

**The provision of management information (MI)
to stakeholders**



April 2015

1. Introduction

- 1.1 This report details the outcome of ENTRUST's consultation on the provision of management information (MI).
- 1.2 The MI consultation sought stakeholders' views upon the level and type of information that was made available to them and how the distribution of this data could be improved. Specifically the aims of the consultation were to:
- ensure that Landfill Communities Fund (LCF) data is used productively;
 - ensure that stakeholders are able to use this information in a way that meets their needs; and
 - provide stakeholders with appropriate data in respect of the operation of the LCF to demonstrate the impact the Fund has on Local Communities.
- 1.3 We informed stakeholders that we would consider and review the ways that we provide information on the operation of the LCF, to meet their information needs. We also advised them that we could not guarantee that we would be able to meet all of their expectations which:
- exceeded our resource base; or
 - where any change would have a disproportionate impact on the administration burden on EBs.
- 1.4 The consultation paper was published on 1 September 2014 and closed on 30 September 2014 at which point we had received 11 responses. A copy of the consultation issued to EBs is included at Appendix A.

2. Responses, requirements and next steps

Responses

- 2.1 Approximately 2,900 EBs were contacted and invited to respond to the consultation and responses were received from 11 EBs, a 0.37 per cent response rate.
- 2.2 36.4 per cent of respondents felt that the level of information currently provided was about right and a number of the EBs who responded stated that they felt that the inclusion of the 'projects seeking funding' page on our website was inappropriate and requested that it be removed.
- 2.3 A summary of the responses received from EBs is included at Appendix B.

Requirements

- 2.4 The responses received identified a number of information requirements, which are summarised below:
- the ability to access LCF information at a more local level to demonstrate the impact of the LCF on local communities which could be provided to Members of Parliament and other stakeholders;
 - the availability of information already published on ENTRUST's website, usually in PDF format, in other formats such as Excel to make the information more useable in the administration of the LCF by EBs;
 - the publication of information held by ENTRUST on Entrust Online (EOL) to assist EBs to undertake their annual return duties;
 - the potential to utilise other, third party information, in conjunction with LCF data to set out the wider social impact the LCF has, in particular in respect of deprivation across the UK and to enable the identification of landfill sites within the vicinity of potential projects; and
 - the sharing of performance information at an individual EB level across the sector, particularly in respect of the outcome of the Challenge where respondents felt performance information at an individual EB level would help for comparison purposes and in identifying best practice across the sector.

Next steps

- 2.5 After considering the requirements identified from the consultation we have concluded that there are a number of areas where we can improve the availability and access to management information for EBs. However, we will not be able to implement all of the changes in the way requested by respondents to the consultation.
- 2.6 We consider that the changes that we will implement will provide EBs with access to information that is more meaningful in demonstrating the impact the LCF has on local communities or will better signpost users to information that is already available to them to support their LCF related activities.
- 2.7 The areas in which we will be implementing access to new information sources, or supporting users to access existing information will be:
- **End of year information** - The responses suggested that specific information be provided to support EB year-end Annual Return reporting processes. This specifically relates to the provision of individual reports sent to EBs that detail the value and number of contributions received and transfers reported by the EB in the financial year. However, this information is already available to EBs through EOL, although currently only information pertaining to transfers can be printed off the EOL system. We do not therefore consider that there is a specific need to provide additional information to EBs in this area but that we do need to improve the knowledge of EBs in respect to identifying and accessing what is already available to them. As a result we will:

- publish specific guidance on how EBs can access information from EOL to support their annual reporting processes, to our 'How To' section of the ENTRUST website; and
 - include the ability for EBs to print off a listing of contributions received by the EB and reported to ENTRUST to contribution section of EOL in the same format as is already available to users in respect of transfer information.
- **Localised LCF information** – We will use information available through third party sources under an annual software licence, to link to and disaggregate project related information to a more local level, based on Westminster parliamentary constituencies across the UK. We will make this information available to users through our website in a format that allows users to search on specific Westminster constituencies. However, as the cost of providing this information through a search function built into our website is prohibitive and would not provide value for money (VfM) we will provide this information in an alternative format which can be accessed from the 'Statistics' page of our website.
 - **Greater availability of LCF information on an annualised basis** - As well as retaining the current aggregated LCF information, we will make information available that provides a summary of LCF activity on a year by year basis. This information will cover the whole of the sector and not be based on individual EB activity.
 - **Using third party data in conjunction with LCF information** – We agree that there is benefit in using data available from third party organisations in conjunction with LCF data. Respondents indicated that linking LCF information with deprivation indices would provide a wider understanding on the impact the LCF has on local communities. Additionally, respondents raised the issue of the difficulty in identifying licensed landfill sites within the vicinity of proposed projects.
 - During 2015/2016 we will consider how we can measure the economic impact that the LCF makes and where we can clearly demonstrate a link between the LCF and improvements in local community socio-economic circumstances we will publish any findings where this is appropriate to do so.
 - We will also investigate further how we can use or guide users to information from third party organisations that would allow them to locate licensed landfill sites in the vicinity of prospective projects. However, information on licensed landfill sites is only available from the Environment Agencies operated by the UK and regional governments and is held in a range of different formats that will make it difficult for us to develop a single system based solution.
 - **Publication of information in more user friendly formats** – We acknowledge that while information we publish is useful in terms of the information content, the use of a largely PDF format makes it more difficult for users of the data to undertake their administration of the LCF. Therefore we will publish information, where appropriate to do so, in both PDF and alternative formats, with security applied to ensure the integrity of the information provided.

