NetRegs online survey 2009

Contents

1.1 Executive summary

This document reports the finding of NetRegs 2009 online survey. The survey aimed to find out more about NetRegs existing user base. Responses were encouraging with 93.8% of customers rating NetRegs as good or excellent. Despite this success, many ideas were gathered to further improve the NetRegs service. This survey has given NetRegs a greater understanding of their customers needs. Recommendations have been made to meet these customer requirements.

1.2 Introduction

NetRegs is an online tool designed for small and medium sized enterprises (SMEs) to obtain clear and concise information on legal compliance and environmental good practice. It is aimed at reducing the amount of environmental harm caused by SMEs in the UK.

1.3 Research Objectives

The 2009 online survey aimed to obtain information on the following areas:
- Who NetRegs existing customers are.
- What NetRegs users are hoping to gain from visiting the NetRegs website.
- How customers rate the NetRegs service.
- What improvements existing customers would like to see made to the NetRegs service.
- How NetRegs' customers originally heard of NetRegs.

1.4 Method and response

The survey was developed to find out more about NetRegs existing user base. Two categories of customers were targeted: businesses and business advisors. Each of these customer groups was asked the same questions.

The survey was displayed on the NetRegs home page during the period 9 July 2009 – 10 August 2009. A link to the survey was sent via email to NetRegs' database of email update subscribers on 29 July 2009. 62.5% of total responses were achieved on the day the email was sent.

Response to the survey was good and a total of 1880 responses were achieved.

2. Results

2.1 Who are our customers?

71.5% of respondents were businesses.
17.1% of respondents were business advisors.
11.3% of respondents did not fit into either of these categories. Most were public sector employees, some worked for charities and some were students.

For the full list of customers who did not fit into our target categories, see appendix 1.

The first part of this report will look at the responses of businesses.
The second part will look at the responses of business advisors.

2.2 Businesses

2.2.1 Who are they?

The geographical location of each company who responded is illustrated in the below table. The majority were from England (82.2%).

Fig. 1

Country	% business respondents
England	82.2
Northern Ireland	3.9
Scotland	7
Wales	6.5
Not from UK	0.4

Within England, the largest proportion of business respondents came from the South East (17.9%) and the Midlands (15.8%).

69.6% of our users are from NetRegs target audience of SMEs. A quarter of our users come from larger organisations with more than 250 employees.

Fig. 2

12. Are you?
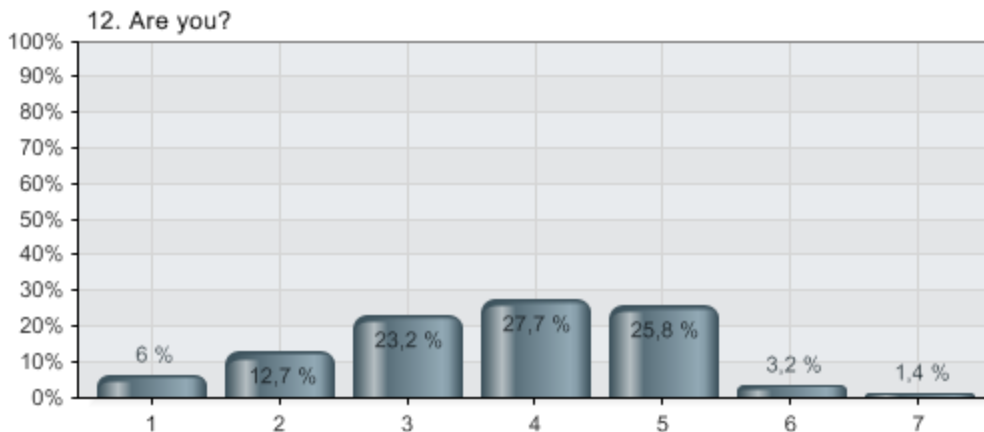
1 A sole trader
2 A business with 1-9 employees
3 A business with 10-49 employees
4 A business with 50-249 employees
5 A business with more than 250 employees
6 An environmental or other consultant
7 Other (please specify)
Total N = 1326

Of NetRegs business customers, the largest sector-based group of users were:
- construction businesses (18.8%);
- office based businesses (9.9%); and
- manufacturing businesses (9.6%).

33.2% of business respondents selected 'other' when asked to select their business sector from a drop down list. When asked to specify their business sector, it emerged that many were from those sectors listed. Their responses have been aggregated with the appropriate sector answers for the analysis of results.

In terms of job title 45% of business respondents were the environmental manager of their company.

2.2.2 Use of the NetRegs site

Almost half of business respondents use the NetRegs site on a monthly basis and almost a quarter visit NetRegs on a weekly basis. This shows how reliant businesses are on the up-to-date information provided by NetRegs. It is likely that monthly users log on when they receive the monthly NetRegs email update. These are sent to a database of over 23,000 contacts, with an average of 16% of email recipients clicking through to the site every month.

60.2% of businesses visit NetRegs to find information on future environmental legislation. It is encouraging to learn that so many businesses are looking to get ahead of the game. It reflects the desire from industry to receive advanced warning on changes to legislation. 58.9% were also looking for guidance on a specific environmental topic.

Fig. 3

3. What information are you looking for on the site today?
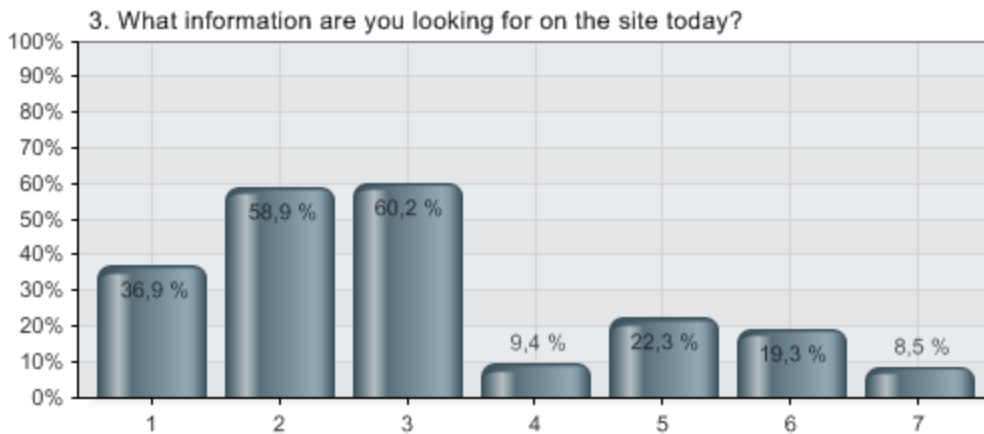
1 Guidance for your business type
2 Guidance on an environmental topic
3 Future environmental legislation
4 Training
5 Information on a specific piece of legislation
(please specify)
6 General interest / was recommended
7 Other (please specify)
Total N = 1325

Respondents' main reason for using NetRegs was to find out how to comply with the law (56.4%)

Fig 4

Reason for using NetRegs	Percentage of business respondents
To find out how to comply with the law	56.4%
To build green credentials for my business	10.2%
To find all the information I need for my business in one place	23.4%
To find out how to reduce waste	7%
Other	2.9%

One of NetRegs main benefits identified by business is that it saves them time (47.8%). 25.9% recognised that the website helped them to avoid prosecution.

Fig. 5
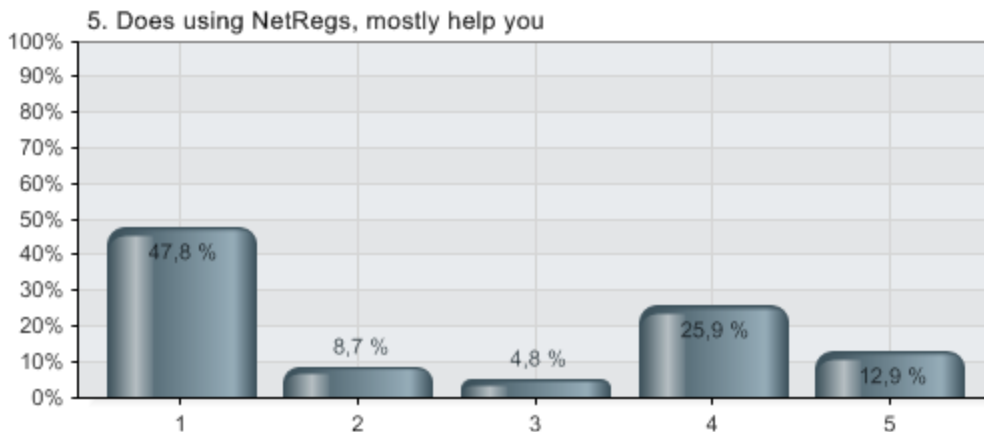
5. Does using NetRegs, mostly help you

1 save time
2 save money
3 win new business
4 avoid prosecution
5 Other (please specify)
Total N = 1322

See appendix two for a full list of benefits noted by business users.
A popular benefit highlighted by businesses was that NetRegs helps them to gain and keep up to date with ISO 14001 accreditation.

2.2.3 How do businesses rate NetRegs?

- 93.4% of business users rate NetRegs as good or excellent
- 90.3% of business users find it quite or extremely useful that NetRegs provides guidance specific to their business sector.
- 96.2% of business users find NetRegs free monthly email updates quite useful or very useful.

When asked to provide ideas on ways to improve NetRegs, 77 users stated that they considered the NetRegs website to have no room for improvement.

2.2.4 Improvements

318 business respondents provided NetRegs with ideas for development. It is essential that NetRegs listens to its customers and delivers the most widely demanded customer requirements.

Personalised content and greater use of case studies featured most frequently amongst the business users' ideas.

Some customers came up with ideas for services that NetRegs already provide such as:
- legislation summaries;
- A - Z of themes; and
- guidance on future legislation.

Clearly these customers have not discovered these services on NetRegs, which flags a potential issue with the site structure, the site search or the visibility of these sections in

the search engine results. There may also be a need to promote these particular elements of the website.

For the full list of business ideas for improvements to NetRegs please see appendix 3.

NetRegs suggested some of their own ideas for improving the NetRegs site and businesses were asked to select the ideas they would find useful:

- 68.1% of businesses wanted legislation lists specific to their type of business;
- 53.9% of businesses wanted printable self audit checklists;
- 53.8% of businesses wanted guidance on more environmental topics; and
- 47.7% of businesses wanted more e-learning tools on waste issues.

