



# **ENTRUST consultation on the provision of information about the LCF and ENTRUST**

**Final report**

**January 2018**

## 1. Background

1.1 This report details the findings and outcomes of our consultation on the provision of information about the Landfill Communities Fund (LCF) and ENTRUST which took place between October and January 2018. 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. The aim of this consultation was 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. This final report updates the interim report which was published on our website in December 2018.

## 2. Introduction

2.1 The focus of the consultation was an online survey, open between October and November 2018, in which all stakeholders were invited to participate. The survey 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 ENTRUST's provision of information and how it could be improved. It 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.

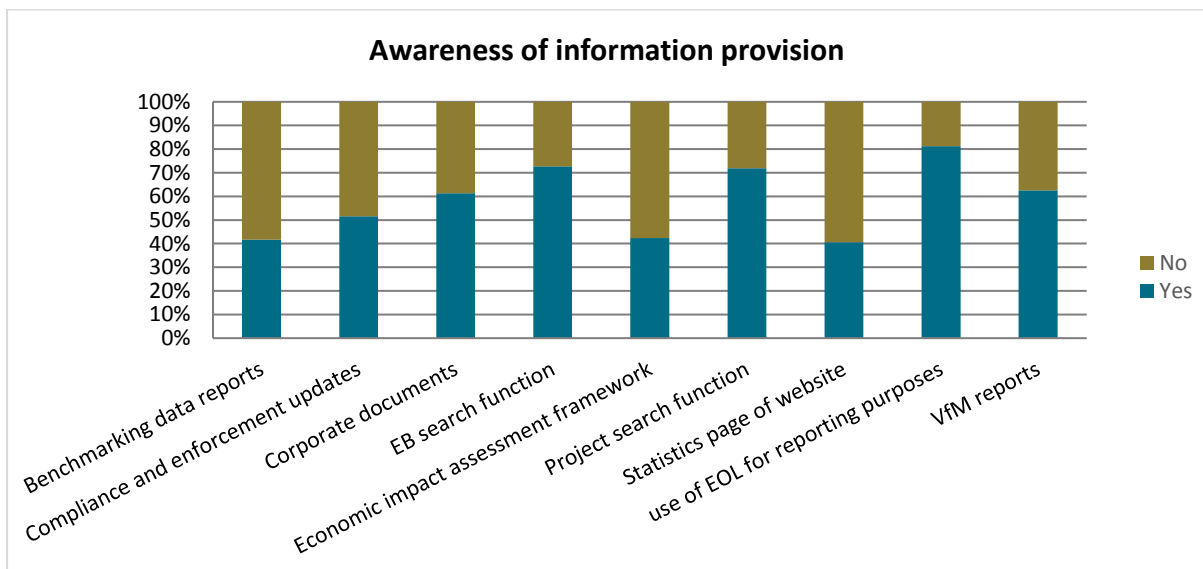
2.4 For several of the comments provided regarding suggestions for improvement it was clear that the respondent had misunderstood the purpose of the survey. For example, one respondent was unhappy that the LCF did not support projects which were not in the vicinity of a landfill site. In these instances (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.
- 2.5 Respondents who had expressed a wish for feedback on their responses were contacted and their points discussed.
- 2.6 All respondents who had expressed an interest in attending a forum to further discuss the provision of information were contacted, and due to the limited response individual conversations were conducted to seek further feedback. Their points have been incorporated into section 4 below.

### 3. Summary of responses

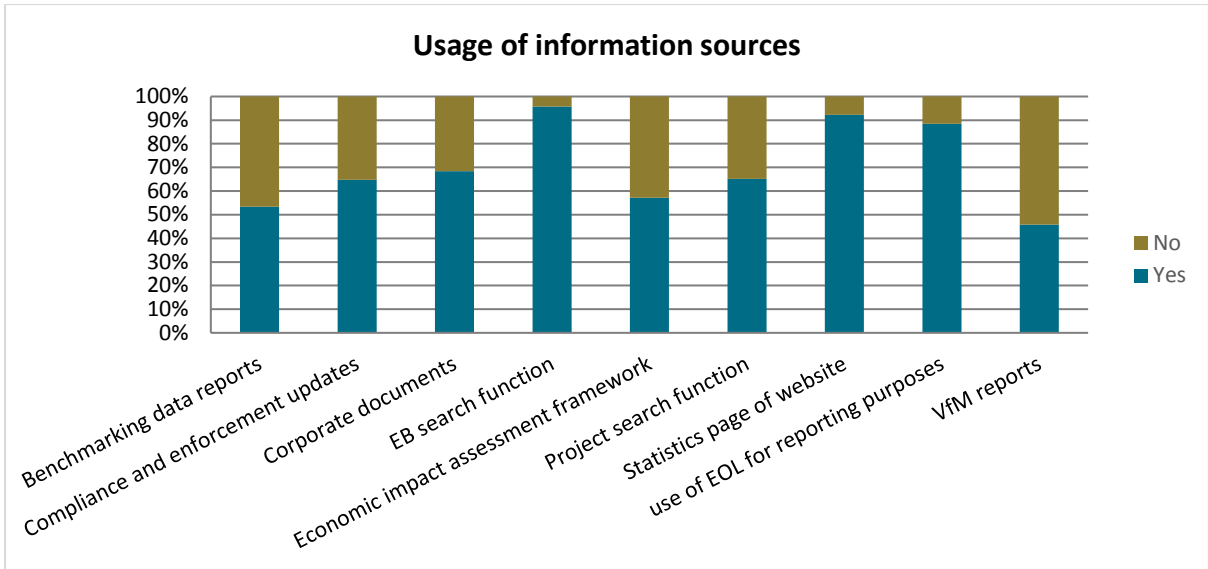
#### 3.1 Awareness of information provision

