

Since its inception in 1996 the Landfill Communities Fund (LCF) has supported almost 53,000 community and environmental projects across the UK with funds totalling more than £1.4bn.

ENTRUST is the Regulator of the LCF, an innovative tax credit scheme enabling Landfill Operators to contribute money to enrolled Environmental Bodies (EBs) to carry out environmental projects in local communities.

The aim of the LCF is to offset some of the impacts that landfill sites have on local communities. All projects must satisfy the environmental objects contained in the Landfill Tax Regulations 1996 (Regulations).

We regulate both the EBs' activities and the work they undertake through the delivery of approved projects. We assess each project before any LCF money is spent to ensure it is clearly going to deliver an approved object.

We do not allocate or have influence over the distribution of landfill tax monies.



Regulating the Landfill Communities Fund
Benefiting people and the environment



www.entrust.org.uk



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2014 – 2015 ANNUAL REPORT

Chair's overview

This is my first report since taking over as Chair from Philip Smith in July 2014. I should like to begin by thanking Philip for his sterling service to ENTRUST over a decade.

Following the publication of the results of the Government's Challenge (to reduce the level of funding held by EBs by 25 per cent with a corresponding increase in expenditure), in Budget 2015, the Government announced that it would be undertaking a consultation exercise seeking views on proposals to reform the LCF.

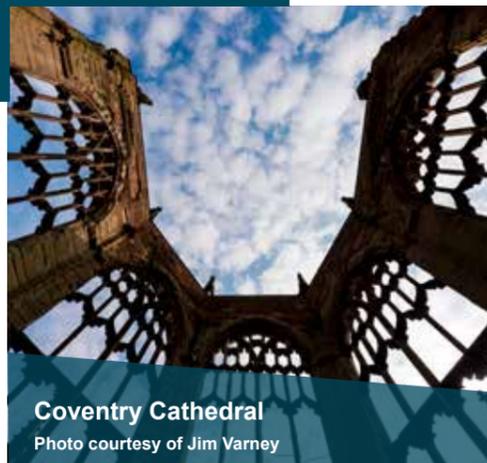
As a member of ENTRUST's Board, I was aware of individual EBs' performance against the Challenge and the engagement of their Boards and contributing LOs in understanding the future challenges facing the sector. I therefore set as one of my first priorities to review and consider ways in which ENTRUST could further improve our working relationships with the top ten EBs and their contributing LOs.

Following the completion of my review, I agreed with the Board a new approach, in that our individual Board members would buddy up with individual EBs and LOs to ensure a free flow of information between our organisations. When I chaired my first meeting with the Chairs of the top ten EBs in February 2015, it was pleasing to note that we collectively agreed that this was a proactive and positive step.

I have also been pleased to note that, once again, we delivered all of our objectives and Key Performance Indicators (KPIs) on time and on budget despite the fact that we had a number of staffing changes throughout the year.

I look forward to working with the sector for the year ahead as we work with HMRC on the Government's reform agenda.

Dr Ann G Limb CBE DL
Chair, ENTRUST



Coventry Cathedral
Photo courtesy of Jim Varney



Countess Chester Country Park
Photo courtesy of Jim Varney



Raw Music Media, Brixton
Photo courtesy of Jess O'Brien

CEO's operational review

The last 12 months have been an important time for ENTRUST. In addition to delivering our core business, we have also been working on a number of strategic streams of work, with various partners. These tasks include:

- supporting HMRC in preparing their consultation exercise proposing reforms to the LCF;
- working with a range of stakeholders to prepare for the closure of the LCF in Scotland; and
- engaging with the Welsh Government on its plans for the future of the LCF in Wales.

Despite having to manage these additional tasks and also having to operate under a challenging financial climate, we were able to deliver all of our KPIs and objectives.

It was also pleasing and very rewarding to note that our stakeholders recognised that our performance levels had improved during the year. Our analysis of the stakeholder satisfaction survey showed that 96 per cent of respondents felt that we are 'very professional when dealing' with them.