Fig. 6
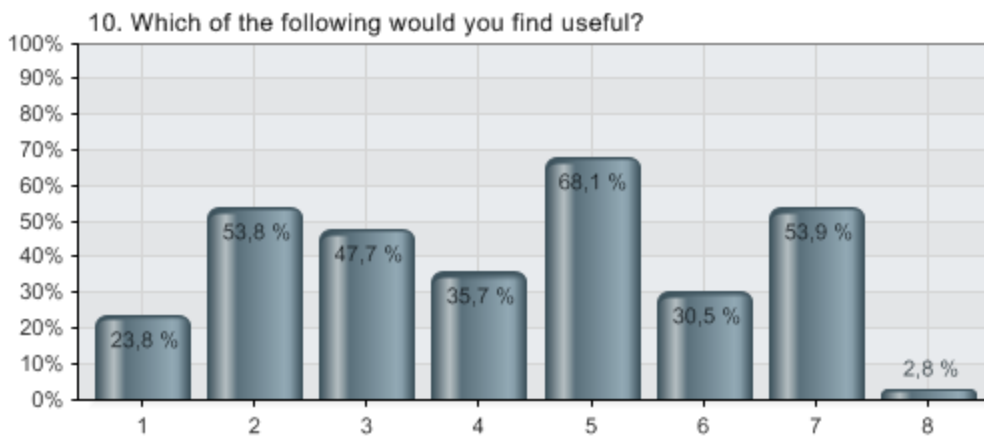
10. Which of the following would you find useful?

1 Guidance on more types of business
2 Guidance on more environmental topics
3 E-learning tools on waste issues aimed at your business type
4 E-learning tools on other environmental issues such as water or air
5 Legislation lists that are specific to your type of business
6 An environmental accounting tool
7 Printable self-audit checklists
8 Additional comments
Total N = 1315

The supporting comments to this question suggested that generally businesses would find any of the suggested improvements useful. Lots of support was given to NetRegs for the help already provided to businesses.

This can be seen in the full list of comments on our ideas for improving the NetRegs website (appendix 4).

Further support for NetRegs can be found in Appendix 5 which collates positive comments received from survey respondents.

2.2.5 How did businesses originally hear of NetRegs?

Of the business survey respondents, 20.2% were referred to NetRegs by a colleague. This word of mouth communication reflects the importance for NetRegs in maintaining a good reputation and a strong brand.

Many users were referred to NetRegs by:
- an Environmental regulator (14.3%);
- Business Link (11.8%); and
- Envirowise (11.2%).

The fact that industry experts are referring customers to NetRegs shows how highly recognised the service is. This is likely to be the result of previous strategic campaigns to raise the profile of NetRegs as 'the primary trusted provider of environmental regulation' among Business Support Organisations, which is now yielding a return.

The next largest source was search engines with 10.7% of business users having originally heard of NetRegs as a result of an internet search. NetRegs must continue its work with Google Adwords to ensure new users are recruited via this channel.

Very few business users claim to have heard of NetRegs via a letter (0.1%) or a newspaper article (0.2%). This implies that there has either not been enough printed direct mail communication with customers or that non digital marketing is not as effective as online marketing in securing regular NetRegs users.

Fig. 7
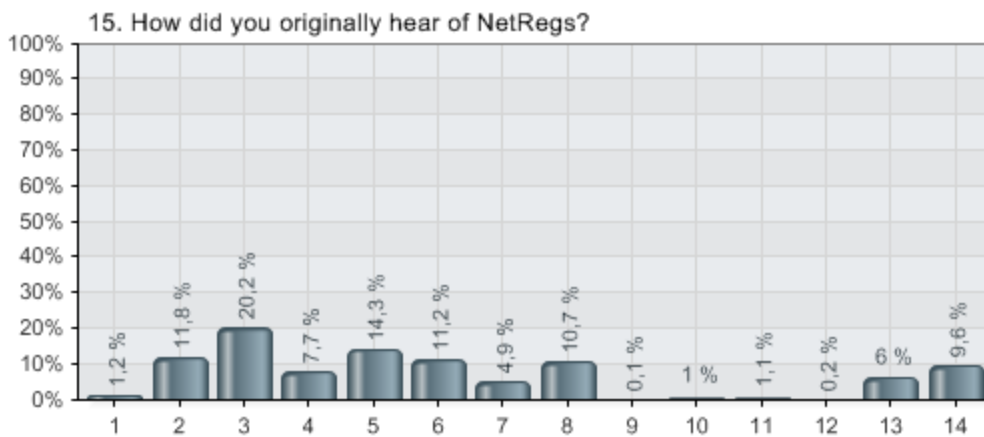
15. How did you originally hear of NetRegs?

1 Press advertisement
2 From Business Link
3 From a colleague
4 Email
5 Referred by the environmental regulator
(Environment Agency, SEPA or Northern Ireland
Environment Agency)
6 From Envirowise
7 At an event
8 Internet search (e.g. Google, Yahoo)
9 Letter
10 Link from another website (please state
which)
11 From your local authority

12 New spaper article
13 Training course
14 Other (please specify)
Total N = 1325

2.2 Business Advisors

2.2.1 Who are they?

The proportion of business advisor respondents were made up as follows:
- 68.8% environmental advisors;
- 2.5% legal advisors
- 2.2% financial advisors.

Over a quarter of the 26.5% who selected 'other' were health and safety advisors.

It is interesting to note that 58.2% of these business advisors were themselves SMEs.

The geographical location of the business advisor respondents was fairly similar to that of the business respondents (with 80.5%) based in England. See the below breakdown by country.

Fig. 8

Country	% business advisor respondents
England	80.5
Northern Ireland	3.4
Scotland	8.8
Wales	6
Overseas	1.25

2.2.2 Use of the NetRegs site

Almost half of the business advisors use the NetRegs website on a monthly basis. 36.2% use NetRegs on a weekly basis and 4.7% on a daily basis.

Business advisors are unsurprisingly using NetRegs on a more frequent basis than the businesses of which 24.1% use it on a weekly basis and 1.9% on a daily basis.

Similarly to the businesses, most business advisors were looking for information on an environmental topic or future environmental legislation. Slightly fewer advisors were looking for information on a specific business type in comparison to businesses (27.8% compared to 36.9% respectively).

Those business advisors who selected 'other' tended to be looking for information on WEEE, landfill regulations or the carbon reduction commitment. This suggests that the number of business advisors looking for information on a specific piece of legislation is slightly higher than the 25.6% illustrated below (fig. 9).

Fig. 9

19. What information are you looking for on the site today?
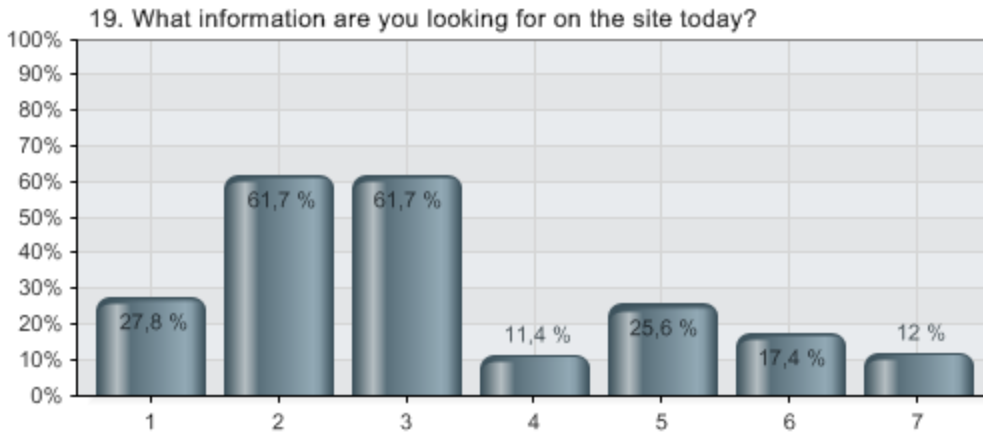
1 Guidance for a specific business type
2 Guidance on an environmental topic
3 Future environmental legislation
4 Training
5 Information on a specific piece of legislation
(please specify)
6 General interest / was recommended
7 Other (please specify)
Total N = 316

There were two important reasons identified by business advisors for using NetRegs:
- to find out how to comply with the law (43.8%); and
- to find information in one place (41.6%).

42.8% of business advisors considered the main benefit of NetRegs to be to help their clients to avoid prosecution. 25.5 % considered the main benefit to be saving time. 14.8% considered the most important benefit to be in helping their clients to save money. It is interesting to compare this to the business respondents where just 8.7% thought that NetRegs mostly helped them to save money.

Fig. 10
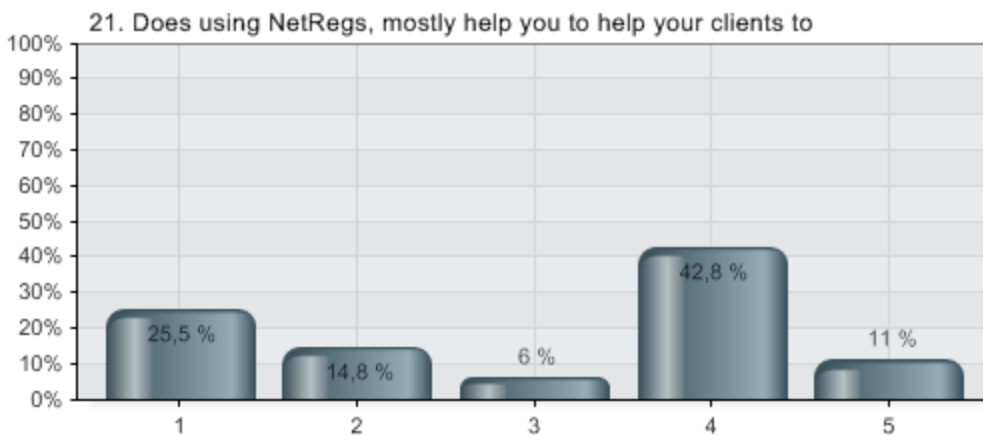
21. Does using NetRegs, mostly help you to help your clients to

1 save time
2 save money
3 win new business
4 avoid prosecution
5 Other (please specify)   Total N = 318

11

See appendix 6 for a list of additional benefits noted by our business advisors.

2.2.3 How do business advisors rate NetRegs?

- 95.2% of business advisors rate NetRegs as good or excellent!
- 97.2 of business advisors find it quite or extremely useful that we provide guidance by business type.
- 96.5% of business advisors find NetRegs email updates quite or extremely useful. (It should be noted that 62.8% rated the email updates as extremely useful).

86.6% of business advisors said that they recommend NetRegs email updates to their clients. Of the 13.4% who do not, many said that it is their job to sift through the information and pass on the relevant parts to their clients, while some admitted that their reason for not recommending the email updates was that they would do themselves out of a job!

2.2.4 Improvements

125 business advisor respondents provided NetRegs with ideas for improvements. *The full list of their ideas can be found in appendix 7.* Popular ideas from the business advisors included:
- legislation lists by sector;
- clearer marking on amendments to legislation and regulations that have recently come into force;
- links to funding streams; and
- more examples of good and bad practice.

