



Environmental Body Training Strategy



**REGULATING THE LANDFILL COMMUNITIES FUND
BENEFITING PEOPLE AND THE ENVIRONMENT**

April 2012

1. Introduction

1.1 This document outlines ENTRUST's strategy for training Environmental Bodies (EBs).

1.2 This document sets out the training objectives and a framework for developing and delivering the training.

2. Objectives

2.1 The overarching objective of our training will be to coach EBs to compliance. The other key objects of the training will be to:

- Enable EBs to be 'right first time' in submitting statutory information to ENTRUST and as a direct consequence, improve their efficiency;
- Facilitate a better take-up of ENTRUST On-Line (EOL), with the benefits in efficiency for EBs and ENTRUST, as forms are completed correctly first time;
- Sharing of information and knowledge across the sector and in particular enable EBs to comment on consultations;
- Networking opportunities for EBs, especially the smaller ones; and
- Target our training resources to address areas of highest concern.

2.2 In addition to the training sessions, we will also be offering a number of training seminars focused on the use of EOL. The additional objectives of these seminars will be to:

- Familiarise EBs with how to use EOL effectively, with the benefits in efficiency for both EBs and ENTRUST, as forms are completed correctly;
- Allow EBs to comment on current EOL functions and suggest improvements or additions to the EOL system; and
- Consider the feedback from the EB satisfaction survey and concentrate on key training requirements that have been highlighted.

2.3 We will also coach EBs to compliance by offering advice and guidance face to face, through telephone calls and emails, ensuring that our guidance manual is kept under constant review and communicating any changes to the Landfill Tax Regulations 1996 (Regulations) or policy to EBs in a timely manner.

2.4 Our 2011 Annual Report states that our mission is:

"To be an independent, transparent regulator that safeguards the LCF from misuse by ...

- *Coaching stakeholders to compliance;*
- *Promoting best practice and sharing information; and*
- *Providing education and training.”*

2.5 In developing training plans ENTRUST is mindful of its value of:

“Promoting diversity and valuing contributions of stakeholders through its work with colleagues and partners”

3. Developing the Annual Training Plan

3.1 The following will be considered in developing an annual training plan:

3.2 Feedback from Previous Training and the Annual EB Satisfaction Survey

3.2.1 Feedback is important to ensure we are meeting the needs of EBs. We will use the following:

- The participant feedback forms completed by delegates of previous training sessions;
- Feedback received from contacted delegates two-three months after the event;
- Feedback from the annual satisfaction survey which also addresses the level of advice and guidance given to EBs; and
- Feedback from the Operations Team on areas which they have identified training would assist EBs.

3.3 Accessibility of Training

3.3.1 We will aim to make training accessible to as wide an audience as possible by:

- Holding training events around the UK;
- Continuing online training;
- Developing bite size online training seminars to complement the basic training events;
- Working with stakeholders, such as ADEB, where appropriate;
- Keeping the guidance manual under constant review;
- Offering advice and guidance to stakeholders who telephone into the office;
- Keeping stakeholders informed of any policy updates; and
- Providing up to date and topical information through the website and e-bulletins.

3.3.2 The guidance manual, e-bulletin and news items are available to all EBs online. However, we are aware that not all EBs have access to the internet, or it is not their preferred method of communication. Consequently, we will also make documents available to EBs on request and communicate changes of the Regulations, or policy in writing to those EBs that do not have an email address

3.4 Delivering Value for Money

3.4.1 During 2012/2013, we will develop a benchmark and set target(s) for 2013/2014, to measure the outcomes of different training options in coaching to compliance. This will include an assessment of the cost per delegate of delivering the training programme to ensure that costs remain reasonable and comparable to previous years.

3.4.2 We will continue to source external venues which are competitively priced, and use Landfill Communities Fund (LCF) funded venues where possible.

3.4.3 We will use the feedback collected from delegates to ensure that the training provided is effective and make any necessary changes to the training programme that are identified by delegates to ensure that training events deliver the objective of coaching to compliance.

4. Specific Training Offered to Stakeholders

4.1 General training days and seminars

4.1.1 There will be two levels of general training days and seminars which reflect the requirement from stakeholders to differentiate between large and small EBs. These will be branded 'basic' training and 'advanced' seminars. It is not thought appropriate to limit either type of event to either small or large EBs as this is not always the indicator of need.

4.2 Training on EOL

4.2.1 Both online and in house training will be continued to be offered for stakeholders on the EOL system. During the months of March and April, this will be focussed on the submission of the Statutory Annual Return. We will continue to keep the EOL training videos, which we have published online, under constant review.

4.3 Induction for senior EB staff and/or trustees

4.3.1 This is particularly targeted at those with little experience of the Landfill Communities Fund (LCF) and the Regulations. We will continue this service.

4.4 General advice and guidance

- 4.4.1** We will continue to offer advice and guidance to EBs via email and telephone queries, as well as a constant review of the guidance manual and updating EBs of any policy changes.

5. Delivery of Training Courses

- 5.1** Our staff will deliver the training and each training session will be prepared or reviewed by the manager responsible for that area.
- 5.2** The training session material will be presented on PowerPoint and a training booklet will also be distributed to delegates at the basic training events. This was introduced in 2011/2012 and has proved popular with attendees.
- 5.3** Training on EOL will link into the EOL database and handouts will be provided.

6. Resources

- 6.1** The training plan will be delivered within the agreed annual budget.
- 6.2** The Regulations Team will lead on training, but other staff will assist with the training.

7. Timescales

- 7.1** We will agree an annual training programme to meet identified needs before the start of each financial year.

8. Communication

- 8.1** Details of our training programmes will be accessible on our website and will be communicated periodically in the e-bulletins.
- 8.2** Attendance details for all booked courses will be sent to all attendees at least two weeks before the event takes place.
- 8.3** Contact details for the key contact for training will be available to stakeholders.

9. Evaluation of Training

- 9.1** We will continue to evaluate our training by way of feedback questionnaires following each session and in the annual satisfaction survey. We will also undertake post event evaluations. The annual satisfaction survey responses will also be used to gauge the effectiveness of our guidance manual, general advice, and guidance given to EBs.
- 9.2** We will continue to keep the cost of our training to a minimum in order to deliver value for money. This will be assessed each year as an average cost per delegate for the training days, seminars and EOL training.

10. Review of this Document

- 10.1** This document and its contents will be reviewed annually, when preparing the following years training programme.



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