



Consultation on Training and Guidance Provision

- Subject of this Consultation:** We are undertaking a consultation with Environmental Bodies (EBs) regarding ENTRUST's provision of training and guidance.
- Scope of this Consultation:** The accessibility, relevance and presentation of training, written guidance and online videos.
- Who should read this?** Environmental Bodies.
- Duration:** This consultation will be open for 4 weeks starting 1 November. The closing date for responses will be 28 November 2021.
- Enquiries:** If you have any questions about this consultation, you should contact the Regulations Team on 01926 488 323.
- How to respond:** Please [click this link](#) to access the survey
- Additional ways to become involved:** We will also be offering a virtual focus group if there is demand for such an event.
- After the consultation:** After reviewing the responses to this consultation, we will publish a summary of responses alongside any changes that we are proposing to make.

This report will be located on the consultation pages on our website.
- Previous engagement:** Satisfaction Surveys are sent to every EB annually. Related questions were asked in the Provision of information consultation 2019.

1. Introduction

- 1.1 ENTRUST is the regulatory body appointed by HMRC to regulate the Landfill Communities Fund (LCF). Consultations and discussions with Stakeholders are key in ensuring that any recommendations for change to the procedures or guidance, regarding the LCF, are proportionate, necessary, and fit for purpose.
- 1.2 In the [ENTRUST Regulator Standards](#), a document based on the [Regulators Code 2014](#) by which ENTRUST measures and reports performance, standard 1.3 states that 'in developing proposals for change we will consider risk and will assess which method would best achieve the intended outcome with the least burden for Stakeholders.' This requires a consultative process with Stakeholders to better understand how to provide a regulatory service that maintains compliance while reducing unnecessary processes or complexities. The ERS document is currently being reviewed.
- 1.3 To enable compliance with the regulations, ENTRUST, as the approved regulator, needs to communicate the regulatory framework to Environmental Bodies (EBs) and Stakeholders, explaining the processes involved in using the LCF scheme. This is done primarily through the guidance provision found on the ENTRUST website, the training run by ENTRUST staff, and direct advice given via the email and telephone helpline.
- 1.4 In the 2021-2024 ENTRUST Corporate Plan, we highlighted the importance of maintaining our coaching to compliance ethos and minimising the administrative burden on EBs. This included the announcement that we would undertake a formal consultation regarding our training provision and the format of our Guidance Manual to ensure they both continue to meet Stakeholder needs.
- 1.5 This consultation aims to understand the ease of access, quality, and relevance of what is currently provided, enabling us to tailor provision to the needs of Stakeholders. This will inform future changes to guidance and training to ensure that the level of understanding among Stakeholders is sufficient, lessening the administrative burden and coaching to greater levels of compliance.

2. Reasons for this consultation

- 2.1 The response to the training section in the annual Satisfaction Surveys have been positive across all measures; however, as part of a broad EB survey, it is not sufficient to use this information in isolation to understand the needs of Stakeholders or to know more specific answers to possible change. There are helpful indicators within the annual EB Satisfaction Surveys; however, these are primarily to understand overall satisfaction of the processes rather than providing responses that detail EB opinion to inform more specific changes to training provision.
- 2.2 Regarding guidance provision, there are limited ways for ENTRUST to engage with EBs on specific details. Satisfaction Surveys are useful quantitative indicators, but do not provide enough qualitative detail required to inform decisions regarding possible changes. Questions within this consultation include ease of access, relevance of materials, and specified usage, to inform ENTRUST of Stakeholders opinions, their experience of using the materials and their suggestions for improvement.

- 2.3 The EB Guidance Manual, which is designed to be a comprehensive resource covering all aspects of being an EB has its own section within this consultation, separate to other written guidance materials due to its relative importance. This is to focus on the experience EBs have using this resource and inviting suggestions as to how to improve its ease of access and usability.
- 2.4 This consultation asks specific questions on the short videos found on the ENTRUST website. This is to calculate the level of engagement and usefulness of these resources, separate to the written manuals and guides. The EB Satisfaction Surveys indicate high levels of interest in video resources, 85% believing them to be useful, but this is a lower figure than the perceived usefulness of other resources such as the Guidance Manual or 'how to' guides. Therefore, it is important to discover more detail to inform what could be provided in the future.
- 2.5 Satisfaction Survey data show a continued shift away from telephone contact as the preferred method of information, choosing website materials instead. This raises the importance of consulting on these specifically to maintain high standards and usability of the online materials.
- 2.6 A consultation will encourage comments and suggestions for ENTRUST to analyse, targeting specific points not comprehensively covered by the Satisfaction Survey. We will be able to discover vital information regarding each area, leading to informed proposals for improvement rather than attempting to understand opinion from quantitative responses within a much broader survey.

