



Satisfaction Survey Report 2025

October 2025



> Introduction

Every year, a key deliverable of our Corporate Plan is to conduct an Environmental Body (EB) Satisfaction Survey to assess stakeholder perception of our role in regulating the Landfill Communities Fund (LCF). This survey, alongside feedback from Compliance Reviews and Helpline, help inform our understanding of our impact and areas for improvement.

The 2024/2025 survey ran from 4 July to 4 August. We invited 115 active EBs via email, supported by a website news item and direct outreach from the CEO.



We received 20 responses (one anonymous), representing 17% of invitees. Notably, responses included key EBs representing over 74% of the total funds held (£20.5m of £27.7m). Four larger EBs were encouraged to respond but did not; had they participated, the response coverage would have reached over 90%.



The survey format remained consistent with previous years, using a mix of multiple-choice ratings and open-text feedback. Only active LCF participants (those who had activity on their 2025 annual return) were invited, ensuring relevant and targeted insights

All response numbers can be found in Appendix B.

Overall, the results are very positive. The survey shows strong satisfaction with Entrust's professionalism, support, and integrity. EBs also shared some constructive suggestions for continued improvement in communication, training, and online tools.

> Key Findings

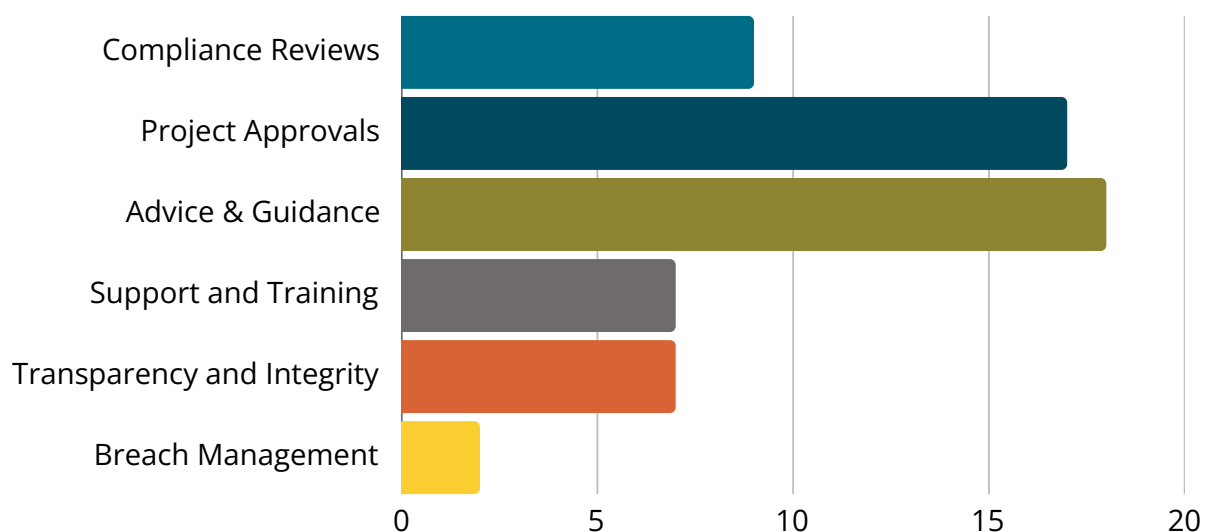
Findings show a continued upward trend in overall satisfaction over the past 2 years. Rising from 72% to 92%, and reaching 95% this year.

This may have influenced the response rate as stakeholders often feel less compelled to provide feedback when services are running smoothly. Additionally the survey coincided with a Call for Evidence on Administration costs which may have affected participation due to competing priorities.

According to the 2025 EB Satisfaction Survey, there are three services provided by Entrust which EBs indicated a generally very high level of satisfaction. Those services are:

- > Advice and Guidance: 18 respondents mentioned this as the service they are the most satisfied with
- > Project Approvals: 17 respondents said that this was the service they were most satisfied with
- > Compliance Reviews: nine respondents mentioned this as the service they are most satisfied with

This was followed by Support and Training and Transparency and Integrity with 7 votes. Breach Management received 2 votes, although very few EBs will have experienced any breach management action.



When EBs were asked to rate their overall perception of Entrust, it is rated positively. Specifically, 11 respondents rated their perception as a 5 out of 5, while 8 respondents rated it as a 4. Only one response was a 3.

Category	Average Rating (out of 5) 2024	Average Rating (out of 5) 2025
Professionalism of Staff	4.8	5.0
Confidence in Seeking Advice	4.8	4.9
Understanding of Entrust's Role	4.3	4.8
Supportiveness to EBs	4.6	4.8
Project Approval Process	4.7	4.6
Overall Perception of Entrust	4.3	4.5
Communication Quality	4.4	4.4
Clarity of Compliance Review Reports	4.3	4.4
Transparency	4.3	4.4
Compliance Review Process	4.4	4.1
Training and Information	4.0	4.0

Professionalism of Staff received the highest score 5 out of 5. This table also shows that EBs are very confident when seeking advice from Entrust (4.9/5). They mostly do understand Entrust's role.

