



ENTRUST consultation on the provision of information about the LCF and ENTRUST:

Interim report

December 2018

1. Background

- 1.1 This interim report details the findings of our survey on the provision of information about the Landfill Communities Fund (LCF) and ENTRUST which took place between October and November 2018 and forms part of an ongoing consultation. In the ENTRUST 2018-2021 corporate plan we outlined our plans to further improve the transparency of our operations and the LCF scheme as a whole. This consultation aims to support these plans by assessing the value of information currently provided and identifying any opportunities for improvement. It was also hoped that by completing the survey respondents would get a better idea of the information available to them and how to access it.

2. Introduction

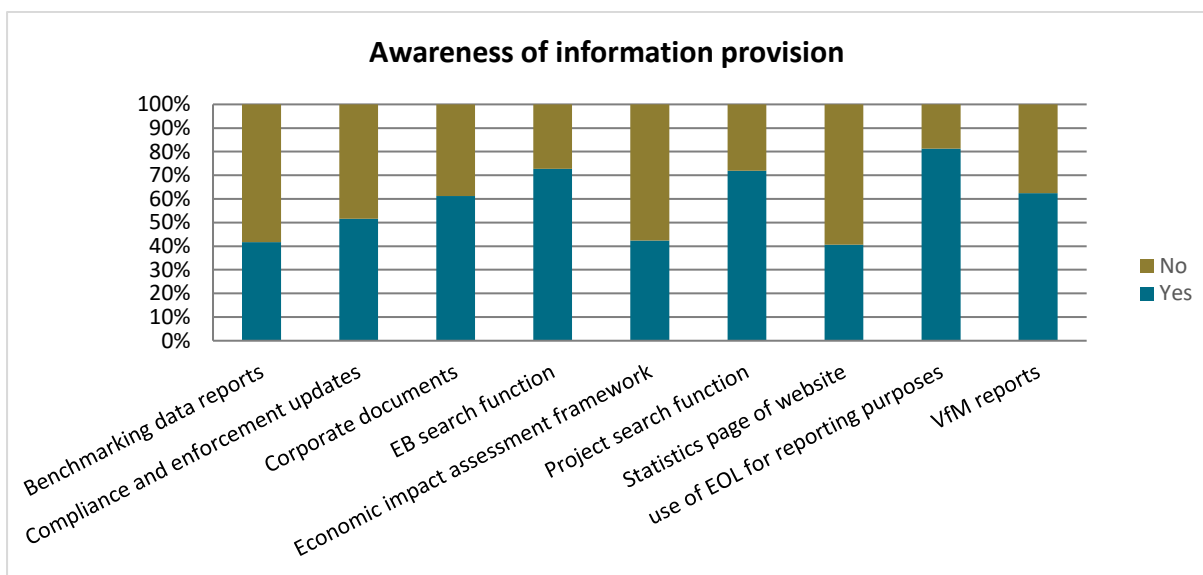
- 2.1 All stakeholders were invited to participate in the survey which was advertised via a news item on the ENTRUST website and the ENTRUST newsletter sent out in October.
- 2.2 The survey sought stakeholders' views on ENTRUSTs provision of information and how it could be improved and covered the following information sources:
- EOL as a source of information for reporting purposes;
 - Benchmarking data reports;
 - Corporate documents;
 - The EB search function;
 - The Economic Impact Assessment Framework;
 - The project search function;
 - Compliance and enforcement updates;
 - The statistics page of the ENTRUST website; and
 - Value for Money (VfM) reports.
- 2.3 For each source of information respondents were asked a series of linked questions. Respondents were first asked if they were aware of the information source, if they answered yes, they were asked if they had made use of it, if it had been useful, and if they had any suggestions for improvement. Respondents who were not aware of the source, or had not used it, were asked if they might make use of it in future.
- 2.4 Finally respondents were asked if they found the current level of information provision to be sufficient and again whether they had any suggestions for improvement.
- 2.4 For several of the comments provided regarding suggestions for improvement it was clear that the respondent had misunderstood the purpose of the survey. For example, one respondent was unhappy that the LCF did not support projects which were not in the vicinity of a landfill site. In these instances (where respondents indicated they would like to receive feedback), we have contacted the respondents to provide further clarity on the LCF and answer any other questions.

2.4 At the end of the survey respondents were asked if they would be interested in attending a discussion forum on the provision of information regarding the LCF and ENTRUST and if they would like to receive feedback on their responses.