Where we suggested our own ideas for improving the site, the most widely supported by business advisors were legislation lists specific to a particular type of business (30.1%) and printable self audit checklists (24.4%).

Fig. 11
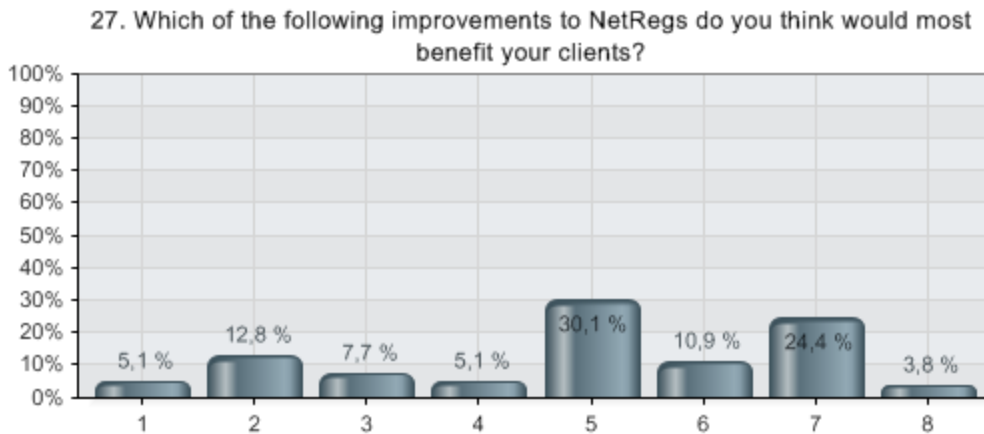
27. Which of the following improvements to NetRegs do you think would most benefit your clients?

1 Guidance on more types of business
2 Guidance on more environmental topics
3 E-learning tools on waste issues aimed at your business type
4 E-learning tools on other environmental issues such as water or air
5 Legislation lists that are specific to a particular type of business
6 An environmental accounting tool
7 Printable self-audit checklists
8 Additional comments
Total 312

2.2.5 How did business advisors originally hear of NetRegs?

The way in which business advisor users had heard about NetRegs was very similar to the way in which business users had. Of the business advisors:

- 32.1% had originally heard of NetRegs through a colleague;
- 12.9% had been referred by their environmental regulator;
- 11.9% by Envirowise;
- 10.7% had heard about it via an internet search; and
- 7.9% via a training course.

Unlike the businesses, only 6% had been referred by Business Link but it is likely that fewer business advisors are members of Business Link.

No business advisor users had heard about NetRegs via a letter or newspaper article.

Fig. 12
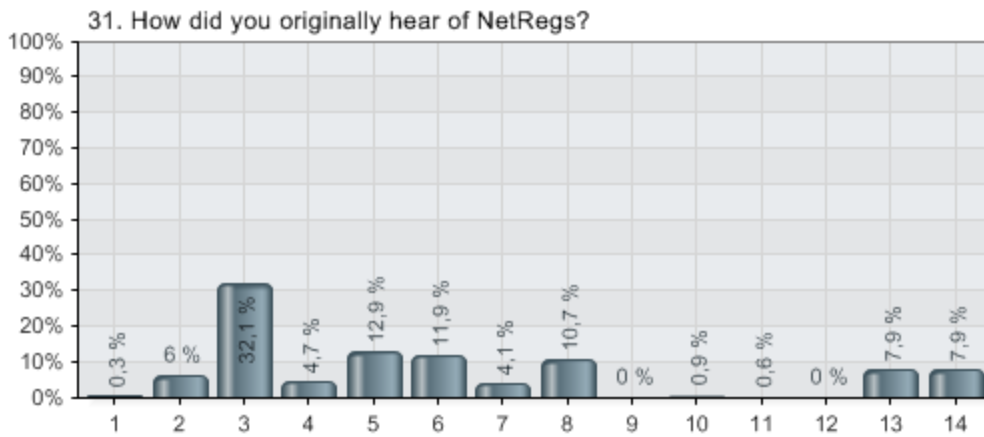
31. How did you originally hear of NetRegs?

1 Press advertisement
2 From Business Link
3 From a colleague
4 Email
5 Referred by the environmental regulator
(Environment Agency, SEPA or Northern Ireland
Environment Agency)
6 From Envirowise
7 At an event
8 Internet search (e.g. Google, Yahoo)
9 Letter
10 Link from another website (please state
which)
11 From your local authority
12 Newspaper article
13 Training course
14 Other (please specify)
Total 318

Of those who selected 'other', most could not remember where they had first heard of
NetRegs.

3. Conclusions

Businesses and business advisors provided fairly similar responses to the survey questions. The below conclusions amalgamate the responses of the businesses and the business advisors.

- Almost three quarters of NetRegs customers are businesses
- Almost two thirds of NetRegs users are SMEs
- Larger organisations with more than 250 employees also continue to make use of the NetRegs site
- The majority of NetRegs' customers visit the website on a monthly basis (49.5%) and 28.9% are weekly or daily users of the site
- Users' main reason for using the site is to comply with the law (54%)
- NetRegs customers are mostly looking for information on future environmental legislation and environmental topics (60.3% and 59.3% respectively)
- 43% of users identified the main benefit of NetRegs as being the fact that it saves them time
- 93.8% of customers rate NetRegs good or excellent as a business support tool
- 96.3% of customers rate NetRegs monthly email updates as quite or extremely useful
- There is strong demand for NetRegs to provide legislation lists specific to business types (requested by 60.8% of respondents) and printable self audit checklists (requested by 48.2% of respondents)
- Customers have requested more case studies and examples, clearer marking of new or amended legislation and personalised content in the email updates
- More customers (18.6%) find NetRegs via online means rather than from printed material (1.2%)

4. Recommendations

Email updates should be sent more regularly. This has been requested by some users. The fact that the majority of NetRegs users access the site on a monthly basis suggests that they are prompted by the email update. Fortnightly email updates might encourage users to access the site more frequently. It would also mean that the updates could be shorter and more digestible for users.

Email updates should be tailored to each business type so that customers receive information specific to them. This would go some way to meeting the customer requirement of personalised information.

Changes to legislation should be more clearly indicated on the website to make it easier for a user to find the relevant information when directed to a page by an email update.

Case studies of businesses that have successfully implemented environmental improvements should be incorporated into the guidance. This should include information on initial costs and longer term savings.

Real-life examples should also be used throughout the guidance. Customers want to see photographs of good and bad practice.

NetRegs should produce legislation lists by sector. This will help businesses trying to implement an EMS. A lot of our customers appear to be working toward ISO14001 accreditation and NetRegs should help them to try and achieve this.

When funds become available to improve the website, NetRegs should look at the suggestions from its customers (found in appendices 3, 4 and 7 of this report).

Further user testing should be carried out on the NetRegs site with the aim of further improving the navigation.

Particular functions of the site should be marketed including the a-z of themes, the legislation summaries and the future legislation pages.

Given the high proportion of customers rating the site good or excellent, the relatively low awareness of NetRegs must be combated by vigorous marketing to attract new customers. Digital marketing should be at the forefront of the marketing strategy as more users have found the site via an internet search or following receipt of an email, than via press articles or receipt of letters.

NetRegs should continue dialogue with it's customers via surveys and other feedback mechanisms to ensure that NetRegs continue to deliver effective environmental guidance to its audience.

Appendices

These appendices have been taken direct from survey responses. NetRegs therefore hold no responsibility for any errors in spelling or grammar.

Appendix 1

A list of respondents who did not consider themselves to be a business or a business advisor

- regulator
- Safety representative
- Environment Agency
- Environment Agency employee
- local government officer
- Employee
- employee
- trainee solicitor
- visitor
- Environmental & Quality Systems manager
- Employee of business
- legal services
- local government
- Student, farmer and training co-ordinator
- Chartered Accountant in private practice
- Scientist at Waste Disposal Facility (PPC permitted)
- quality auditor
- PhD research student
- Student Environmental Officer
- environmental Compliance advisor
- Environment Agency - Environment Officer
- charity
- environment agency
- Environmental Consultancy
- Higher Education Institution
- environmental coordinator
- environmental engineering graduate
- Company Health, Safety & Environmental Advisor
- Editor
- Voluntary Flood Group
- environmental manager for a university
- employee
- regulator
- Local Government Officer
- Student
- member of staff
- EA Advisory Committee Chair

- Govnt Environmental Scientific Office
- Environment Officer
- Academic
- Police Service
- Environment Agency employee
- HSE Manager
- public sector NHS trust
- NGOs
- EHS Manager
- Consultant
- sustainable operations manager for executive agency of central government
- Regulator
- employee
- RSL
- health and safety and consultant
- Employee
- Environmental Manager
- environmental staff
- Safety & Environmental Manager
- Reguklator, Environment Agency
- purchasing consortium
- consultant
- Environment Officer
- site chemist
- marketing manager
- Scottish Government
- Regulator
- Council
- gov agency
- Local Autourity
- council employee
- H&S Advisor
- currently unemployed
- Regulatory
- PhD Research Student
- Local Government Officer
- Env Agency
- water quality inspector
- Employee
- Environmental Monitoring Technician
- environment officer internal EA
- Local Authority
- Waste management consultant
- Central Government
- A Charity

- Government Agency Worker
- Quality & OHSAS Management Rep
- Health Safety & Environmental Officer
- QUALITY AND ENVIRONMENT MANAGER
- Lecturer in HE
- Regulatory Authority
- International Government body
- regulator environment agency
- employee
- councillor
- local authority officer
- Waste services managert
- Local Goverment
- Environmental Services to charity
- local authority
- Environmental Consultant
- Training Provider - Assessor/Tutor
- Local Government Worker
- manager
- National Park Authority
- Manager
- Certification Body Auditor
- HS Environmental & Quality Advisor
- Working in the Environment
- government department
- Commercial Waste Project Officer (Local Authority)
- NHS Foundation Trust
- Part of a Sustainability Team within a business
- Emergency Service
- academic in environmental law
- Environment Officer
- Environmental Consultant
- premises officer with responsibility to the environment
- hobby smallholder
- Local Authority
- consultant
- community union rep
- local government regulatory services
- farmer's wife
- Interested Person
- H&S Representative
- EMS Auditor
- charity
- student
- trading standards officer
- self employed

