



Regulating the Landfill Communities Fund; benefiting people and the environment



Since its inception in 1996 the Landfill Communities Fund has supported over 51,000 community and environmental projects across the UK with funds totalling £1.3bn.

2013/2014 Annual Report



Our plans for the future

- **The wind-up of the Fund in Scotland.** Over the next 12 months we will be working with HM Revenue & Customs to implement a framework to close the Fund in Scotland by 31 March 2017.
- **Demonstrating the impact of the Fund.** We are conscious that the benefits the Fund delivers are not widely recognised. We will work with EBs to provide more factual information on the value for money the Fund delivers across the UK.
- **Communication and e-delivery of services.** Through the use of our website and social media, we aim to inform the wider community of the successes and benefits of the Fund.
- **Delivering value for money.** In line with the reduction in the size of the Fund, HMRC required us to make a further 5% saving on our submitted resource requirement. As a direct consequence of this reduction we will need to make some changes to the way we undertake our role to ensure we can deliver this cut in our funding.

Chairman and Chief Executive's overview

It has been a testing and challenging year for ENTRUST as we refocused the business after the completion of our organisational review at the end of the last financial year. Despite the changes, we have continued to implement new processes and procedures which we believe have improved the regulation and the service levels that we provide to our stakeholders. Over the year we have:

- Reviewed and updated our processes to ensure we provide greater information and support to newly enrolled organisations to help them comply with their statutory requirements;
- Implemented a process to monitor and review overrunning projects. This has resulted in some Environmental Bodies (EBs) being able to invest funds from the completed projects into other communities;
- Implemented a new facility on our website which allows organisations who have not secured funding to showcase their projects to potential funders with the aim of helping them to secure funding;
- Improved our regulation of the Fund, by reviewing and improving a number of our business areas, including:
 - Updating our Communications strategy;
 - Implementing a new Quality Management System; and
 - Revising and updating our Training Strategy.
- Developed and launched a new website, following stakeholder feedback, which has been well received and we have had positive comments on;
- Also carried out a fundamental review of our database and completed a major data cleansing exercise;
- Continued to work with EBs to make them aware of the requirements of the Government's Challenge and try to help facilitate their compliance with it; and
- In line with best practice, as part of our Corporate Planning process, made a number of financial savings to our overall budget.

However, while we delivered a number of improvements, we did not deliver on all of our Key Performance Indicators (KPIs). We also saw a marginal reduction in satisfaction from our stakeholders regarding our overall performance through our annual survey. We have promptly taken action to review and develop the areas of our business which were identified as needing attention.

Overall, while the Company has continued to implement changes during the last reporting year which have delivered further improvements in the services that we provide to our stakeholders, it was disappointing to note that in certain areas performance could have been better. To address these issues, we have taken appropriate action and are confident we start the new reporting year from a position of strength.



Dr Philip Smith
Chair



Christopher Welford
Chief Executive

Trinity Centre, Ossett. Picture courtesy of Andy Deeks.



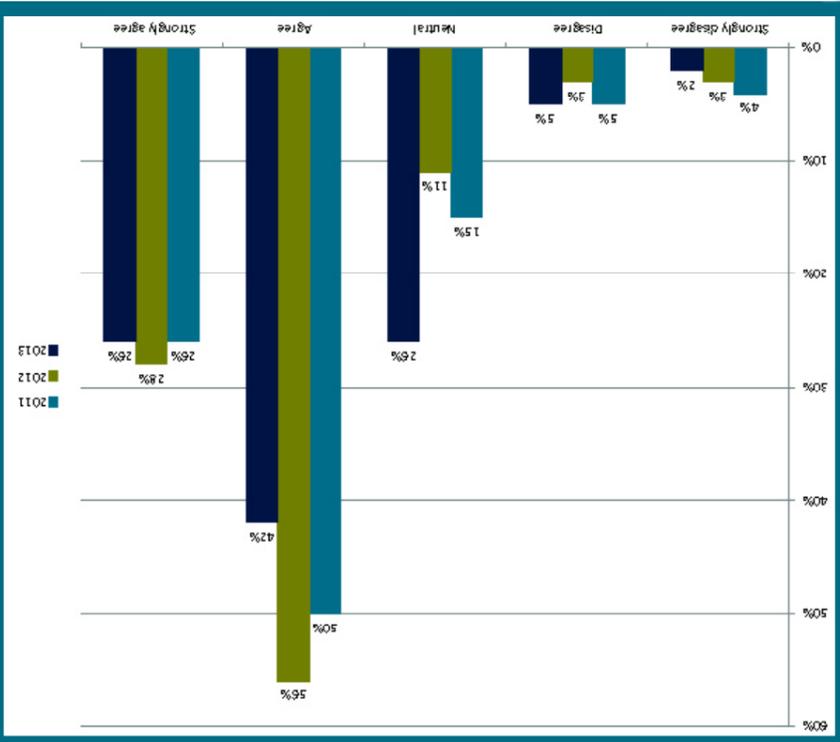
99.9% of applications were approved within five working days.

84.9% of project applications were submitted using ENTRUST online.

99.5% of enrolment applications were approved within five working days.



Kelpie Top Out. Photo courtesy of James Stewart.



67% of Environmental Bodies are satisfied with the services we provide.



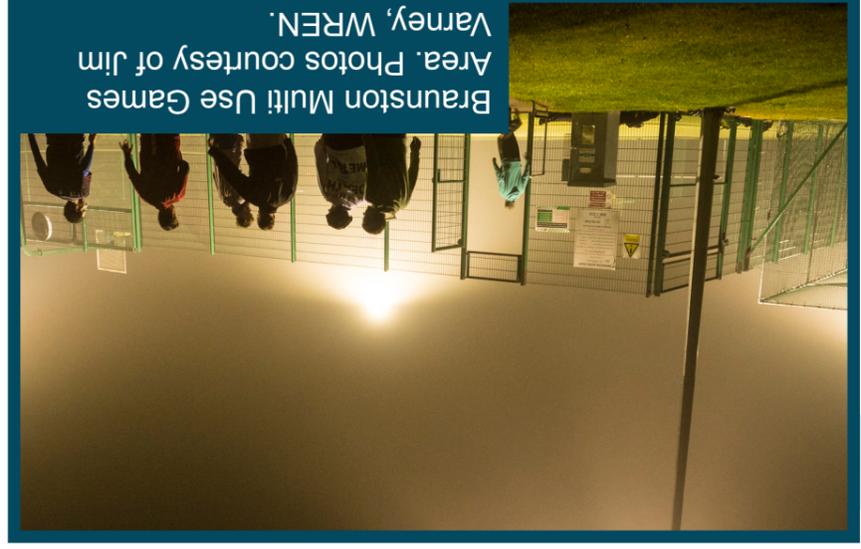
Kings Lynn Parkour. Photo courtesy of Special Design Studio.



Riverside Walk phase 2. Photo courtesy of Omagh District Council.

100% of all other reports were issued within 15 working days of the inspection.

99.6% of project inspection reports issued within eight working days of the inspection.



Braunston Multi Use Games Area. Photos courtesy of Jim Varney, WREN.

We launched our new website on 16 December 2013.

being spent on projects during the year

£84,535,170

projects were approved with

3,040

213 Environmental Bodies enrolled with us during the year.



New Shoots Permaculture Project. Picture courtesy of New Shoots Permaculture Association.