3. Summary of responses

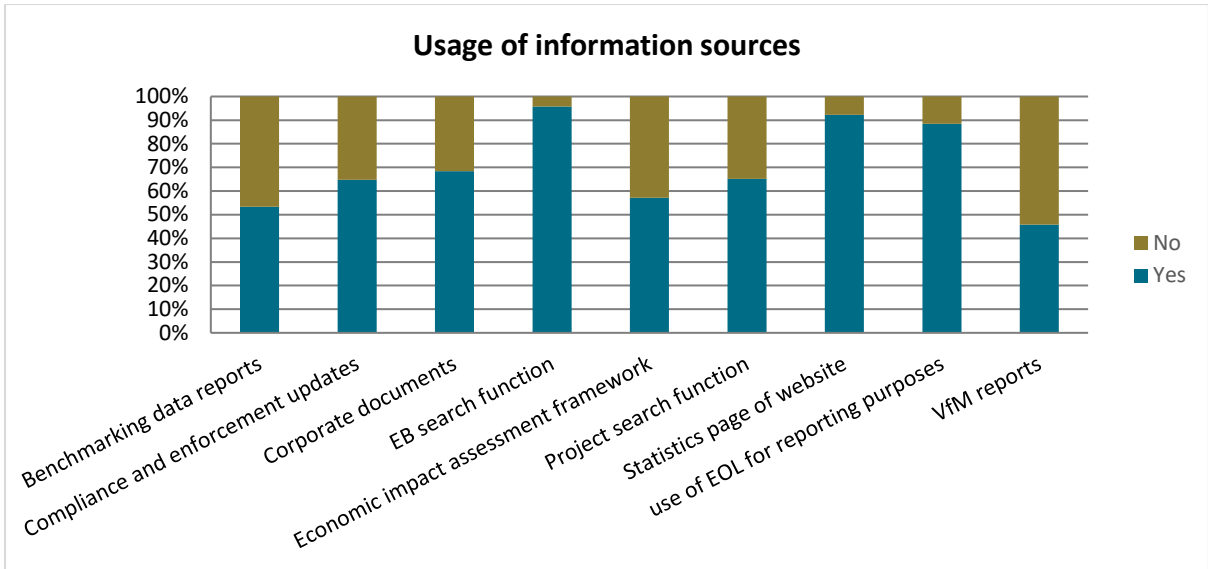
3.1 Awareness of information provision

3.1.1 The percentage of respondents who were aware of the availability of each source of information was highly variable. Less than half of respondents were aware of the benchmarking data reports, the Economic Impact Assessment framework and the statistics page of the website. While over 70% of respondents were aware of the EB search function, project search function and that EOL could be used as a source of EB and project information.

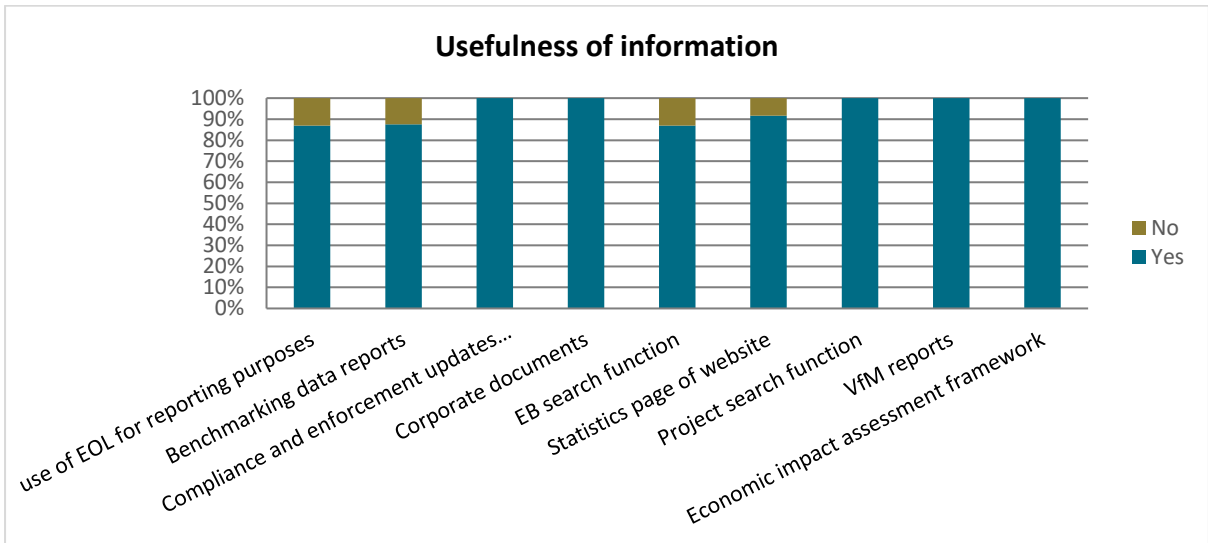


3.2 Use of information sources

3.2.1 Respondents who identified that they were aware of an information source were also asked if they had used it. For some sources of information usage was particularly high, over 90% for the EB search function and statistics page of the website and 89% for the use of EOL for reporting purposes. Other sources of information were subject to low usage, in particular the VfM reports at 46%.