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.

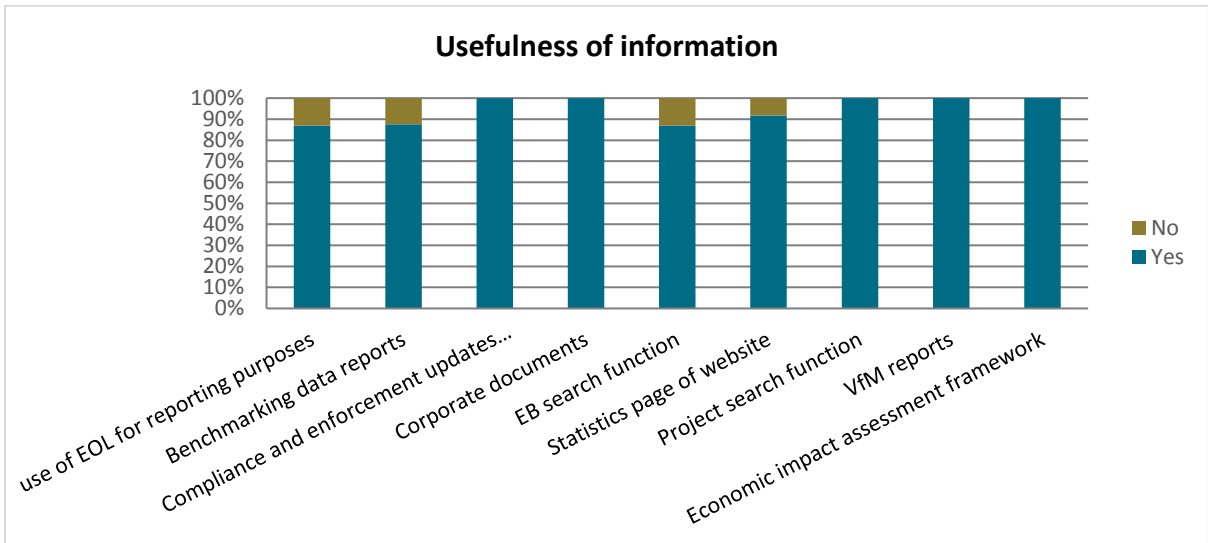


#### 3.2 Use of information sources

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%.