Requirements not being taken forward

- **Projects requiring funding website page** – We introduced this information to enable potential funders to identify projects that meet their funding requirements and enable them to allocate and spend funds they hold. It is made clear to those organisations who submit projects for inclusion in this section of our website that the identification of an LCF funder is not guaranteed. ENTRUST wish to continue to make this information available to funders and we will not be making a change to the website; and
- **Sharing of individual EB performance information** – We have previously communicated to EBs when discussing the outcome of the Challenge that HMRC have explicitly stated that while information on the performance of the sector as a whole can be shared, individual EB performance data cannot be on the grounds of commercial sensitivity. This position remains extant and we will not be able to introduce information in this way but we will encourage all EBs to publish performance information.

3. Conclusions

- 3.1 The information provided by those EBs that responded to the consultation has helped us to better understand where we should look to strengthen the provision and accessibility of information for stakeholders. It has also helped us to understand that there is more we can do to signpost users to information that already exists, rather than utilising resources to provide duplicate versions of this information.
- 3.3 The ‘next steps’ set out in this paper will, we believe, enhance the way information we hold is used by the LCF sector to both comply with the obligations placed on EBs in the management and operation of the LCF and the impact the fund has nationally, at a local level.
- 3.4 Where appropriate we will make changes to our web-based systems to improve the access to information while ensuring that we achieve value for money. More importantly we will ensure that all users have the right guidance available to them to ensure that they can obtain the right information in a format that they can use effectively.

Appendix A

The questions asked in the consultation

This section sets out the consultation questions that we consider will help us to review and assess what management information we should provide to stakeholders.

When considering your requirements please be aware that any information provision will be initially based on the data currently submitted to us through EOL, but can include more information based on financial periods, the use of LCF funds, locations (Country, County, Parliamentary Constituency, Postcode) or project types.

We are also interested in hearing from you if you think other types of data not currently collected by us, but which stakeholders may wish to be made available by ENTRUST although there would be no statutory requirement for EBs to provide this information.

While we cannot guarantee that we can comply with any requirements in this area, we will consider such requests thoroughly and let you know what can be achieved within our current resource restrictions and which will not make a disproportionate impact on the administration of the LCF carried out by all EBs.

We also need to be mindful of the requirements of the Data Protection Act 1998, and the requirement to comply with our [Privacy Policy](#), so information that we hold that can identify a living person would not be provided without the express permission of the persons involved.

No.	Question
1.	Do you think that ENTRUST currently provide the right level of information on the management and operation of the LCF, giving your reasons why you think that it is the right amount, too much or too little?
2.	How do you use the information currently provided by ENTRUST?
3.	Please detail any additional LCF information we do not currently make available but which your organisation feels would be beneficial. This can include information which we may not currently collect but based on the cost and benefits involved could potentially be gathered by ENTRUST.
4.	How frequently do you require management information to be provided?
5.	What is your preferred method of receiving management information, e.g. emailed to you or accessed through our website?

Appendix B

Management information consultation – summary of responses

- The 54.5 per cent of the EBs who responded stated that they felt that the inclusion of the projects seeking funding page on our website was inappropriate and requested that it be removed;
- 36.4 per cent of respondents felt that the level of information currently provided was about right;
- 9 of the respondents gave examples of additional information they felt would be beneficial if provided;
- A key theme was the provision of information at a more local level to demonstrate the impact of the LCF to communities, MPs etc. would be beneficial;
- Some respondents also considered it beneficial to utilise other, third party information in conjunction with LCF data, giving two specific examples related to the identification of landfill sites within the vicinity of prospective projects and linking the impact the LCF has on improving deprivation indices; and
- The sharing of challenge and performance information at an individual EB level across the sector would help to identify good performance and best practice.