



# Training Report

## 2021/2022

ENTRUST  
April 2022

## 1. Background

Since March 2014, we have delivered an annual training programme for Environmental Bodies (EBs) with a focus on delivering Value for Money (VfM) and meeting the following objectives:

- Offering induction and training which helps facilitate EBs compliance with the Landfill Tax Regulations 1996 (Regulations) by providing continuous coaching;
- Promoting efficient and effective delivery of projects by providing access to knowledge and understanding of the Regulations through a range of guidance and supporting materials;
- Providing EBs with the opportunity to continually improve their operational frameworks through networking and sharing with other EBs best practice information on compliance and risk; and
- Increasing access points to, and take-up of, our training offerings whilst maintaining cost effective delivery solutions, which meet the differing needs of a wide range of individuals across our target groups.

It is also our key aim that the programme delivers a consistent low cost per delegate and cost per access whilst extending reach, maintaining high levels of positive feedback and resulting in a positive impact on compliance levels.

## 2. 2021/2022 Training Programme

### Events

The Training and Guidance Consultation, (held in November 2021 to gather EBs' views on ENTRUST's provision of training and guidance) confirmed that EBs were overwhelmingly in favour of retaining virtual training events when physical events became possible again after the pandemic. Therefore, we offered all training events virtually, using Zoom in June, September and November 2021, and January and February 2022. Overall, we achieved an average feedback score of 4.6 out of 5, which exceeded our target of 4.5. and the number of delegates attending the training increased compared to the previous year:

Type of event	No of events	No. of delegates	Avg. feedback	Target
Basic training	5	45	4.6	4.5/5

Our basic training event presentation continues to provide essential information to delegates including the use of ENTRUST Online (EOL) in the form of an interactive workshop (now delivered via screensharing) to support the 100% e-delivery of services covering the completion and submission of each form, as well as other common reporting misunderstandings. There was no requirement to hold any Update and Exchange events in 2021/2022.

Since 2017/2018 we have retained high satisfaction levels with the majority of attendees stating that they would recommend our training events to a colleague.

The feedback made by EB attendees at this year's basic training events included:

- *"Overall, well presented, clear and concise"*
- *"Really helpful course, thank you."*

- *“I thought Simon was helpful and friendly and really pitched the information at the right level. He answered everyone’s specific questions very knowledgeably.”*
- *“I actually found all of it helpful and interesting”*

Considering the continued lower cost and higher attendance achieved by delivering virtual training events, ENTRUST believes that running the events virtually delivers excellent VfM, as well as being more convenient for delegates to attend. This approach was overwhelmingly agreed with by EBs in the responses that we received from EBs to our Training and Guidance Provision Consultation exercise. However, we will still remain open to holding physical events if requested to do so and we will also retain our “open door” policy in 2022/2023.

## **Training Materials**

We did not publish any new training documents in 2021/2022 as no new training needs were identified during the year based on our communication with EBs during the training events and following our analysis of the training Satisfaction Survey feedback.

Our website contains a significant number of downloadable training resources that we have developed over the past few years. These documents are focused on providing advice on how to use EOL for certain functions (‘How To’ guides) or further help or information to aid EBs in understanding their obligations (e.g., ‘Reporting and Record Keeping responsibilities’). These guides consistently receive positive feedback via surveys. We have reviewed these guides and updated as required to ensure they remain fit for purpose.

The EB enrolment online training module was created to support organisations newly enrolled with the LCF and those considering enrolling into the scheme. The module covers the basic knowledge required to participate within the LCF, the regulatory requirements surrounding LCF funding and the obligations and responsibilities of an enrolled EB and takes individuals through a series of questions to test and improve their knowledge. Since its launch in April 2017, 141 individuals have made use of the module, including 32 in the 2021/2022 year to date. The module is hosted via a third-party website tool (SurveyMonkey) for which we pay an annual subscription fee of £384. We also use this tool for the EB satisfaction survey and carrying out consultation exercises. Questions on the EB Enrolment Module were asked as part of the Training and Guidance Consultation held in November 2021 and in response to the consultation, it is suggested that this module be reviewed in 2022/2023, rebranded as a more general training module to cater to a wider number of Stakeholders.