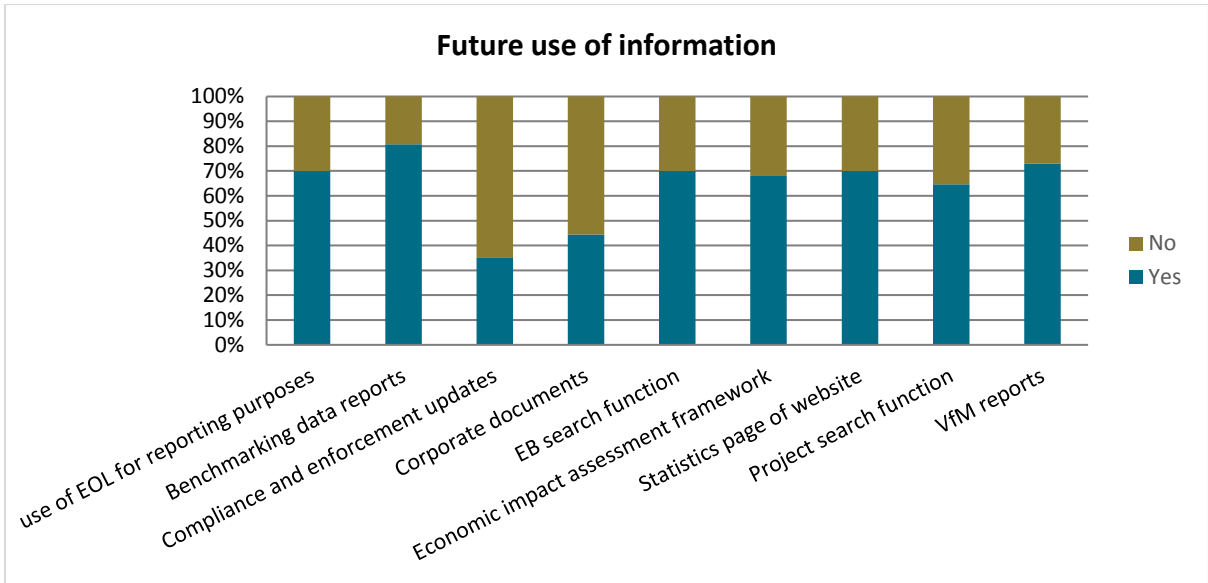


3.2.1 Respondents who had used an information source were also asked if they had found it to be useful and if they had any suggestions for its improvement. Most of the respondents who had used each information source had found it useful and suggestions for improvement were received for all but 2 of the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



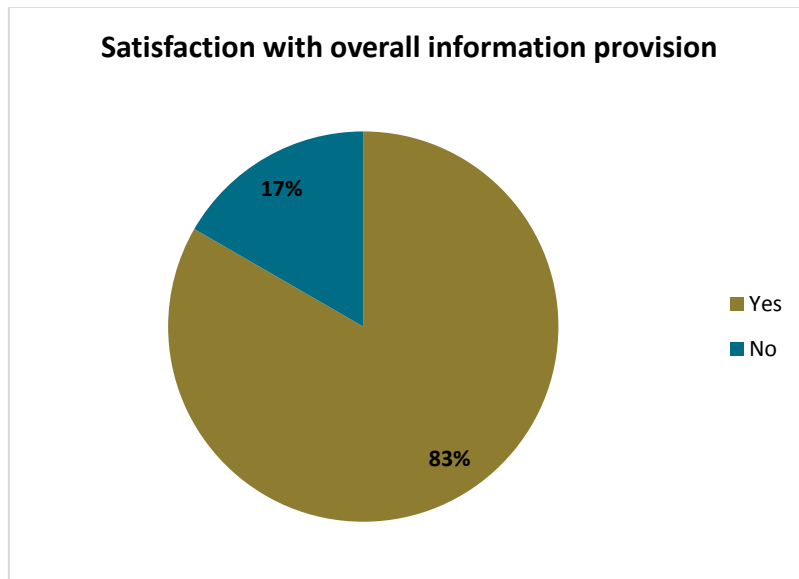
### 3.3 Future usage of information sources

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 by survey respondents for improvement to information provision made and details responses from ENTRUST.

Information source	Suggestion for improvement	ENTRUST response and actions
<b>EOL</b>	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.
	The Annual Return (Form 4) could be simplified.	We have recently reviewed and updated the Form 4 as part of a review on the usability of EOL, including changes to simplify its use. However separately to this consultation, we will look to review our guidance and training materials to ensure they meet users' needs for completion of the form.
<b>Benchmarking data reports</b>	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	Geographic coverage and grant information is provided via the funders search function. Information regarding

	income, geographic coverage, range and size of grants given).	funds held is provided in the benchmarking report, income regarding the funds held by an individual EB cannot be released.
<b>Compliance and enforcement updates</b>	Distributive EBs should be made aware of any compliance and enforcement procedures to which the EBs they fund are subject to.	This information is confidential and as such cannot be published by ENTRUST. EBs can however determine if the EB is frozen by looking at the EB frozen list available on the ENTRUST website. Where ENTRUST finds that a significant breach of the Regulations has occurred in relation to a specific project, we will contact the funding EB.
<b>EB search function</b>	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 funding EBs by using the funders search which is available from the ENTRUST website. ENTRUST is however in the process of adding EB enrolment status and enrolment date to the information available to users from this search.
	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.
<b>Economic Impact Assessment framework</b>	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.
<b>Statistics page of website</b>	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 the ENTRUST Helpline, and

		requests will be obliged wherever possible.
<b>Project search function</b>	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.
<b>ENTRUST website</b>	There should be a page available from the homepage of the ENTRUST website which provides those new to the LCF with an overview of the scheme.	ENTRUST will add a page to the website, linked to the homepage, which provides those new to the LCF with an overview of the scheme and how they can access funding.
	The helpline phone number should be advertised more prominently.	ENTRUST will look to amend its website such that the helpline phone number is displayed prominently.
	The EB and project search functions should be advertised more prominently	ENTRUST will look to amend its website such that the EB and project search functions are more accessible to users.

## 5. Next Steps

- 5.1 We will implement the actions outlined below subject to a cost/benefit appraisal to ensure they offer value for money;
- We will amend the ENTRUST website such that the EB and project search functions are better signposted;
  - We will modify the project search function to enable users to search by EB name and number and will also assess if there are any further improvements which can be made;
  - We will add a page to the ENTRUST website which provides those new to the LCF with an overview of the scheme and how they can access funding; and,
  - We will amend the ENTRUST website such that the helpline phone number is displayed more prominently.
- 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](mailto:helpline@entrust.org.uk).