3. Consultation Section 1: Training Events

- 3.1 Currently, ENTRUST offers training events run by the Policy and Regulations team. These are done either online using online conferencing tools such as Zoom or physical events, held at our office in Leamington Spa. The questions below aim to understand how Stakeholders are accessing training events, whether they find it easy to attend, how relevant the information is, and which parts of the regulatory process the training has been most effective. This will lead to the improvement of ENTRUST's provision to ease the burdens for Stakeholders in aiming to be compliant within the LCF scheme.
- 3.2 ENTRUST recognise that the Regulations can be complex and confusing and the process of complying with the Regulations can be difficult. Therefore, understanding how Stakeholders engage with training events, how effective it is at helping each part of the process, and receiving input as to possible improvement will be instrumental in guiding changes.
- 3.3 While some of these questions do mirror the Satisfaction Survey, some remain for the use of filtering to ensure no EB is asked to answer irrelevant questions. Other similar questions are more targeted asking for qualitative opinion for greater understanding than that returned in the Satisfaction Survey.

Question 1: Prior to this consultation were you aware that ENTRUST provides training events?

Yes No

Question 2: How did you find out about the training?

- From the ENTRUST website
- From ENTRUST staff
- From my Environmental Body
- From the quarterly ENTRUST eNewsletter
- Don't recall
- Other – Please specify

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Question 3: Have you attended this training?

Yes No Not sure

Question 4: For what reason have you not yet attended a training session?

- There was no session I could attend
- It is not relevant for me
- It is not necessary for me
- I will be attending one in the near future
- Other – Please specify

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Question 5: Did you find the training relevant to you or your organisation?

Yes No Not sure

Please provide additional detail as to why you gave the answer above. You can also include details on what you would have liked to be included or covered;

Question 6: How much did the training help in understanding your obligations as an EB?

A great deal A lot A moderate amount A little Not at all N/A

Please provide additional details as to why you gave the answer above;

Question 7: How much did the training help in submitting a project application?

A great deal A lot A moderate amount A little Not at all N/A

Please provide additional details as to why you gave the answer above;

Question 8: Do you have any suggestions for improvement of the training events? We are particularly interested in your feedback regarding ease of access, relevance and presentation.

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4. Consultation Section 2: Guidance Manual

4.1 Currently, the ENTRUST website includes a full Guidance Manual for EBs and a breakdown of the Guidance Manual into several sections. This is to enable EBs to find the sections they wish to access without needing to scroll through the full document. The questions below aim to understand how Stakeholders are accessing the information, how

easy it is to find and understand, and how much it aided the different elements when operating within the LCF.

- 4.2 ENTRUST recognise that regulations can be complex and confusing and the process of complying with regulations can be difficult. Therefore, it is vital for ENTRUST to understand how Stakeholders engage with the Guidance Manual, how effective it is at helping each part of the process and receive suggestions from Stakeholders as to what possible improvements could be made.

Question 9: Prior to this consultation were you aware that a Guidance Manual is provided on the ENTRUST website?

- Yes No

Question 10: Was the Guidance Manual easy to find?

- Very easy Easy Neither easy nor difficult Difficult Very difficult
- Don't recall

Question 11: How much does the Guidance Manual help you to fulfil your obligations as an EB under the Regulations?

- A great deal A lot A moderate amount A little Not at all N/A
- Please provide additional details as to why you gave the answer above;

Question 12: How much did the Guidance Manual help in submitting a project application?

- A great deal A lot A moderate amount A little Not at all N/A
- Please provide additional details as to why you gave the answer above;

Question 13: Do you find the Guidance Manual relevant to you or your organisation?

- Yes No Not sure

Question 14: Do you have any suggestions for improvement in the Guidance Manual? We are particularly interested in your feedback regarding ease of access, relevance and presentation.

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5. Consultation Section 3: How to Guides and other information

- 5.1 Currently, the ENTRUST website includes a number of how to guides, support documents and information to enable stakeholders to access the information they need. These resources range from explanatory guides regarding Contributing Third Parties (CTPs) to practical how to guides for using EOL.

- 5.2 The following questions are designed to understand how widely used these materials are, whether they are useful, and whether EBs find them a valuable part of what ENTRUST offer.

Question 15: Were you aware that the ENTRUST website and resources are available to access on a range of devices?

- Yes No

Question 16: What is your preferred method of accessing the online resources?