Our four training videos, introduced in 2014/2015 and updated in 2015/2016 continue to provide a popular and useful introduction to the LCF and ENTRUST’s role and an overview of the most utilised objects and the requirements placed on EBs. Since February 2021, viewing numbers have increased as follows. These figures show that they are still considered useful resources and remain well used despite the reduction in the number of new entrants to the scheme. However, we will consider whether they should be updated/replaced in 2022/2023:

Title	Total Views as at Feb 2022	Total Views as at Feb 2021	In year increase
An introduction to ENTRUST	1,941	1,779	+162
LCF – Object D projects	1,315	1,196	+119
LCF – Object DA projects	483	440	+43
LCF – Object E projects	837	763	+74
<b>Total</b>	<b>4,576</b>	<b>4,178</b>	<b>+398</b>

### Other Training Information

We continue to coach EBs to compliance by offering advice and guidance through online meetings, compliance inspections, telephone calls and emails. The impact of this approach is monitored through our internal compliance and enforcement analysis, which we carry out and publish on a quarterly basis. The aim of this monitoring process is to identify any patterns, or new themes where EBs are failing to meet their statutory, or guidance requirements. The analysis then feeds into our review process allowing the development on new guidance and how we can focus our resources in increasing and securing EBs' compliance.

We are also able to offer educational events to specific EBs on request. These address specific areas of concern for new members of an EB's Staff and provide organisations with one-on-one support, tailored to their specific needs and circumstances.

To date in 2021/2022, we delivered 37 pre-approval off-site reviews and one pre-approval site visit, which we began undertaking for high-risk projects in 2020/2021. As well as helping to promote project compliance, these visits have provided educational opportunities for project applicants who are new to the scheme, reducing the risk of future problems of reporting and potential non-compliance.

### Communications

We continue to promote events and resources through our website pages, in particular through the home page promotion boxes and through the standing item within our quarterly e-Newsletters. This standing item is used to promote upcoming events and new resources and aims to ensure that our stakeholders receive a regular update on what training resources and materials are available to help support their EB.

In addition to our website news items and e-newsletters, we use Twitter to promote our training resources and the training videos. By sharing the videos and resources on Twitter, we hope to maximise stakeholder exposure, with our followers sharing the videos and materials amongst each other.

### 3. Review of 2021/2022 strategy and programme

We fully implemented the 2021/2022 Plan and also kept our approach under review to include feedback from EBs.

Against the measures we proposed last year to assess the cost efficiency and effectiveness of our training approach, we can report the following indicators for 2021/2022:

Measure	2021/2022 Target	2021/2022 Actual
Cost per delegate attending a training event	£15	£3.20
Feedback scores	4.5	4.6
Take up/reach (training events, enrolment module and online training videos)	500	475
EB Satisfaction Survey: Accessing training information on the ENTRUST website	95%	97%
Is the information on the ENTRUST website useful	95%	97%
Training event feedback form: Recommend event to a colleague	95%	100%

#### 4. EB Satisfaction Survey Training Results 2021

EBs who had accessed a training resource in the last 12 months were requested to give an opinion of each of the resources irrespective of whether they had, or had not used them. For example, if they had attended a training day and they thought it was useful, they would select useful. If they had NOT attended a training day but they believed it would be a useful thing to do, they would also select useful.

Of those EBs who used the website, 97% agreed that the training information on the ENTRUST website was useful, consistent with feedback given in 2021/2022. Any comments relating to specific training resources or events are analysed and acted on, if required, to ensure that feedback continues to improve our services.

#### 5. 2021/2022 Implementation Plan

The plan for 2022/2023 is to continue to focus on the approach and aims we delivered during 2021/2022, whilst formally moving to online provision of training. We plan to run the following activities:

- Three basic training days to be delivered remotely; and
- Update and Exchange events as necessary throughout 2022/2023.

We have set the following targets for 2022/2023 in relation to the baselines achieved in the current year:

Measure	Target for 2022/2023
Cost per delegate attending a training event	£10
Training event feedback scores	4.5
Attendance to training events	35
Take up/reach of videos (if retained for 2022/2023)	350
EB Satisfaction Survey: Is the information on the ENTRUST website useful	95%
Training event feedback form: Recommend event to a colleague	95%

The overarching objective of our training programme for 2022/2023 remains to coach EBs to compliance and to:

- Raise awareness of training events and accessibility of training resources available to EBs;
- Target the development of ENTRUST's training resources to address areas of highest concern for EBs; and
- Ensure best VfM in implementing the virtual training programme and maintaining the current level of training resources.

We will also continue to coach EBs to compliance by offering advice and guidance through face-to-face meetings, inspections, telecoms and emails.

Our annual EB Satisfaction Survey will be circulated in May 2022. We will analyse the results of this, along with feedback about our guidance manual and training resources. We will also continue to gather feedback from our monthly Helpline survey. The knowledge gained will be used to develop suitable new materials and improve the current training resources as necessary.

We will continue to use the website, Twitter and our email communications throughout 2022/2023 to promote our training events and materials.