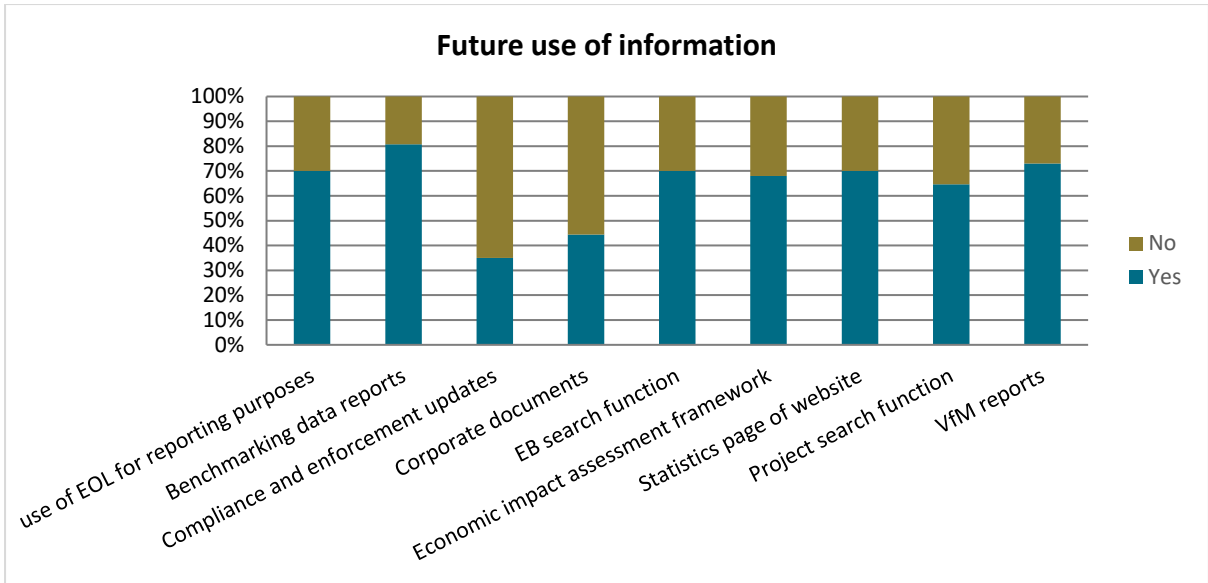


3.2.1 Respondents who had used an information source were also asked if they had found it to be useful and if they had any suggestions for its improvement. Most of the respondents who had used each information source had found it useful and suggestions for improvement were received for all but 2 of the sources (the corporate documents and VfM reports), these are summarised in the next section.



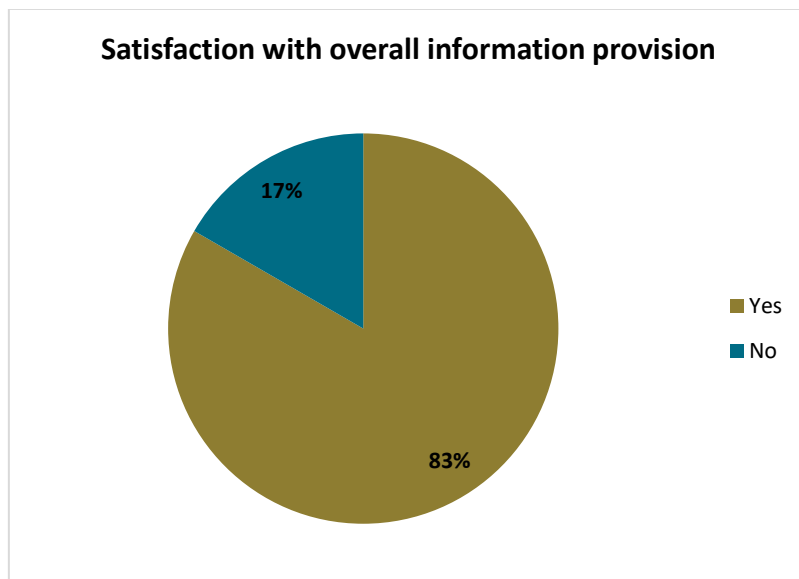
3.3 Future usage of information sources

3.3.1 If respondents were not previously aware of the information source, or had not used it, they were asked if they might use it in future. For most of the information sources the majority of respondents identified that they would make use of the information in future, an average of 64% across all information types.



3.4 Overall level of information provision

3.4.1 The majority of respondents (83%) have found the current level of information provision to be sufficient. No suggestions were received for the provision of new, additional sources of information



4. Suggestions for improvements and ENTRUST's response

4.1 Responses summary table

4.1.1. The table below summarises the suggestions for improvement of information provision made by survey respondents and details responses from ENTRUST.

Information source	Suggestion for improvement	ENTRUST response
EOL	Inclusion of project start and end dates within the project summary page.	ENTRUST has looked into adding a project's estimated start and end dates to the summary page previously following earlier EB feedback and found that it was not technically possible. A project's actual start date was instead added to the Form 9 (project completion form), previously this just included the project's actual end date.
	Inclusion of project title within the transfers summary page.	The form itself does allow a project number to be added but this is not a mandatory field; however, as each transfer of LCF monies to an EB can potentially support multiple projects or projects unknown at the point of transfer it will not be possible to include the project title within the transfers summary page.
Benchmarking data reports	Inclusion of benchmarking data within compliance reports showing an EB's position in relation to the bandings.	EB benchmarking data including the relevant banding is already included within compliance reports which also link to the full report available via the ENTRUST website.
	Reports should be split between distributive and non-distributive EBs.	It is ENTRUST's position that as there is no regulatory distinction between distributive and non-distributive EBs it would be inappropriate to begin reporting on them separately.
	Provision of further distributive EB data (banding by annual income, geographic coverage, range and size of grants given).	Geographic coverage and grant information is provided via the funders search function. Information regarding funds held is provided in the benchmarking report, income regarding the funds held by an individual EB cannot be released.
Compliance and enforcement updates	Distributive EBs should be made aware of any compliance and enforcement procedures to	This information is confidential and as such cannot be published by ENTRUST. EBs can however determine if the EB is frozen by looking

	which the EBs they fund are subject to.	at the EB frozen list available on the ENTRUST website.
EB search function	Users should be able to search by postcode, region and organisation type (distributive or non-distributive).	As users are already able to search by County and Country ENTRUST believes that it would not be cost effective to modify the search function to incorporate postcode and region. Similarly, for organisation type users are already able to search only for distributive EBs by using the funders search which is available from the ENTRUST website.
	The EB search function should be better signposted on the ENTRUST website.	ENTRUST will look into changing the website such that the EB search function is better signposted.
Economic Impact Assessment framework	The framework should be split between distributive and non-distributive EBs.	As above for the Benchmarking Data Reports it is ENTRUST's position that due to there being no regulatory difference between distributive and non-distributive EBs it would be inappropriate to begin reporting on them separately.
Statistics page of website	Users should be able to filter the data.	The statistics page of the website in part fulfils ENTRUST's statutory obligation to report on the operation of the LCF, as such ENTRUST is not able to make changes to the page. However, if stakeholders have any requests for specific statistics, they are welcome to contact ENTRUST, these will be obliged wherever possible.
Project search function	Users should be able to search by: EB name, EB number, postcode, and organisation type (distributive or non-distributive) and funding information.	ENTRUST will look into modifying the project search function to enable users to search by EB name and number. We will assess if there are any further opportunities to enhance the project search that can be delivered cost effectively. The funders search provides information on funders' eligibility criteria.

4.2 ENTRUST actions

- 4.2.1 ENTRUST will look into changing the website such that the EB search function is better signposted.
- 4.2.2 ENTRUST will look into modifying the project search function to enable users to search by EB name and number. We will assess if there are any further opportunities to enhance the project search that can be delivered cost effectively.

5. Next Steps

- 5.1 10 respondents were interested in attending a forum to further discuss the provision of information. We will contact these respondents shortly to notify them of the date and time of the event which will be held at the ENTRUST offices.
- 5.2 Following this update and exchange event we will conduct an analysis of all responses (including those summarised in this report) and identify any opportunities for improvement of information provision. All improvements will be subject to a cost/benefit appraisal to ensure they offer value for money.
- 5.3 We continue to seek feedback from stakeholders and any suggestions for improvement of information provision should be emailed to helpline@entrust.org.uk.

ENTRUST
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