- Laptop/PC
 Tablet
 Smartphone
 Other (Please specify)

Question 17: Prior to this consultation which online documents or guides have you accessed? This does not include the Guidance Manual that is consulted on in the previous section. Please use the checklist below.

- How to use ENTRUST Online (EOL) for the first time
 Form 1 guide: applying to enrol as an EB
 Form 2 guide: project application using EOL
 Form 3 guide: contribution received directly from a Landfill Operator (LO) through EOL
 Form 4 guide: annual return
 Form 4 guide: nil return
 Form 7 guide: Transfer of monies between EB using EOL
 Form 9 guide: project completion form using EOL
 How to update an EB Main Contact (EOL)
 EB Director's Background Briefing
 How to Find Funding
 Locating a landfill site
 Funded Environmental Bodies Guide
 Handover Checklist
 Reporting and record keeping responsibilities
 Contributing Third Party (CTP) decision tree
 CTP Examples
 Enrolment Checklist
 Project File Checklist
 How to upload documents to EOL
 How to access information about your EB's LCF activity using EOL
 How to request Voluntary Revocation through EOL
 None of the above

Question 18: How easy were these materials to find?

- Very easy Easy Neither easy nor difficult Difficult Very difficult
 Don't recall

Question 19: How much do the online materials help in improving your knowledge of the Regulations and EB obligations?

- A great deal A lot A moderate amount A little Not at all N/A

Please provide additional details as to why you gave the answer above;

Question 20: How much did the online materials help in submitting a project application?

A great deal A lot A moderate amount A little Not at all N/A

Please provide additional details as to why you gave the answer above;

Question 21: Do you find the online materials relevant to you or your organisation?

Yes No Not sure

Question 22: Do you have any suggestions for improvement of the online materials? We are particularly interested in your feedback regarding ease of access, relevance and presentation.

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6. Consultation Section 4: Online Module and Video resources

- 6.1 The ENTRUST website includes an introductory online training module for those looking to enrol as an EB or for new staff or volunteers at an existing EB. This provides an important role in ensuring that applicants and people new to the scheme understand the scheme and their responsibilities. Questions relating to the use and accessibility of this resource is, therefore, a vital part of training provision.
- 6.2 The website also includes a number of short introductory videos which explain both the basics of the scheme and the individual objects that projects can be registered under. ENTRUST understands that videos like these can be a very useful source of information, especially for those who are new to the LCF.
- 6.3 The following questions are designed to develop an understanding as to whether Stakeholders have accessed the training module and the videos, how relevant and useful they find them, and suggestions to improve what content is offered.
- 6.4 ENTRUST also understands that video content can be very costly, both financially and in staffing resources. Therefore, it is important to know how valued these resources are with a view to cost effective, Value for Money (VfM) decision making about any future video resources.

Question 23: ENTRUST provide a training module available from the website. Prior to this consultation, were you aware that this is available?

Yes No

Question 24: Have you completed the Online Training Module?

Yes No Not sure

Question 25: Was the Online Training Module easy to find?

Very easy Easy Neither easy nor difficult Difficult Very difficult
 Don't recall

Question 26: How useful did you find the online training module?

A great deal A lot A moderate amount A little Not at all N/A

Please provide additional details as to why you gave the answer above;

Question 27: Prior to this consultation have you watched any of the introductory videos provided on the ENTRUST website?

- Yes No Not sure

Question 28: Were these videos easy to find?

- Very easy Easy Neither easy nor difficult Difficult Very difficult
 Don't recall

Question 29: Did you find the online videos useful?

- A great deal A lot A moderate amount A little Not at all N/A

Please provide additional details as to why you gave the answer above;

Question 30: Do you have any suggestions for improvement of the Online Training Module or Videos? We are particularly interested in your feedback regarding ease of access, relevance and presentation.

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7. Consultation Section 4: Further discussion

7.1 As the discussion on training, guidance and video resources is broad, with several possible outcomes, further discussion through feedback and virtual forums are important ways to ensure a good range of Stakeholder engagement in possible future changes.

7.2 The following questions ask the relevant information required for that process, both to indicate the desire to partake in further discussions, and the contact information required.

Question 31: Would you be interested in attending a virtual forum to further discuss the training and guidance provision ENTRUST supplies as part of the LCF scheme?

- Yes No

Question 32: Please provide your name and contact details so we can contact you regarding the forum.

Name:

Email:

Phone:

Question 33: Would you like us to contact you to discuss more about your feedback?

- Yes No

Question 34: Please provide your name and contact details so we can provide a response.

Name:

Email:

Phone: