

ENTRUST Online development forums: Consultation response

1 Introduction

- 1.1 As part of ENTRUST's role to effectively regulate the Landfill Communities Fund (LCF), and in line with current and ongoing developments of ENTRUST's IT solutions that serve LCF stakeholders, we are undertaking a review of the ENTRUST Online (EOL) service.
- 1.2 The opinions and topics raised at these sessions will assist in the direction of future developments of the ENTRUST Online service.

2 Executive Summary

- 2.1 The following summarises the areas that were discussed in the forums. A more detailed review of each topic can be found in section 5, Key Points:
- 2.2 Registering as an EB and Registering Projects – Forms 1 and 2.
- 2.3 Review of Registered Projects.
- 2.4 Submitting Financial Returns – Form 3, 4 and 7.
- 2.5 Management of your EB through EOL.
- 2.6 Future Developments.

3 Background

- 3.1 ENTRUST is committed to the continual development of its services. Central to this commitment is the development of EOL. ENTRUST recognises the value its stakeholders can add to this process. The forums are intended to give stakeholders the opportunity to play an integral part to the development of EOL.

4 Aims

- 4.1 The aim is to deliver an improved EOL service that is both effective and efficient, adding value to the scheme whilst simplifying the process of working with the Landfill Communities Fund and encouraging stakeholders to use the service.

5 Key Points

- 5.1 This is not an exclusive or exhaustive list, however it serves to highlight some of the key areas of development suggested.

5.2 Project Registration

- 5.2.1 The current project submission facility would benefit from having the option to save the project information at any time during the submission process. Also, the ability to print the entire project off, rather than having to save then print off individual sections of the form at the time of submission.
- 5.2.2 The inclusion of a conformation screen informing the user that the project has been submitted and received.
- 5.2.3 The ability to allow EB's to attach additional and supporting information, i.e. maps, cost breakdowns and public access statements as these are often requested by the regulator.

5.2.4 The suggestion of a generic email addresses for the projects and enrolments department be set up that accessible by all members of the projects team, thus avoiding the Out of Office replies, and would assure stakeholders that their query will be dealt with.

5.3 Project Review

5.3.1 As some EB's have several hundred registered projects, the implementation of a filtering system would be of great benefit, allowing the EB to view and review projects by object, start/finish dates, incomplete registration etc.

5.3.3 As an addition to the summary page, it would be useful to show projects registered by one EB but managed by the user EB. This would then show all EB commitments on a single review page.

5.4 Financial Returns

5.4.1 Notify stakeholders via email that their financial forms have been submitted and received.

5.4.2 To allow stakeholders to perform bulk uploads of financial data through text or CSV files. This would benefit EB's that have to submit large numbers of forms 3 or 7.

5.5 EB Management

5.5.1 A simplified and more intuitive system should be adopted for managing and updating EB information, i.e. Main Contact details, Director Details, EOL user management.

5.6 Future Developments

5.6.1 The option to choose a preferred method of communication, i.e. letter or email, allowing stakeholders to inform ENTRUST how they would prefer to be contacted.

5.6.2 The addition of a spell check function to EOL.

5.6.3 Read only access for Trustee's, allowing limited view of EB information (i.e. project summary screen) so they can see their project and its status.

6 Summary

6.1 The purpose of these forums is to ensure that ENTRUST provides its stakeholders with an opportunity to contribute to the successful improvement of the EOL. The feedback received through these forums will be used constructively to guide the development process, ensuring we address the needs and requirements of stakeholders in future evolutions of ENTRUST Online.