Training Report
2020/2021

ENTRUST
April 2021

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.   2020/2021 Training Programme

Events

Training events were unable to take place at the ENTRUST office due to the COVID-19 pandemic. However, we were still able to offer training events virtually using Zoom in September and November 2020 and February 2021 as scheduled. Overall, we achieved an average feedback score of 4.8 out of 5, which exceeded our target of 4.5. One event was held just for one EB at their request as they had multiple members of staff that would benefit from the training. Attendance at events increased significantly from the previous year.

Type of event	No of events	No. of delegates	Avg. feedback	Target
Basic training	4	34	4.8	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 2020/2021.

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. EB feedback from our basic training events in 2020/2021 included a suggestion that presentation slides should be issued to attendees prior to training events. This has been actioned and has been a helpful to support the delivery ofsessions online.

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

- *""It is good the training was online so we can access it from NI."*
- *"The whole training session was very useful."*
- *"It was all very useful to understand the background."*
- *"The various guides are well-presented, detailed and thorough so I refer to them when I'm unsure of something – and am not afraid to email [ENTRUST staff] with queries"*
- *"Thank you for holding the training session in the afternoon which made it possible for me to attend as I've had a diary commitment in the morning on previous occasions."*
- *"It was all useful, and I was grateful for the opportunity to ask questions as [the ENTRUST staff] gave their presentations."*
- *"We are very grateful for the dedicated training. We would definitely promote dates available by Entrust for online training so we can direct those staff to attend when interested in applying for landfill funding or delivering a project."*

Considering the lower cost and higher attendance achieved by delivering virtual training events, we believe that running the events in this way delivers excellent VfM, as well as being more convenient for delegates to attend. We therefore consider that moving forward the delivery of training events online should be continued beyond the duration of the ongoing COVID-19 pandemic. However, we will still remain open to holding physical events if requested to do so, and we will also retain our "open door" policy once we have returned to more office based working.

Training Materials

No new training documents were published in 2020/2021 as no new training needs were identified during the year.

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 online training module was created to support organisations newly enrolled with the UK LCF and those considering enrolment. 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 2020/2021 year. The module is hosted via a third-party website tool (SurveyMonkey), we also use this tool for the EB satisfaction survey and carrying out consultations. We promote the module via various means including our website and our enrolment correspondence. This module was reviewed in 2020/2021 to ensure that it remains correct and will be reviewed again in 2021/2022.

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 2020, 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 2021/2022:

Title	Total Views as at Feb 2021	Total Views as at Feb 2020	In year increase
An introduction to ENTRUST	1,779	1,601	+178
LCF – Object D projects	1,196	1,035	+161
LCF – Object DA projects	440	383	+57
LCF – Object E projects	763	684	+79
Total	**4,178**	**3,703**	**+475**

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 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 development 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. In 2020/2021 we were able to offer an event for former accredited EBs ahead of the end of the transitional period following the closure of the accreditation scheme. This ensured staff at these EBs have a clear understanding of ENTRUST's processes.

In 2020/2021, we also began undertaking pre-approval reviews for high-risk projects. As well as helping to promote project compliance, these reviews 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 2020/2021 strategy and programme

We fully implemented the 2020/2021 Plan and also kept our approach under review throughout the year in response to the COVID-19 pandemic and EB feedback.

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 2020/2021:

Measure	2020/2021 Target	2020/2021 Actual
Cost per delegate attending a training event	£15	nil
Feedback scores	4.5	4.8
Take up/reach (training events, enrolment module and online training videos)	500	541
EB Satisfaction Survey: Accessing training information on the ENTRUST website Is the information on the ENTRUST website useful	95% 95%	100% 97%
Training event feedback form: Recommend event to a colleague	95%	100%

4. EB Satisfaction Survey Training Results 2020

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 responded to the survey 100% stated that they had accessed training information on the ENTRUST website, and 97% agreed that the training information on the ENTRUST website was useful. 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 2021/2022 is to continue to focus on the approach and aims we delivered during 2020/2021, 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 2021/2022.

We have set the following targets for 2021/2022 in relation to the baselines achieved in the current year:

Measure	Target for 2021/2022
Cost per delegate attending a training event	£10
Training event feedback scores	4.5
Take up/reach of videos and events	500
EB Satisfaction Survey: Accessing training information on the ENTRUST website Is the information on the ENTRUST website useful	 95% 95%
Training event feedback form: Recommend event to a colleague	 95%

The overarching objective of our training programme for 2021/2022 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 2021. 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 2021/2022 to promote our training events and materials.