



ENTRUST review of the user experience of ENTRUST Online (EOL)

April 2018

1. Background

- 1.1 This report details the outcome of our review of the user experience of ENTRUST online (EOL) which took place between January and February 2018. In line with our corporate plans for 2017-2020 and 2018-2021, ENTRUST is seeking to reduce the administration burden of our regulatory activities on Environmental Bodies (EBs), as part of this, a three year plan is currently in place to move to full digital delivery of services via EOL. This review looked to aid this move by identifying areas where EOL could be further improved for users.

2. Introduction

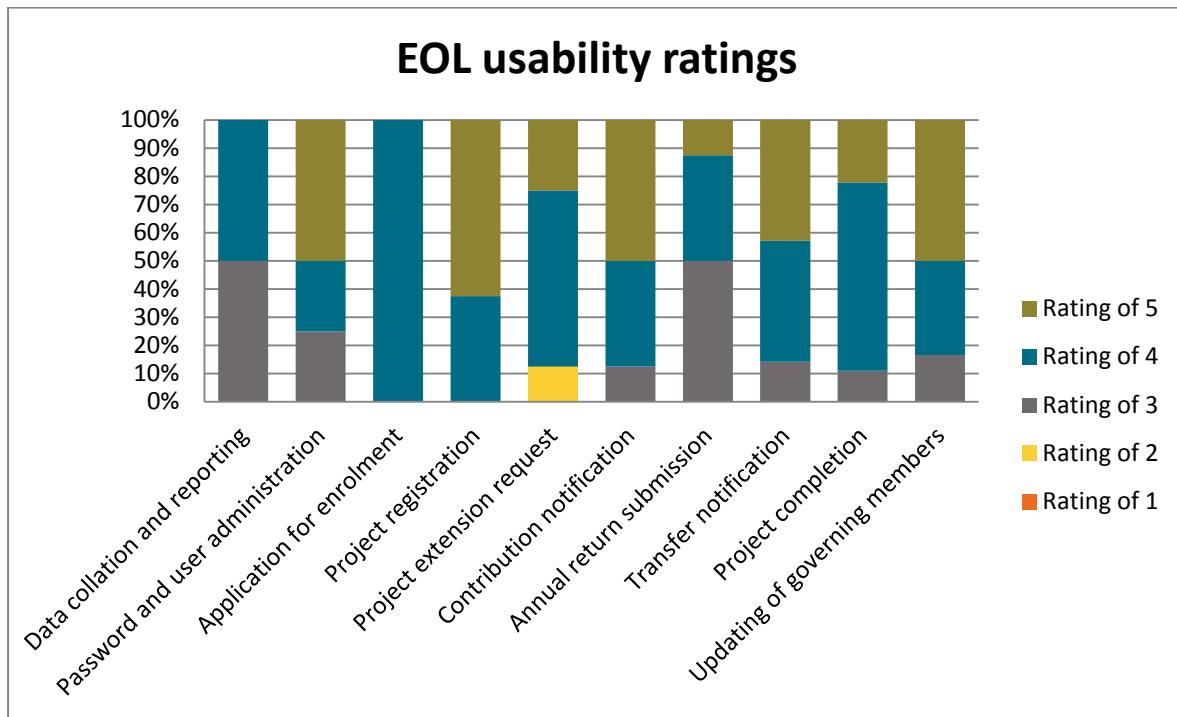
- 2.1 The consultation took the form of an online survey. All EBs were invited to participate in the survey via a news item on the ENTRUST website. A number of larger EBs were contacted directly to encourage their participation.
- 2.2 The review survey sought EBs' views on EOL's functionality and how it could be improved and covered the following areas:
- Using EOL for collating and reporting data;
 - Setting up new users and password administration;
 - Form 1 – Enrolment as an EB;
 - Form 2 – Project registration;
 - Project extension requests;
 - Form 3 – Contributions from a Landfill Operator;
 - Form 4 – Annual Return;
 - Form 7 – Transfer between EBs;
 - Form 9 – Project Completion form;
 - Updating details of governing members and contacts ;
 - Links to the 'how to guides' on EOL; and
 - Messages on the EOL dashboard.
- 2.3 For each area, users were asked if they had been able to use EOL efficiently and without difficulty and they were also asked to rate EOL on a scale of 1-5 (with 1 being hard to use and 5 being highly useable). Where respondents had found EOL hard to use they were asked to explain why. Furthermore users were also asked to suggest improvements for each area. Finally respondents were asked if they would be interested in attending a focus group on the usability of EOL and if they would like to receive feedback on their responses.

3. Summary of responses

- 3.1 The respondents to the survey were representative of the different types of EBs using the system and ranged from large distributive EBs who use EOL on a daily basis to small EBs who only use EOL a few times a year.

- 3.2 Overall respondents were very positive about the usability of EOL with only 1 instance of a respondent giving a rating of 2 and no respondents giving a rating of 1. The overall averaged rating for all aspects was 4.15 out of 5. See Chart 1 for a breakdown.

Chart 1 - Summary of EOL user experience



4. Suggestions for improvements

- 4.1 Following our analysis of the responses, we identified a number of improvements that can be made to EOL or needed further review. During 2017/2018 most areas of EOL were improved as part of a routine review with some of the issues raised in the survey having already been addressed as part of this review. Any further changes to EOL resulting from the survey will be subject to a cost/benefit appraisal to ensure any changes offer Value for Money.

4.1.2 The following changes will be made to EOL:

- Project registration – remove the requirement to identify assets within the cost breakdown within the project registration form as this is now in the completion form; and
- Project extension request – move the confirmation message so it is displayed adjacent to the amended dates to ensure that users know that the request has been actioned.

4.1.3 The following will be further reviewed:

- Annual Returns – review the possibility of splitting out the annual return over several pages within EOL to assist completion and incorporating extra validation to the adding of payment dates;

- Project registration – review adding project start and end dates to the summary page;
 - Transfer notification - consider removing the asset section of the notification form; and
 - Project completion - consider amending the completion form such that it is specific to the different objects under which projects can be registered.
- 4.1.4 We will also improve our guidance and training resources where necessary both within EOL and the accompanying downloadable guides and resources. This will be for the majority of the ‘How to’ guides for the forms on EOL; furthermore we will create a general guide to using EOL that will aid general navigation.
- ## 5. Next Steps
- 5.1 The actions identified will be implemented during the first half of 2018/2019.
 - 5.2 We will undertake a post implementation review of the changes six months after they have been implemented to ensure they have delivered the anticipated benefits.
 - 5.3 We continue to seek feedback from stakeholders and any suggestion for improvement to EOL should be emailed to helpline@entrust.org.uk.

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