- local government officer
- local Council
- Metropolitan Council
- Design Engineer
- local authority
- Quality, Safety & Enviro Manager
- Employee
- employee and CDM-C
- Government
- Charity
- Professional Body
- Brewing Consultant
- Conservation charity
- Registered Charity
- Council Enforcement Officer
- Waste Planner
- environment officer
- University
- Local Authority
- HSEQ Auditor
- consultant
- Local Authority
- Local Authority Policy Advisor
- Freelance analyst
- student
- Health, Safety & Environmental officer
- University researcher
- employed as H&S Manager
- Consultant
- EMS Rep
- Quality & Environmental Manager
- University Business development Manager
- Environmental Consultant
- Consultant
- a regulator
- Local Authority
- Environmental Coordinator
- PhD Researcher (Environmental Law)
- Environment Officer EA
- Consultant
- work both client and internally facing
- Local authority
- environmental officer for a business
- Writer
- Consultant
- Student

- technologist
- Local authority
- Local Authority
- Consultant
- freelance consultant
- Technical Specialist - Waste
- consultant
- researcher
- Trade Association
- An employee and member of the public interested in environmental issues
- Software Engineer
- Consultant
- NHS Trust
- ecologst
- Co-ordinator dealing with Environment
- Environmental Consultant
- Councillor
- regulator
- Engineering Manager
- Employee
- Safety rep
- Health & safety advis

Appendix 2

Additional comments on the things NetRegs mostly helps businesses to do

Working toward ISO14001 - getting everything together in one document.
14001 compliance
Pass on information to clients
To help in creating a compliance audit product as environmental consultancy and for company ems: to keep up to date with changes in legislation and guidance
first visit
general interest
because it´s a very interesting web
keep abreast of new legislation
To find out how my customers need to operate to comply with the law
legislation information and updates
find out how to comply with the law and all the information I need for my business in one place
Just receive emails with information that may be relevant to my business
All the above
to keep up with new legislation
all of the above
To provide consultancy work and advice to clients

Update a register of legislation for ISO14001
To research competitors, and check that our sites are all listed with Netregs to promote use.
To assist in compiling my legal and other register, to satisfy ISO14001 requirements.
a very good additional source of information on various topics
to build a legal register for ISO14001
User friendly business-related information
Information on various industry sectors
consult info for customer
to keep up to date
To advise the tertiary education sector
A bit of all of the above!
Stay on top of regulatory affairs
For assistance with all of the above and whatever else I may come across that could be of help It saves
environmental legislation
I DO NOT USE IT
A variety of reasons, often a mix of the above
for finding the latest environmental related regulations
useful resource
compliance for my clients
to resolve issues raised in our environmental committe meetings
to update self on what efforts/progress the business sector is making

Appendix 3

Business' ideas for improving the NetRegs website

9. What else would you like to see available / what improvements would you like to see on NetRegs?
Actually have the PPGs available online. Site has far too many dead links.
For my use Netregs is perfect and possibly the most helpful information source I use for my work.
The only area I think could be improved would be to offer a telephone service, run by Netregs and not the EA etc for those people who need basic guidance to get started finding out what applies to them.
Templates on how to comply with legislative requirements. Examples and photos of non-compliance and best practice. Information on checking compliance (for ISO 14001).
Personalised content - list what I need to read/do
1.Linking similar regulations and guidance 2.Step by step of regulation self assessment 3.Main reuqirement(briefly) from each regulations (too much to read from statutory) Apart from that everything is excellent!
Possible links to other non-EA websites offering useful information
Guidance for more business sectors
N/A

Nothing, it is good as it is.
Briefings on inter-related topics and links to other gov.uk sites
more specific advice on how to comply with regulations by business type
seems fine to me
More info on alternative and futuristic green methods
The labelling of PDF files should be more specific. Eg REACH, three documents had the same name and no desciption of how thier content may be different.
The Netregs is easy to use - no changes are necessary
More information in relation to calculating a carbon footprint for the business
Further business categories need to be added to further help more specific areas/businesses - for example manufacturing.
subscription service with links to FULL and abbreviated versions of legislation applicable to my business
seems ok
It has everything I need already, to satisfy the business' current needs
e-mail alerts of new legislation
Creat a number of business profiles so the up-dates are repcific
ISO 14001 forms and guidance Case studies
A brief overview of legislation in addition to the legisletion itself. This would enable the user to search quicker for applicable legislation
Construction sector specific emails / updates.
make the website more user friendly
More information pointers towards 'other relevant guidance which may be relevant'
1. more local facilities to be included in the directory 2. directory of suppiers of recycled materials from sustainable resources 3. waste companies to provide their licenes numbers as well as full contact details in the directory - link to Public Register from EA website
More detail
i can't think of any - i am very happy with the service the site provides
It would be nice for each piece of legislation to be explained in a short paragraph, rather than all legislation being lumped into groups- i.e. waste legislation. This would make doing legislation registers easier
Happy with information provided
include updates on ISO14001 and EMAS
an overview of the umbrella legilsations and simple explanation of how they all interact with each other.
Easy to read break down of UK and European legislation. Guidance on what is required from us to comply with the Act, Regulation or Directive.
Funding opportunities
I would like to see more on the enviromental opportunities such as solar power etc and what support the government are offering. When will be the best time to invest and what are the expected payback.

include forthcoming legislation on email updates
I would like an A-Z of themes, similar to what they have on the HSE site (www.hse.gov.uk) I already know the basic things that are going to affect me, so I'd like to be able to go to F for F-Gas regs, D for Duty of Care (or even W for Waste Management)
General overview of legislation and a summary of what is required to prove compliance.
Training Courses do not seem to be updated that far ahead or possibly there is just not enough in my area
More description behind the legal titles
Legislation specific to topic e.g. as a business we advise on farm and estates management. It would be useful to quickly access legislation applicable at this level and not just agriculture generally.
Another similar topics would be Facilities Management.
bulletins of any key news straight to my mail box
Summary information on legislation, before being diverted to the OPSI website, which is difficult to digest and understand. Simple bullet points on how to comply per piece of current legislation listed would be useful.
Netregs currently fulfills my needs - therefore no improvement necessary
None
information on health & safety legislation going through the parlimentary process
A 'newbies' section. I was a bit bamboozled when I first visited.
None. Detail good for agriculture
More focus on NI legislation - ie if a piece of legislation exists does it apply to NI also or does NI have an equivalent piece
More case studies and better links to HSE and EMS sites
NetRegs appear to be mostly self-contained and separate from the 'normal' EA website and because
netregs often provides only a brief summary of requirements, it would be good to have more direct links that would take you to the EA website for further information.
Please see the section below.
Nothing specific, it all works well as it is.
Analysis / contrasts between corresponding legislation in the three legal jurisdictions (England & Wales, Scotland, Northern Ireland) as my company operates in all of them and there are subtle differences
legislation updates for specific business sectors - easy to search for.
More quick reads and summaries to help when short of time.
none happy as it is
Links on emails don't work sometimes - link to netregs.org.uk instead of netregs.gov.uk
updates of future european law
e-learning classroom and quizzes
Ok
no specific requirements at present
Nothing
New Legislation

E Mails need to be more specific to business
A better idea of what prosecution's are happening with regards to non-compliance with legal obligations to see the type of penalties (financial etc) are being enforced. A section of prosectuion examples would be helpful.
Service is good at this time
More information on paint disposal - its been so difficult trying to find out if a paint container with dried on paint inside is hazardous or non-hazardous. FAQ would be good, or a forum.
It can be dificult at times to navigate around the site and find information relevant to the business
None
The future legisaltion section needs attention. Quite often new pieces of legislation come into force, new ODS & Fgas Regs, and aren't mentioned in advance in the future legislation. However they appear in the 'English legislation' section. I appreciate it is the company's duty to keep up to date but if a government run website which deals with legislation doesn't identify new pieces of legilsation in advance what hope is there?
More advanced notice of new legislation
Interpretation of the requirements of legislation to enable business's to understand what they need to do
Nothing
Everything I need can generally be found somewhere within NetRegs, I also find the general stuff interesting reading.
Local contact numbers,details for my area of North Yorkshire in case i need to discuss something over the phone.
Nothing specific, but see below.
Should make the e-mail monthly updates available on the web site for reference (saves storing them).
Should cover fewer items in each Update - too much to take in at once. Maybe update fortnightly or every three weeks instead.
Regular reminders on hot topics
Not every waste type is covered in the guidence. For example a very tricky area is animal quarantine - some guidence on this would be nice! Maybe a gap analysis questinnaire to users would help fill gaps?
I use the update emails to remind me to log into the site which works perfectly for me.
One thing that would be very useful is a evaluation of of compliance checklist aimed at specific businees sectors relating to applicable legislation etc.
'idiots guides' to all key legisltion?!
Link to EA public registers
I think the service is very good and helpfull for my requirements
Improvements in the search facility. A simple topical entry either returns nil results or too many results
As an architect in compliance with ISO 14001 it is necessary to be informed of up to date environmental legislation. It would be helpful if this was specifically dealt with under Construction

do not know
Checklist of minimum requirements for business type.
It is a model of how to disseminate advice
It is difficult to find specific links between legislation and decide which is applicable when at apparent conflict.
Nothing at this time
More on international developments and ad-hoc substances such as dimethyl fumarate that lead to legislation.
The search engine doesnt always come up with what you want. Maybe something more on up and coming issues in plain english. For example, batteries, its not easy to work out what we now have to do (not as a retailer but a user of batteries).
Expand business type information to include more sectors.
Better training resources
Examples of scenarios and how they relate to the law. Waste management is a prime example. Lamps are moved from one building to another, stored for a limted time and picked up by a 3rd party carrier. A scenario giving the paperwork required would be helpful e.g. Premises licence required for producers, carriers licence required for carrier, consignment note required for transport, exemption EP 41 required for storage, Carriers licence required for 3rd party,consignment note required for onward transport, EP permit licence no required for treatment. Another example would be how the WEEE recharge works in practic - many companies that distribute lamps arrange for a waste removal and put the suppliers premises licence and not the producers. Oil Storage regs - scenario clarification - what happens to containers over 200 litres housed in a building?
Revert back to English !!!!!!! Started to come in Welsh since April 09
More details about legislation and the implications of this How to get further information Assessment tools for legal compliance
much easier to find legislation and implications
Detail on how to ensure compliance with legislation, recommendations.
How to achieve certification for enviromental standards IE: 14001
I think NetRegs is great, so I don't really see any improvements. Maybe a part of the website can talk more about any upcoming EU Directives, or a page dedicated to international protocols like Kyoto, Montreal Basel, Rio De Janerio.
Have all guidence docs in one place so you do not have to vists Defra, DECC, EA, WRAP, etc etc
For each piece of legislation you quote, and provide links to, there should be an easily accessible overview of what is required of businesses.
Cost effective tips for smaller companies on being compliant would be good. More case studies for those who are new to Environmental issues.
Net Regs, in conjunction with the Environment AGency's factsheets, are tremendously helpful. How about suggestions in your email alert to encourage good practice ideas?
H&S Legislation
Case Law and judicial precedent in relation to environmental procesecution through civil or criminal proceedings
Perhaps links to ACOPs and other guidance on enveronmantal topics (or if it there already - make it

