or environmental concern during the preceding six months.

5.2 This report will be updated annually in November and will include comparison of previous results.

5.3 The Head of Investigations, Standards and Compliance will report the results to the Board annually.

6. Annex 1 – Representer Survey questions

1. ESS staff listened to me and understood my representation.
 - *strongly agree to strongly disagree*
2. ESS dealt with my representation in a timely manner taking into account the complexity of the case.
 - *strongly agree to strongly disagree*
3. ESS provided me with regular updates on progress.
 - *strongly agree to strongly disagree*
4. I received a clear explanation of the reasons for ESS' decision on my representation.
 - *strongly agree to strongly disagree*
5. ESS staff treated me with courtesy, respect, dignity and without discrimination or prejudice.
 - *strongly agree to strongly disagree*
6. ESS told me who I could contact if I had any questions.
 - *strongly agree to strongly disagree*
7. ESS staff explained to me the role of ESS and what ESS can and cannot do.
 - *strongly agree to strongly disagree*
8. ESS staff communicated with me using plain and clear language.
 - *strongly agree to strongly disagree*
9. Where I needed support from ESS to access its service, ESS arranged this for me.
 - *strongly agree to strongly disagree*
10. How did you find out about ESS?
 - *Open answer*
11. What can ESS do to better improve your experience?
 - *Open answer*

7. Annex 2 – Representer Engagement Index 2021-23

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
ESS staff listened to me and understood my representation.	8	0	3	6	4	21
ESS dealt with my representation in a timely manner taking into account the complexity of the case.	5	4	2	6	4	21
ESS provided me with regular updates on progress	5	0	8	6	2	21
I received a clear explanation of the reasons for ESS' decision on my representation.	5	3	3	4	6	21
ESS staff treated me with courtesy, respect, dignity and without discrimination or prejudice.	8	3	7	2	1	21
ESS told me who I could contact if I had any questions.	7	2	7	4	1	21
ESS staff explained to me the role of ESS and what ESS can and cannot do.	6	7	2	4	2	21
ESS staff communicated with me using plain and clear language	7	5	5	2	2	21
Where I needed support from ESS to access its service, ESS arranged this for me.	4	2	8	3	4	21
Representer Engagement Index	29%	10%	12%	5%	0%	56%
Response % Positive						43%

Figure 1 - Representer Engagement Index

8. Annex 3 - Representer Engagement Index 2023-24

Engagement Index 2023-24	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
ESS staff listened to me and understood my representation.	5	8	1	2		16
ESS dealt with my representation in a timely manner taking into account the complexity of the case	7	4	1	1	3	16
ESS provided me with regular updates on progress	3	4	5	3	1	16
I received a clear explanation of the reasons for ESS' decision on my representation.	4	4	5	3		16
ESS staff treated me with courtesy, respect, dignity and without discrimination or prejudice.	10	5		1		16
ESS told me who I could contact if I had any questions.	6	6	3		1	16
ESS staff explained to me the role of ESS and what ESS can and cannot do.	7	6	2		1	16
ESS staff communicated with me using plain and clear language	7	7	1	1		16
Where I needed support from ESS to access its service, ESS arranged this for me.	2	4	9		1	16
Representer Engagement Index	35%	25%	9%	2%	0%	72%
Response % Positive						69%

Figure 2 - Representer Engagement Index

CONTACT

Environmental Standards Scotland
Thistle House
91 Haymarket Terrace
Edinburgh
Scotland
EH12 5HD

E-mail: enquiries@environmentalstandards.scot

Telephone: 0808 1964000

© Environmental Standards Scotland Copyright 2023

The text of this document (this excludes, where present, all departmental or agency logos) may be reproduced free of charge in any format or medium provided that it is reproduced accurately and not in a misleading context.

The material must be acknowledged as Environmental Standards Scotland copyright and the document title specified. Permission from copyright holders must be sought before any photographs are reproduced. You can download this publication from the Environmental Standards Scotland [website](#).

Environmental Standards Scotland has made every effort to trace holders of copyright in original material and to seek permission for its use in this document. Should copyrighted material have been inadvertently used without appropriate attribution or permission, the copyright holders are asked to contact Environmental Standards Scotland so that suitable acknowledgement can be made at the first opportunity.

If you require this report in an alternative format please contact:
enquiries@environmentalstandards.scot