Some of our other notable successes during the year include:

- exceeding our compliance inspection target by completing 338 reviews (6 per cent above the target). Furthermore, EBs subject to a review accounted for 98 per cent of the unspent LCF funds held.
- we continued to enrol 98.7 per cent of EBs and register 99.6 per cent of new projects within five working days – both above our KPI targets; and
- we increased our stakeholders use of e-technology.

We have provided a strong foundation to ensure that the future challenges that we and the sector face will be fully met and supported by our partners.

Christopher Welford
Chief Executive, ENTRUST



Since 1996 the Landfill Communities Fund has supported almost

53,000

projects with contributions from landfill operators totalling

£1.46bn

* as at 31 March 2015

In 2014/2015

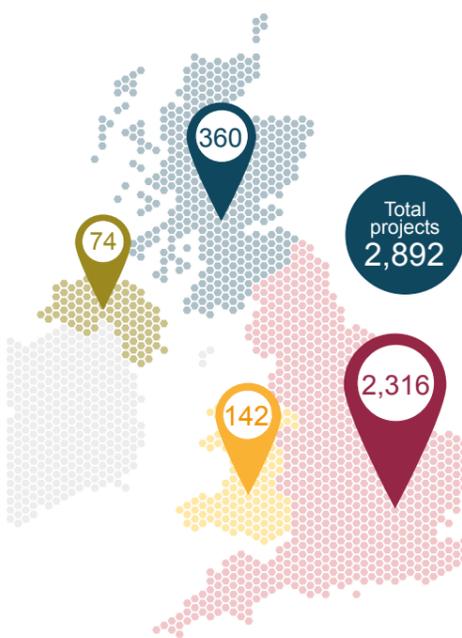


We have enrolled 153 new EBs and registered 2,892 new projects. Our compliance inspectors have conducted 338 reviews. The following charts show the spread of activity across the UK.