easier to find)
Case law and prosecutions
I believe it provides a good information centre. Possibly more examples of best practice
I have not really found anything lacking at the moment.
More specific information on legislation and what it means, how it applies to businesses.
NetRegs currently satisfies most my business requirements. It would be quite nice to have a NetRegs info line (much like the HSE info line) to call for specific guidance.
We are a 2 person micro business that provides a consultancy service for food farming and environment. There are 1000s of businesses like us, either sole traders or micro businesses that do not make products, but would like to be compliant. Could our genre of business be included as a type of business please?
other people thoughts on subjects that are of concern.
Indidcations of new guidance at consultation stage to permit the chance to offer comments.
summaries of the Acts of Parliament written in plain English.
It would be useful to see what consultations are currently ongoing.
legislation specific to my business
a question/survey that can help identify the kinds fo legislation that the the company may be required to be compliant with
Some information by business type should be more sector/business specific (often very general & applicable across all businesses)
The site is occasionally a little disorganised.
The original site was far more user friendly and easier to navigate
Easier navigation - similar to HSE website (industry / topic etc.)
Inclusion of ports / docks / logistics / material handling sectors as business types
a complete environmental legal register, by business type, updated as required
health and safety legislation by business type
A lot of the information seems to relate to large corporate users. It would be beneficial to include the smaller companies because we too are now increasingly environmentally aware which is a necessity for the future of our business.
Local prosecutions to help identify any potential waste companies that we use are disposing of waste in accordance with local and government legislation
Environmental Legislation is very difficult to understand if you are not an environmentalist and have other job functions it can be very confusing and time consuming in its interpretation. Regulations attributed to certain sectors could be advantages to speed up the process. In addition navigation could be improved.
When looking at a topic to know what to do to comply there is not enough information it is either to basic/brief or it is complex legislation there needs to be more middle ground.
To include ROI legislation as there is a big gap
More specific information relating to Wholesale/Distribution which is more relavant to my organisation
It great as it is

More downloads as these are really useful.
Legislation specific for our type of business
The information given can sometimes be too general. I know it needs to be for people coming cold to some of the subjects, but for those of us looking for specific detailed information about legislation or statutory requirements the content can be too light.
oil and gas business section
It would be great if the site could be used to easily identify sites / providers who will take certain waste streams. So many of our clients complain that they cannot find anyone to collect their wastes, and it would be useful to refer them to one, easy to navigate site for the information.
advice on how you audit for legal compliance, BSi are handing out non conformities within the construction industry without showing us the best way to check compliance - we carry out an audit against the legal requirements and check that way however they still argue this is not correct???? Utter confusion, I have discussed this with industry colleagues and they too have this issue with the assessing bodies auditing agains 9001, 14001 and 18001 standards.
It seems ok as it is
any up date with regard to drum waste and special waste.
Finding information is difficult in some areas andan improved directory earch would be useful more for electronics industry
The email system works well for our business.
More explaination of environmental laws. Plain english guide to the requirements of environmental laws.
Ican see the updates of change of regislation and have to review previous legislation to update the area changed , is it possible see the updated version of the new legislation complete : ie Hazardous Waste Regulation 2009
It would be good to have "Ask us a question" link, with a 24 hours response.
I monitored NetRegs automatically to detect changes, you improved the sit by adding the live date, this meant that everyday a change was detected. The live date is superfluous as date of updating and date printed is there.
Can't think of anything the site lacks
Information about recent prosecutions would be useful - especially when educating senior staff about their responsibilities.
It suits my needs as it is.
i would like the email updates to link you to not only Net Regs but to dot Gove websites and Environment Agency information.
Environmental calendar 6months ahead, 12 months ahead, 18months ahead to allow for planning. CMS Cameron McKenna used to provide a calendar, but no longer do so.
It would be handy to have improved guidance on forthcoming legislation as well as a summary of requirements against more types of legislation
case studies - pragmatic solutions to the application of the regs in practice
Good Site all ok
Guidance on relationship between environmental legislation & H & S legislation.
Updates could be more specific to our industry - i.e. Construction

Simplified explanation of legislation
More information and ideas for non- manufacturing businesses
Specific section on amendments to legislation and how these effect various business types
Clearer links to global projects regarding combating climate change i.e. GHG Protocol etc..
Forums.
perhaps more inclusion of consultations open.
Perhaps more detail
possible inclusion of some sort of forum for companies like ours to discuss various topics
Rather than just a copy of the legislation. guidance on how to comply with legislation including best practice.
Better searching tool - currently hard to find what you are looking for, brings up old and out of date connections sometimes.
A summary on all environmental legislation and not just the 'main' regulations and acts. Also it would be useful to have a summary on how each piece of legislation can affect your particular industry.
Case studies, real life stories with key learning points
none
Need to use facility more frequently easily prompted by email updates
the environmental compliance tool would need to be modified with new legislation
I like the simplified explanations of the legislation. Keep this up please.
More reports on how specific companies have made changes, and more on statistics of waste, carbon footprint, energy use etc.
I prefered the e-mail updates and the site prior to the recent modifications. The Legislation e-mails are not as informative as before and finding changes and updates to existing legislation is much harder and not as clear as it used to be
Under english regs for water you could include the Water Supply Water Fittings Regs 1999= Water Industry Act has had an update from the 1991 version. Also the Future section could give more information on consultation status. A similar system for sector guidance could be useful.
free guides to best practice, and a yearly upodate on all regulations
Specific information on possible future changes on, for example, petrol interceptors on PFS sites where the possibilty of other types of fuels are dispensed. BioFuels and there effects.
Better information in the monthly email
Not sure
Consolidated versions of much amended legislation would be invaluable !
The development of 'codes of practise' in user friendly language with clear examples of good practise as with health and safety. The language used in drafting legislation and in many cases the layout can be both time consuming and at times almost impossible to understand and is a major obstacle to compliance
A Scottish only newsletter. Can sometimes take a while to figure out if legislation covers Scotland or just England.
More design/architecture related information as opposed to just construction

More information on future legislation. It would be useful for future legislation to be treated in the same

way as current legislation in terms of level of detail. It would also be useful if it was better integrated into the environmental topic/business area pages to help my business plan for future changes.

I am grateful of this survey, as a reminder it exists! I need to ensure our records are accurate, customers occaisionally come to us through it. IMPROVEMENTS I would definitely remove the categories wherever possible. For example, when looking up who can take waste from me 'Food' is surely global but only appears under 'office waste'. Textiles are in a pointless category of their own? The headings add nothing and detract space, and clarity. Lose them. I can find Food producers, but not waste treatment providers? The categories are too few to have meaning, so try to remove them rather than add to them. I note that rendering and incineration come before biogas and composting? Why? Certainly not alphabetical so by what criteria? Surely when disposing of animal by-products the customer only needs to know that it must be an approved site. So aid clarity and drop the redundant information. As long as it is approved whatever happens to their waste is not important to them, and it

does not help anyone to try to pidgeon hole in a short sentence. Rather than trying to add value at the

very early stage of an enquiry MORE Brevity is required, and there can be more click-throughs for detailed information on demand, for those customers who are interested. Perhaps this should be provided by the treatment provider, by asking them for 'X' words on the process they offer?

Case studies and successful initatives.

A information by buisness for FM contractors

More about battery recycling/collection/legislation (awareness of hazards of collecting batteries etc)

Information on substances on what was previously the Red and Black Lists (now called priority substances I think)regarding discharge to drain etc.

See below

More relevant regulations to National Health Service businesses

Email alert when new legislative requirements are tabled or passed - specific to each sector content is fine, maybe design could be redone but isnt a problem

Some one to talk to. not just info to read. Some time the answer is not in text as it greatly depends on

how you interpret legislation and the guidance surrounding it.

A section in the newsletter just listing all new and upcoming legislation to save having to read the whole newsletter

Being able to filter the relevant information on a search would be good. So I could say, I have a construction business operating in England and Scotland. The search would show all relevant construction legislation for England and Scotland only.

As much clear information as possible on the relevant future legal changes information pertaining to our business sector and region.

Cross reference to all relavant environmental legislation with a basic overview of the key legislation points for each law.

try to make easier to use if your not fully computer savvy

Aviation I think needs its own category

Specific textile printing environmental guidelines

All legislation in specific categories with links to find out more as necessary.

When a piece of Regiulation or Legislation is amended - clear cut instruction from NetRegs that it will
be in order to delete the previous version - our Register is growing rapidly and we tend to be advised from auditors not to delete anything in order to play safe.
I appreciate that Net Regs is aimed at businesses, but we are an FE College, which falls between two stools (public sector, but in somw ways treated as a business). I would like more help for educational establishments.
See below
Legal compliances broken down into business type ie all those that apply in Construction etc.
Currently I am not aware of any improvements that I would like to see
there is adequate onformation available on the site. possible posters relating to topics in order to assist onward communication.
nothing i can think of
guidance for general office areas
It would be nice if there was a more detailed overview of legilsation.
More areas to comment on
greater links to international standards
More case studies
Make it even easier for us to know what applies to us and what doesn't.
integrated workshops into other events to show practical application and use easier navigation around the site to access specific legislation.
A 6-month "what's changed" legislative summary
Generic tool box talks for businesses regarding specific environmental issues such as waste, energy, water, drainage, storage etc etc. These could be based on the PPG's but should be no more than 15-20 mins to deliver and have an option to tailor to your company
None at the moment, seems to fill all our needs
It would be good to have an archive organised monthly so I could go back to a particular month when required to see what legislation/news etc occured during that time.
can't think of any
The site is excellent, though perhaps more advice for small businesses would be useful.
A "tell us" feedback system that's easily accessible to convey ideas or irritations as they arise.
perhaps a monthly topic ie: plumbing enviroment how to inprove use of materials so less waste
fine as it is
less paper work!
Carbon footprint data.
Clearer layout.
There have been changes to your site over the last 12 months= these have made the site much more user freindly, so can't really think of many improvements I would like. Perhaps a user forum to discuss issues and share ideas?
the information available is good and the e mail alert is superb. it was recommended to us by an auditor from SGS Yarsley

When new regs come into force
A layman's version of the legal documents (in full) would be great. The terminology and wording used in the actual legal documents can be so confusing! Especially when there are so many different documents to read relating to a particular topic, e.g. business waste.
More generalised information for the general everyday person for reference, as well as small business reminders in advance of regulations coming into effect and ideally notice when things are at the white paper stage
The inclusion of ozone depletiing substances regualtions information for all sectors as air conditioning units are now common place and I recently got caught out on these regulations
latest regulation and briefly list of key requirement
none in paricular - seems to tick all boxes
more information on the rules for corner shops ect.as a small recyclery i call on small shops to offer them my services to collect cardboard plastic and paper most of them inform me we put it all in the rubbish bin at home is this allowed what is the law on this.
More regular lenvironmental legislation updates
Sometimes there could be more detail about regulations and how they apply. Sometimes we have to go elsewhere to find out more and be sure we are complying, eg the battery regulations.
Some simpler info relating to office based companies and IT/hazardous waste disposal
road map of environmental legislation
Structured map of legislation
I know it's the place for it, but it would be good see some review/interpretation of new legislation by an expert
More sector specific categories (e.g. Contact Centre).
AN INDEX OF TOPICS
Some good examples in similar type businesses
We would like to know who would be monitering the New F Gas Regulation wherein Companies have registered. What happens to the companies that have not registered , but are still trading ? Who would check this ? the Environmental Agency or Refcom or Defra ?
The information provided in a more concise form if this is possible.
Guidance on the main consumer products industries - toys, furniture etc
The free monthly email updates are superb - thankyou.
A "quick glance" timeline would be useful where new or impending legislation ia due to come into force (presented as a table with implementation date and if appropriate complaince by date.
Useful information - Links to other websites/organisations providing assistance for small businesses in sustainable development and environmental issues.
guidance on micro generation technology eg. solar hot water solar pv ground source heat pump air source heat pump rainwater harvesting
Everything ok as it is

ready reference data to all available environmental legislation, its currency and potential revision/replacement, and interface with other related law or guidance - specifically for the building industry.
I would like to see more development on the education sector. Universities and colleges are often non compliant due to a lack of understanding by inexperienced people who have been given additional roles within there institution ie: health & safety officer becomes a colleges sustainability/environmental officer with no prior knowledge. It would also be good to see where the regional differences are Eng/Scot/Wales/NI
More guidance on a step by step basis for companies to achieve compliance with legislation
Not to sure, i find the webite easy to read and access.
If you can simplify the options as sometimes I have to type in the subject I am looking for , rather than finding it on a menu screen.
it's fine exactly the way it is but maybe add "Building Cleaning" to the businesstypes?
Sometimes it can take a bit of time in finding out exactly what you need to know and the current system can drive you round in loops. But that may be just me and I might need to clarify my search topic better
Taking each piece of environmental legislation and itemising what is required to ensure that you have complied with that legislation. Keep it simple and write it in plain English
i would not change anything, the website is very easy to navigate, it has everything available for what i need.
Search options don't always provide required information (eg it's hard to discover where Consignment Notes are). Website is often down.
Have a new and forthcoming legislation update on the e-updates which includes business types.
Excellent site
The outline of regulations is not always as clear as it might be e.g. guidance on new quarry waste controls didn't clearly specify when measures needed to be in place by.
Please see below.
We have business in the republic of ireland and scotland so sometimes I have to jump about to other EA/EPA sites - if a link was installed this would make life easier. Use of flow diagrams could simplify some of the information. More access to posters to print and inform the workforce a bit like the carbon trust websites. The more information out there the more likely peopls are to comply with legislation.
although I think the site is very good perhaps the site navigation could be better
More in depth guidance to the legislation
It seems pretty well covered at the moment
Access to training material (especially video clips) on key env issues (i.e. waste) for use in internal training
Area's hi-lited (yellow / Pink) in the regulations that have changed which then makes it easy to find.
Bullet point summary of the regulation hyperlinked to the specific area which can then be read in more

detail.
As I work in the construction industry, would like to see more dedicated aspects to construction and the associated environmental aspects. Information on different regulators and the services they provide would be useful.
I only applied for the monthly updates recently and have not yet had a chance to look around the site.
It was recommended to me as a good way of keeping up with legislation changes.
Improvements with the search bar, as what you type in to find, it brings up irrelevant information and it has to be the exact word rather than being able to have variations.
We are just a small business, so it is ok for me like it is.
case studies and maybe a job section
More relevant information for our business type (independent mechanic) in an 'easy' and quick to read format. Often the important information is buried in legal jargon and info for other business types. I have found that the people on the helplines have almost learnt the website by heart but dont seem to be able to give any commonsense, practical advice based on the real world. eg. I still haven't worked out if we are legally allowed to take our own scrap metal to the scrap yard as we always have or if we should have a very expensive permit. Every time I ring the helplines I get a different answer and am told to look at the website. So until the police stop the van we wont know for sure. Frustrating, but if you dont know how can we be expected to comply?
Clear guidance on the permits required for all processes possibly in flow chart format. More in formation on plastic moulding issues
More direct links to the legislation
Nothing, service meets my needs
A LEGISLATION REGISTER WITH UPDATES EMAILED TO COMPANIES
No suggestions at present
I am reasonably new to NetRegs so I am currently finding all the information I need relatively simply.
Perhaps it would be easier for me to find information for business type purely for Scotland - i.e. be country specific as well.
we cant find anything about our business which is wheelie bin cleaning
Examples of best practice, real life case studies, benchmarking opportunities.
As well as the search box, having an alphabetised list of search words could make it quicker.
If possible one page summaries of new legilation which would form part of the companys ems
Coverage of environmental legislation from other EU countries
I get a bit concerned when I do not have any legislation updates and think possibly if you just sent something through saying that there are no relevant updates
Maybe a member's forum to discuss issues. Information and links on environmental charities or recycling centres not just waste sites. Where things like office furniture or other materials can be re-used. Carbon footprint calculator or checklist.
At the moment it fullfills all requirements
see below - generally get everything I want, the additions would make it even better
Would it be possible to register a list of the legislation i need to follow and have this flagged to me if any changes were made to it?
Guidance on practical implementation and Toolbox Talks.

I cannot identify anything additional at the moment. We are just starting out with this tool so we are still learning
Netregs is good for compiling a legal register of applicable regulations but a summary sheet of potentially applicable legislation by business type as well as by sector would be helpful.
More signposting to places to get more information or comanies that offer services relevent to the information being given.
none i can think of
When new legislation or consultation is released a =n e-mail notification would be advantageous.
More safety notes on the printing industry
More info on carbon footprinting for businesses
Not sure if it is possible but, if there was a change to a regulation then having an email sent.
Pretty good as it stands
Interactive help/ guidance would be good. Or an online portal for dialogue. More guidance by topic rather than by business as we have to look in lots of business categories for relevant items.
On the pages for guidance per topic it would still be very useful to state the exact pieces of legislation that the guidance relates to.
Specific advice for m,edical/dental practices
I like it as it is
Our company does not have a big impact on the enviroment, but we find the updates very useful. i think as it remains si good enough for our company.
farming regulations and non business regulations
News regarding prosecutions and also most searched information on Netregs.
None
We need to know how legislation compares against each other. There's a lot of new guidance coming to the fore and we need to understand what they all mean tot he construction industry.
Legislation and listings that would relate to the Marine Industry
Would be lovely if the site could be expanded to include health and safety law as well.
I'm very happy with the site and the monthly newsletter and feel that a lot of information is captured.
My business type (veterinary practice) is not listed and so altho it would be very useful if it were included as a business type, I have to sort through a lot of information that is not relevant to me.
dedicated section to scottish legislation
Probably more regular email updates. However, the monthly update is eccellent and comprehensive.
Practical examples of compliance...like the PPG notes.
It would be a benefit to include complex exemptions.
more detailed advice, including examples
Cant think of anything at the moment
More in depth descriptions of environmental processes to maintain within the regulations
It would be helpful if the new and forthcoming regulations were set out in a more formal format, eg: a table with relevant headings.
easily find the text of teh legislation/guidance I need

Market trend analysis of standards implemented & as ticked below (legislation lists)which would be so helpful for businesses implementing ISO14001.
Jargon free information that is industry specific
trends, likely direction of future legislation
targeted information based on size of company
More about waste topics
fat disposal into drains and what we can do to prevent it.
I can't think of any way in which the service could be improved
Newsletters by business type / sector
More info on waste streams and waste production figures for construction industry (or links to websites with this info)
I only subscribed a couple of weeks ago and so have not yet had a chance to fully understand what is available
None, all very easy to use.
More guidance on measuring carbon footprints and how to set up local groups for small businesses.
It would be wonderful if all information sources were as easy to use
quick link to PPG documents i.e. to list of them with click link to access document rather than searching which often lists a whole range of documents and it is difficult to find the actual PPG amonst the search resutls
A better search function, which incoporates links to other useful websites. For example the Energy Performance of buildings directive is not on net regs (or if it is i could not locate it) a search funtion that would give rise the location on alternative sites would be useful.
a unique list of new environmental Legislation, to enable legislation Registers to be upated.
Link to regulations. information about new regulations.
New / amended legislation hi-lited - other than with just "new" as a prefix
Seems ok as it is
Some detailed guidance on Carbon Reduction Commitment
Easier site navigation and search engine
A synopsis of the key points (e.g. in bullet form) for each regulation would be good. This is present for some but no all of the regulations.
I was not able to request updates on mutliple business areas - I work for a biogas renewable energy company and therefore require updates on developments in the farming, renewable energy and waste sectors. Regulation in all these sectors has a huge bearing on our business.
more about plastic and small scale recycling
On the bulletins a list of changes or new legislation. Make it relevant to either area or business type
More links to guidance
Nothing, very happy indeed!!
Tips on day to days ways to improve our green credentials and save money and the enviroment at the same time
PPG's

Case Studies on particular subjects where non-compliance has been reported and the outcome has been decremental to a business or organisation
all seems OK for my purposes
Think the site is good the way it is but it is really useful when simple explanations are given like today for instance with the insight on used batteries and how to dispose of same etc. I have printed the article out for all staff to read so they can use in their domestic situations....
I find it very useful and informative as it is.
I would like more advice on how to improve my company's green credentials. I work in a communications team for a registered charity and we order a lot of work from print suppliers - publications, leaflets etc. I would like advice on the sorts of 'green' things to look for in a printer. EG ISO14001, FSC or PEFC certified.
cannot think of anything right now
A list of the most up to date regulations
We are a farming business so it might be helpful to have allotted sites for different business types
None that are specific. as the Company makes use of a H&S consultancy who have proved most efficient, but we like to reinforce and underpin our knowledge base and NetRegs is very good at providing the extra information that we need.
hyperlinks to relevant OPSI legislation sites
more specific healthcare info (NHS) EMS info Audit tools/waste monitoring
Nothing as yet.
Happy with what I see
Warnings on costs to business in fines and litigation for non compliance.
I work for a construction firm and only need to know about the latest legislation that affects this industry. I want to be able to click on 'construction' then past, new/latest and forthcoming legislation.
More building regulation change projection, as this can be the diference between profit and loss as we are pricing sometimes a year or more ahead of starting the work.
Nil Just keep doing what you do.
Not sure
I find the current system and the information provided easy to use and do not require any changes at present
There are many small office based, IT and other small businesses being expected to subscribe to ISO
14001, etc who are finding it very difficult to ascertain what they need to do and what legislation they need to comply with. It would be useful if at some time this could be addressed specifically.
Having information on the transport sector (i.e aiports) would be extremely useful.
more advice on how to provide environmental information to all levels of staff quickly and efficiently e.g. short toolbox talks
For it is great
One line heading on environment updates and easy to understand legislation (No legal jargon)
More waste reduction/cost saving tips and hints
In business type there is no mention of distribution and warehousing
I would like to see more information on how indutry effects the environment and what can be done to reduce the effects.