Qualitative questions: Areas of positive feedback and constructive criticism

Respondents highlighted several areas where they believed Entrust was particularly strong:

- **Positive Service Experience:** Many respondents praised Entrust's responsiveness, professionalism, and supportive approach.
- **Communication:** While generally strong, a few noted that advance notice of changes could improve EB operations.
- **Training & Guidance:** Appreciated when used, but some rarely accessed it — indicating possible need for promotion or simplification.
- **Compliance Reviews:** Viewed as constructive and clear, though occasional challenges with file sharing and PSV process understanding were mentioned.
- **Levies & Processes:** Levy payment seen as straightforward; no major concerns reported.

➤ Action Plan

From the feedback provided by the EBs, the following have been identified as areas of focus:

- A:** Enhance the flow of communication, such as issue earlier notifications of changes to help EBs prepare effectively. A new full communications plan has been devised to improve this area, including planned newsletters, direct emails and website developments.
- B:** Maintain consistent messaging across all communication channels. A review of tone of voice is ongoing, and further improvements to the consistency of messaging is expected throughout 2025/2026.

- C:** Focus on upgrading the EntrustOnline User Experience by addressing navigation and accessibility issues and providing short tutorial videos or “quick start” guides. Several improvements have already been made or are in development. EntrustOnline guides are also being developed and will be added to the site throughout the remainder of 2025/2026.
- D:** Expand training offerings such as shorter, topic-specific modules and highlighting training opportunities more prominently in regular communications.
- E:** Maintain high professional standards, continue fostering approachable, knowledgeable staff interactions, and preserving the rapid response culture valued by EBs.
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> Conclusion

The 2025 survey reaffirms Entrust’s reputation for professionalism, integrity, and support in regulating the LCF. By addressing key improvement areas — particularly in communication, Entrust Online system efficiency, and training — Entrust will continue to strengthen relationships with EBs and maintain its high service standards.

Entrust – October 2025



Appendix A: Questions Asked

Area	Question Detail
Interaction with Entrust Services	How frequently have you interacted with or used Entrust's services since 1 April 2024? <ul style="list-style-type: none"> Please use this space to elaborate on your answer.
Quality of Services	How do you rate your overall perception of Entrust? How well do you understand the role that Entrust plays as the regulator of the LCF? Can you describe your overall experience with the quality of services provided by Entrust? How would you rate the professionalism of Entrust staff in their interactions with you and your EB? <ul style="list-style-type: none"> Please use this space to elaborate on the reasoning behind your score.
Transparency and Integrity	How transparent do you find Entrust's activities? In your experience, how does Entrust demonstrate integrity in its dealings with stakeholders and staff?
Registration, Guidance and Support	How supportive is Entrust towards EBs? Can you describe the support you've received from Entrust? How has it impacted your work? What has been your experience with Entrust's project approval process? Any suggestions for improvement? How effective do you find the training, videos and information provided by Entrust? Any suggestions for improvement?
Communication and Guidance	How would you rate the quality of communication from Entrust? Are there any areas that need improvement? Do you believe Entrust communicates transparently? If not, what information would you expect from us?
Compliance and Reviews	How would you rate the Compliance Review Process from Entrust? Can you describe your experience with any compliance reviews conducted by Entrust? How clear and useful did you find the compliance review reports? <ul style="list-style-type: none"> Please use this space to elaborate on your answer.
Breach Management	If you have experienced any breach management actions, how were they handled? Was the process clear and fair?
Funding and the Levy	What has been your experience with paying levies to Entrust? Was the process straightforward?
Feedback and Suggestions	How can Entrust better support your Environmental Body in achieving its goals? Is there anything else you would like to share about your interactions with Entrust? How confident do you feel in seeking advice, guidance, and information from Entrust? Please explain your answer.
Overall Satisfaction	What aspects of Entrust's services are you most satisfied with? Select all that apply. Are there any specific areas where you feel Entrust could improve? Please share any additional comments or experiences that you think would help Entrust enhance its services.

Appendix B: Scores

Questions	1	2	3	4	5	Total	Positive Response 2024	Positive Response 2025
How do you rate your overall perception of Entrust?			1	8	11	20	91%	95%
How well do you understand the role that Entrust plays as the regulator of the LCF?			1	3	16	20	87%	95%
How would you rate the professionalism of Entrust staff in their interactions with you and your EB?					20	20	100%	100%
How transparent do you find Entrust's activities?		1	3	4	12	20	81%	80%
How supportive is Entrust towards EBs?			1	3	16	20	94%	95%
What has been your experience with Entrust's project approval process?		1	1	2	15	19	96%	89%
How effective do you find the training, videos and information provided by Entrust?	1		5	6	7	19	66%	68%
How would you rate the quality of communication from Entrust?			1	10	9	20	89%	95%
How would you rate the Compliance Review Process from Entrust?		1	3	8	7	19	91%	79%
How clear and useful did you find the compliance review reports?		1	2	5	11	19	81%	84%
How confident do you feel in seeking advice, guidance, and information from Entrust?				2	18	20	96%	100%