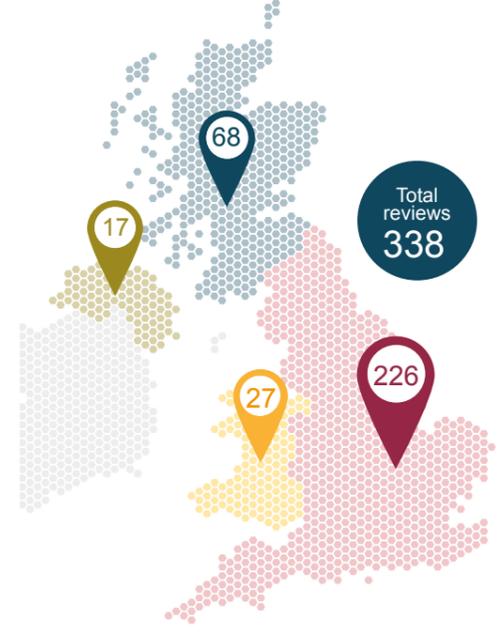
EB enrolments



Project registrations

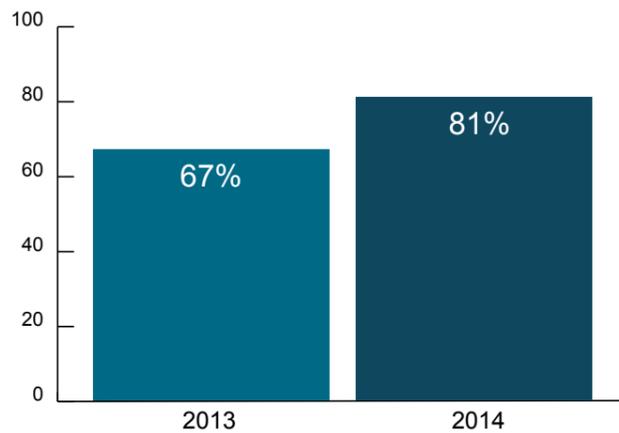


Compliance reviews

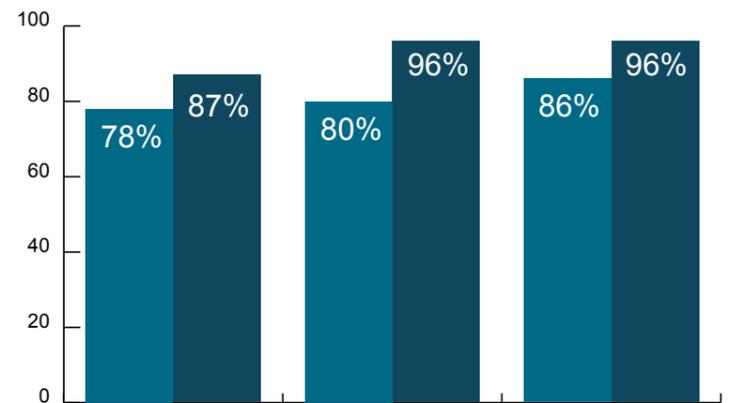


EB satisfaction with ENTRUST

Each year we invite enrolled EBs to feed back on the services that we provide through an online satisfaction survey. The results from the 2014 survey were very positive overall and we were able to report the following. The following charts show the percentage of those who agree/agree strongly.



Overall satisfaction
Average response across all survey questions

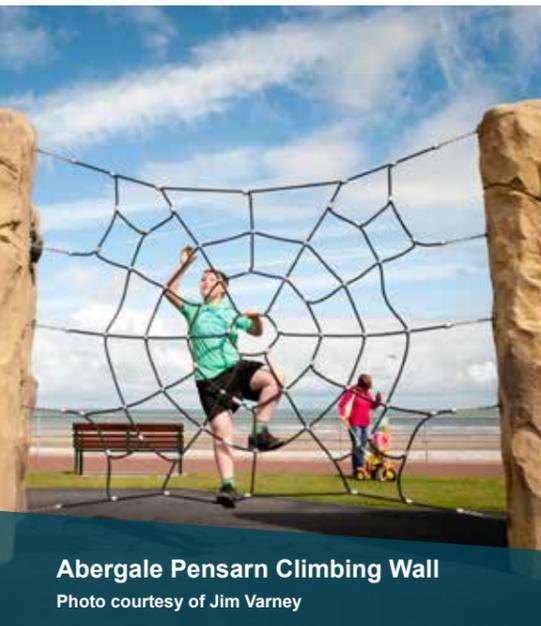


Overall ENTRUST provides high quality services
I understand the role that ENTRUST undertakes as Regulator of the Landfill Communities Fund
ENTRUST staff are very professional when dealing with me and my EB

Achievements

We met all of our Key Performance Indicator targets (KPIs) as agreed with Her Majesty's Revenue and Customs (HMRC). As a best practice organisation we also set a number of internal targets. The table below shows our performance against those. More details are in our full annual report available at www.entrust.org.uk

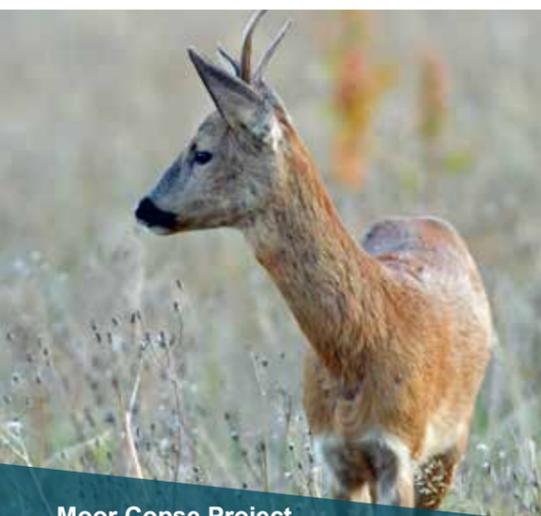
	TARGET	ACTUAL
Number of EBs enrolled in five working days	98%	98.7%
Number of projects enrolled in five working days	98%	99.6%
Number of compliance inspection reviews	318	338
Increase the percentage of Form 4 returns by the due date (28 April)	72%	77%
Increase the proportion of projects submitted online	84%	93%
Publish the 2013/2014 Regulations Team Standards report	By 30 June	Published 25 June
Achieve all KPIs agreed with HMRC	100%	100%



Abergale Pensarn Climbing Wall
Photo courtesy of Jim Varney



African People's Historical Monument Foundation
Photo courtesy of RSWT



Moor Copse Project
Photo courtesy of Nigel Smith