Information to help companies to become greener
waste management
more info catered to specific industries such as foam manufacture, as we tend to get forgotten about
we get some info from the chemical section some from manufacturing and so on yet there is quite a big industry of foam manufacturers in this country. also sometimes when new legislation is released the title of the legislation isn't very explanitory as to what it covers a better explantion would be great.
I find the fontsize rather small and difficult to read. Whilst there is plenty info on the homepage, and this is helpful, perhaps it'd be easier to read if there was less viewable on one page? Poss increase fontsize to size 12?
A national site for England & Wales that covers all Environmental & HSE and British standards.
I could not find stockists as an industry type to find info for - ie mainly a focus on packaging / repackaging, transport issues. Generally speaking the site is very interesting and reasonable to find your way round. The more ways to search, the more people find it easy to find things - ie some prefer site maps, some indexes, some structured menus, some search engines.
More information on average waste production tonnes per industry and use in SWMP estimates
Unfortunately our business sector is not covered under NetRegs. The outdoor industry is obviously small and covers a lot of different areas, especially when providing accommodation but it would be good to see the industry included in some way in the future.
a better information part to get to paticular parts
Occassionally it can be difficult to locate specific information on a topic that is about our business (Housing Association). I find it's very useful to use in combination with legislation.
A logical structure of legislation - i.e. make amendments clear as part of original legislation with labelling to distinguish between passages inserted/modified and the original provisions.
I can't think of anything currently. The site and news letter is very good.
to only send news letter
Legislation that is relevant to the rubber and plastics industry.
information directed at consultants who are using material in different ways to say manufacturers or suppliers

Appendix 4

Comments on NetRegs' ideas for improving the website

- Definitely the legislation lists. That would be extremely useful.
- DEFRA link to CO_2 emissions data
- The problem I have with self-audit tools is that individual businesses have very specific issues which
are hard to address with generic questionnaire type tools
- Access to current versions of Acts and SIs - i.e. Acts and SIs with amendments, not just the original
Acts and SIs which then have to be read alongside the amended versions.
- All of these would be very useful
- All useful to my weekly tasks

- All these would be helpful to me in understanding the legislation.
- Definately the self-audit checklists!
- Many thanks for the information that you provide
as above please provide more in depth guidance but not as complex as the legislation
like acop's
- You provide excellent legislation lists, we think they are already brilliant
the check list on business link is ok but needs to be developed
- Scottish section
- Interested in all environmental issues related to business and best practice
- Stop trying to pidgeon hole what people do, and focus more on what they are
using, or what they
impact on.
- info specific to the golf industry
- Anything that helps people start from scratch.
- all these are useful
- wider range of environmental issues such as spill containment
legislative interpretation and guidance
- Risk assesments and method statements apertaining to all procedures
- a help line for individuals issues
- i think all is there for us
- A helpline with someone who understands the issues affecting our business
- staff awareness material, ie poster, advise on how to encourage staff to be more
environmentally
friendly
- Implementation guidance
- Ease of use is prime importance to save time looking for info
- All the above would be useful
- Keep doing it - and more...
- I cannot define whch would be most useful, as I would use them all
guidance on health and safety related issues
- Legislation lists for mainly office based businesses
- As above. The more focussed yet simple it is the easier it is for those who do not
spend full time onthe
environment.

Appendix 5

<u>**Positive comments from the NetRegs 2009 online survey**</u>

it´s a very interesting web
a very good additional source of information on various topics
User friendly business-related information
Provides confidence in my understanding & interpretation of legislation
Helps our company be more environmentaly friendly and less wastefull.
time saving, but also generally helpful with other issues
helps me as a small family business owner keep up to date and aware of current, and changing reguation
gives me safe, accurate information
keeps me updated with new legislation and changing procedures

save time and money

It saves time and effort but also provides valuable information

provides confidence, good info source

Valuable information source with ideas

For my use Netregs is perfect and possibly the most helpful information source I use for my work.

The Netregs is easy to use - no changes are necessary

It has everything I need already, to satisfy the business' current needs

i am very happy with the service the site provides

Happy with information provided

Netregs currently fulfills my needs - therefore no improvement necessary

Detail good for agriculture

it all works well as it is.

happy as it is

Service is good

Everything I need can generally be found somewhere within NetRegs, I also find the general stuff interesting reading.

I use the update emails to remind me to log into the site which works perfectly for me.

It is a model of how to disseminate advice

much easier to find legislation and implications

I think NetRegs is great, so I don't really see any improvements.

Net Regs, in conjunction with the Environment AGency's factsheets, are tremendously helpful.

NetRegs currently satisfies most my business requirements.

More downloads as these are really useful.

The email system works well for our business.

Can't think of anything the site lacks

It suits my needs

Good Site all ok

Need to use facility more frequently easily prompted by email updates

I like the simplified explanations of the legislation. Keep this up please.

there is adequate onformation available on the site.

seems to fill all our needs

The site is excellent

There have been changes to your site over the last 12 months= these have made the site much more user freindly, so can't really think of many improvements I would like.

the information available is good and the e mail alert is superb. it was recommended to us by an auditor from SGS Yarsley

The free monthly email updates are superb - thankyou.

the website is very easy to navigate, it has everything available for what i
need.

Excellent site

the site is very good

It was recommended to me as a good way of keeping up with legislation changes.

service meets my needs

I am reasonably new to NetRegs so I am currently finding all the information I need relatively simply.

it fullfills all requirements

generally get everything I want, the additions would make it even better

Netregs is good for compiling a legal register of applicable regulations

I like it

Our company does not have a big impact on the enviroment, but we find the updates very useful.

I'm very happy with the site and the monthly newsletter and feel that a lot of information is captured.

the monthly update is eccellent and comprehensive

all very easy to use.

It would be wonderful if all information sources were as easy to use

very happy indeed!!

Think the site is good the way it is but it is really useful when simple explanations are given like today for instance with the insight on used batteries and how to dispose of same etc. I have printed the article out for all staff to read so they can use in their domestic situations....

I find it very useful and informative

we like to reinforce and underpin our knowledge base and NetRegs is very good at providing the extra information that we need

Happy with what I see

Just keep doing what you do

I find the current system and the information provided easy to use

For it is great

the site is very interesting

The site and news letter is very good.

I use the site regualrly for all things environmental legislation related

I use Netregs so that I can educate farming sector and show them this facility so that they can access and business

I use NetRegs to increase my awareness as an EMS Assessor

a condensed version of the EA web site, in plain English

Keeps people informed of strategic directions

Most contacts already know about Netregs

Those I have spoken to about you already know about you!!!

The information provided in the summary of Legs is about right. The information given is a great improvement on what was.

it meets all my requirements

happy with the contect and acessibility

The site has improved alot since a couple of years ago,

it meets my requirements

so far i have found all need (quite easily) thanks

The site and news letter is very good.

 For it is great

 I find the current system and the information provided easy to use and do not require any changes at present

Just keep doing what you do.

 Happy with what I see

 I find it very useful and informative as it is.

 all seems OK for my purposes

very happy indeed!!

 It would be wonderful if all information sources were as easy to use

all very easy to use.

I can't think of any way in which the service could be improved

I'm very happy with the site and the monthly newsletter and feel that a lot of information is captured.

Our company does not have a big impact on the enviroment, but we find the updates very useful. i think as it remains si good enough for our company.

I like it as it is

Pretty good as it stands

At the moment it fullfills all requirements

I am reasonably new to NetRegs so I am currently finding all the information I need relatively simply.

service meets my needs

It was recommended to me as a good way of keeping up with legislation changes.

Excellent site

i would not change anything, the website is very easy to navigate, it has everything available for what i need.

i find the webite easy to read and access.

Everything ok as it is

The free monthly email updates are superb - thankyou.

seems to tick all boxes

fine as it is

seems to fill all our needs

Currently I am not aware of any improvements that I would like to see

Need to use facility more frequently easily prompted by email updates

Good Site all ok

It suits my needs as it is.

Can't think of anything the site lacks

It seems ok as it is

It great as it is

I have not really found anything lacking at the moment.

It is a model of how to disseminate advice

I think the service is very good and helpfull for my requirements

I use the update emails to remind me to log into the site which works perfectly for me.

Service is good at this time

happy as it is

Detail good for agriculture

Netregs currently fulfills my needs - therefore no improvement necessary

Happy with information provided

i am very happy with the service the site provides

It has everything I need already, to satisfy the business' current needs

The Netregs is easy to use - no changes are necessary

it is good as it is.

For my use Netregs is perfect and possibly the most helpful information source I use for my work.

The information given is a great improvement on what it was

it meets all my requirements.

happy with the contect and acessibility.

The site has improved alot since a couple of years ago, I cannot think of any further improvements

it is very clear and helpful

NetRegs is a very useful tool and i reccomend it to my clients on a regular basis.

so far i have found all need (quite easily) thanks.

Appendix 6

Additional benefits noted by business advisors

- Understand what their legal obligations are and take action where needed.
- All of the above
- All of the above
- understand the law and their obligations
- All the above!
- understand legislation
- Keeping their sites up to date with changing regulations
- Keeps people informed of strategic directions
- be upto date on changes etc in legislation
- Gain information and improve regulatory knowledge
- All the above
- achive registration to iso 14001
- all of the above
- Source best practice and provide industry guidance to Client's
- be aware of regulations
- combination of the above
- employ best practice
- Identify relevant environmental legislation and manage their compliance within an EMS
- Establish Environmental Management Systems
- Advice
- All. Avoiding prosecution is vital but time is important
- achieve "greener credentials" and comply with law
- Pass their ISO 14001 audit
- provide independent advice

- Helps me to check my legal knowledge and current status
- Acheive ISO 14001
- Maintain responsible care performance and reputation
- all of the above
- Keep up to date
- combination mainly compliance.
- All of these
- Remain compliant
- ensure ISO 14001 compliance

Appendix 7

Ideas for improvements to Netregs suggested by Business Advisors

Better search tools.
The only thing I can say is that the notification of new legislation in the legislation list is not evident enough. I would create a page called "Legislation recently entered into force", listing all new legislation and very briefly explain what has changed (2-3 lines).
Example forms e.g. WTN
General clairty as with the EA site in that a lot of the niggles have not been ironed out. sometimes searching is easiest through google rather than the sites own search(more EA than netregs)
A confiential phone helpline for more indpeth explanations and to help businesses decide if they are obligated and what they need to do next. E-learning tools on other environmental issues Printable self-audit checklists
Development of simple guidelines / details that can be given to members of staff. Existing guidelines provided still need a relative amount of interpretation
more online tools and training modules
None at present
All sites of this type can improve there search engine, so I can get the results I want from a broader enquiry, rather than a specific topic. This would help when I'm not quite sure what information I'm after.
It would be useful to have Government Guidance Notes published with legislation
I think it is okay.
Again, I would like industry specific issues, legislation, prosecutions & Court decisions etc.
Sometimes the updates are not very interesting. would like them to be eye-catching and show how they can help businesses in a meaningful way and save money.
Section on environmental funding streams and public sector support programmes for businesses in this topic.
More guidance and simple explinations or the duties of regu? ltions. Prosecutions database link to regulations
Legislation details being kept updated to show changes arising from amending legislation
More engineering, mechanical electrical building services and facility management specific environmental guidance.
A recent / forthcoming regulation legilsation calendar might be useful.
ENVIRONMENTAL TOOL BOX TALKS

additional Training tools would be very beneficial
The information provided in the summary of Legs is about right. The information given is a great improvement on what was.
Cases currently going through the judiciary system, and the reasons behind them, regardless of the eventual outcome, so as to make clients more aware of potential problems. Fore warned is fore armed
More detailed and wider ranging questions - for example a complete set of anonomised user questions and answers instead of just a few FAQs
1. green jobs UK wide. 2. Articles and research
Guidance on more types of business
Info about development of EU harmonized legislation
No other improvements needed - it meets all my requirements.
None, at the moment, happy with the contect and acessibility.
Security as a sector. Many security companies are required to gain ISO 14001 and this is a large growth area for Awarding Bodies.
Information that would enable benchmarking performance e.g. waste diverted from landfill. Also, links to organisations such as WRAP and what their improvement programmes are and when they will be initiated etc.
Improved site mapping, make it easier to locate things.
A frequently asked questions section which covers most commonly asked questions with common answers
Improve search function - comes up with things which are old and in any order Specific section on position statement would be useful Small section on front page with recent changes - legisltaion changes, new poisiotn statement etc
I'd like to see an embodied carbon tool for calculating, simply, the embodied carbon in products and wastes.
Better clearer info on email monthly that can trigger me going to the site for more info. Liek Enviro Analyst
Link up with Best Practice, ie Carbon Trust, Envirowise
Commentary on new legislation.
Construction regulations
The site has improved alot since a couple of years ago, I cannot think of any further improvements at this time.
none at the moment. it is very clear and helpful
When you put in a business type, you get a list of legislation under various subsections - waste , water, etc. When you go into one of the subsections and drill down through the questions / legislations it is quite easy to get lost from the original list. It would be a lot better to get a list of all the legislation that a particular business type might be legislated under and then you would be able to look more closely at each one.
Downloadable updates in document / publishing format.
N/A
grant information

Blogs
more updates
I have struggled to find information on crematoria and cemeteries - perhaps I am not using the correct search terms.
I would like to see consolidated legisaltion summaries available as part of the legislation section.
Clearer reference to the full title of legislation within the guidance pages.
Consistant monitoring of new, current or hot topics
flood advise
In the question below I would like to tick a number of the suggested options, such as- 'legislation list that are specific to a particular business'.
A summary of each piece of legislation
An environmental accounting tool.
Environmental advice for ship building and fabrication sector
Classification by business type only serves to confuse my searches for information because the businesses I work for don't sit squarely in one category or another. Could this be changed?
List of when Regs have changed
Move to a more Environmental Sustainability footing
Info in plain English - not just the legislation. Examples for SMES would be great too.
Currently it meets my requirements
Some form of overview calender which would show compliance commencement dates (or other important dates)for all new or future environmental legislation. Almost like a planner. It could also define specific requirements at stages like an Action Plan
More information for more sectors and maybe some consideration for larger companies.
A method of saving your own net regs page for a particular client or business type.
Differances between new regs and the old regs it replaces
NetRegs is a very useful tool and i reccomend it to my clients on a regular basis. It might be nice to have update via Twitter.
Information about Materials Recycling Facilities and Materials Reprocessors
A list showing what amendments have been made to each piece of legislation. There is a website but
it is not easy to find and even a link from netregs would be good. But trying to follow the evolution of various legislative instruments to determine which are relevant is not easy.
look bak on old news.
case study examples, tool-kits for improved decision making
none
The date to the added to "what's new" items so that it is possible to see at-a-glance when guidance has been updated.
I sometime find it quite hard to find information on a topic as I get a search list of everything. It would be good to see the various subject department in defined headings i.e. legislation, working examples, guides, business types
Legislation ia always a minefield, so it would be good to break the legislation down into the most simple terms, and have how it will affect a business
more guidance with examples but ones that are cost effective i.e. have a realistic payback period.

I know it is big but a unified list of all the environmental regs on one page. - It can be under the same headings as your current multipage listings. Currently I have to grab data from Welsh air legislation, Welsh chemicals legislation, Welsh con ..... etc. These headed pages are helpful for some users but not all of us.
Help with industry specifiic advice and easy access in searching for relevant legislation
Sample Policies, Impact Assessments, Risk Analysis. Continual Professional Development Programme for practitioners
None at this time
I think its just right
Summary of amendments so that if businesses are creating a legal register they know which pieces of legislation to list and if carrying out an evaluation of legal compliance which pieces of legislation to update. Any further assistance with creating legal registers (more links with Business Link tools, audit checklists etc) would be really useful for SMEs.
Links to waste management site permits to enable clients to cross-check that where their waste is disposed i permitted to accept it. This will enhance their ability to manage compliance with duty of care provisions and potentially improve their environmental performance within an EMS.
No change
As our business uses 14001 it would be useful to have legislation related to activity, product or service
e.g. vehicle washing - Water Resources Act, Water Industry Act and PPGXX.
so far i have found all need (quite easily) thanks.
A list of regulations by business type.
Include links to other countries environmental advise sites as we work in other european locations.
There is not enough explanation of the legislation and how it applies to organisations. Nobody is going to read or understand a copy of the legislation itself.
Continue to improve the accessibility of the site for those of us who are average computer users.
Compliance Auditing issues
Overview documents for legislation (i.e. who it applies to and how to comply) that can be downloaded
(e.g. PDF format)
Easier access to publications
printable tools - e.g.legal compliance health checks
Advice on what measures to take in order to comply with the law
More detail in those regs that apply to all business, and more detailed tailored specific advice when one is looking for a single type of business
Probably an easier way to search for industries - sometimes I miss the area which I am researching at the time. Although I know that the information I need is on the NetRegs website.
Clearer summary of the Acts of Parliament - particularly the older Acts, which are not always available to view online.
More business friendly legislation advice. Most businesses i speak to are still rather confused.

My main work focus is with construction industry designers. I would like to see links to advice on improvements that designers can make to their designs, not just to comply with the law but perhpas this is not your remit.

I find the website very difficult to navigate and often have problems finding more detail on items that have been covered in the monthly update newsletter.

Easily indexed legislation relating to specific types of businesses.

None

have some additional information on protected species and direct links to defra/natrual england topics

etc...

More Guidance for different business types.

More indepth guidance on legislative requirements

Legislation by types of waste or process or item. Easily accessible list of Guidance documents.

A question section. I type in a query/question and you advise the answer and everyone that visit the site can read the answer and question and possibly add their comments.

Greater sub-division of business types rather thamn broad general types.

a site map

Industry specific detail could be expanded.

When link is to "fully updated guidance" the link then takes you to pages filled with information that was previously there and it can be very hard to find what is actually 'new' or 'updated' or 'revised'. It would be more useful if you could clearly highlight the 'new', 'updated' and 'revised' parts e.g different colour or line at the side etc.

best practice case studies

More regular updates.

You could split legislation up so at a glance you can see what affects you in one area e.g. England

I am generally happy with the information available.

Easier search facility

Public records on prosecutions, improvement notices and enforecements - this will improve ability to evaluate potential suppliers and sub-contractors on their historical performance.

I would love to see a comparison chart that shows (for England=Wales= Scotland= NI) where different legislation applies and note re differences where similar legislation applies.

more information on any competitions to enter

I'd like to see shadows of old pages retained or redirects to the new versions. In the past I have bookmarked useful pages only to find that they have changed and I have to search again.

There are too many drill downs through the information and can take a long time to find what you are looking for. Overviews of the legislation currently in force would be useful and summaries (not to short) of the main compliance requirements would be helpful. There are too many ammendments to compliance and a summary within the main legislation of the ammendments could be beneficial. Non spcific industry overviews would be beneficial.

Bi-weekly updates instead of monthly. More european influenced items as these generally ultimately impact upon our legislation and therefore beign aware of the direction in advance would be useful.

Easier navigation if possible

1. access to the actual legislation in pdf 2. actual examples of implimentation of measure to obtain compliance/ accreditation

Updated EIA

It would be nice to see permitting charges whicg are agreed by the EA/Government in October/November time, to be published on net regs nice and early. My client was shocked when without warning his subsistence went up 57% without any prior warning by the EA.
More warning on 'impending' legislation for example as a result of EU legislation how soon does the UK need to implement new legislation
I would like to see the legislation (e.g. Water Resources Act 1991) mentioned when Netregs explains what a business needs to do (e.g. not discharge to a controlled water without Consent). My clients need to know what laws they need to comply with as well as what they must and must not do. The separate links to legislation does not help them to find out what the laws actual mean for them because reading the laws takes ages and requires a lot of interpretation.
A legislation tick box - i.e. a list tthat goes through all organisations activities / by products and you just tick them - creates a list of all relevant legisaltion to adhere to.
it can ocassionsally be difficult to loact a certain peice of legislation. A legeslation A-Z may remedy this.
Better guidance on how wildlife and conservation law applicable to businesses in a practical way
Need to utilise it for more time to say
notes on possible long term changes
Jobs
I have also used the Arena website but they are no longer trading. could Netregs take over this site?
AS my clients vary from enginering through to recycling organisations I think at present your information covers my requirements form them as a base for them to work from.