



CCW Research Report  
Water Matters 2023  
Summary of findings for  
Thames Water



Results for Thames Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water and sewerage services</b>																									
Overall satisfaction with water supply (Sample size: 200) <sup>2</sup>	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>93%</td><td>89%</td><td>88%</td><td>86%</td><td>84%</td><td>87%</td><td>87%</td><td>86%</td><td>83%</td><td>82%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	89%	88%	86%	84%	87%	87%	86%	83%	82%	96% to 82% Average: 89%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	89%	88%	86%	84%	87%	87%	86%	83%	82%															
Overall satisfaction with sewerage services (Sample size: 192)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>88%</td><td>86%</td><td>83%</td><td>84%</td><td>76%</td><td>79%</td><td>78%</td><td>66%</td><td>74%</td><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	88%	86%	83%	84%	76%	79%	78%	66%	74%	65%	74% to 45% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	88%	86%	83%	84%	76%	79%	78%	66%	74%	65%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 198)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>70%</td><td>74%</td><td>70%</td><td>66%</td><td>65%</td><td>75%</td><td>70%</td><td>75%</td><td>67%</td><td>62%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	70%	74%	70%	66%	65%	75%	70%	75%	67%	62%	77% to 60% Average: 69%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	70%	74%	70%	66%	65%	75%	70%	75%	67%	62%															
Satisfied with value for money of sewerage services (Sample size: 190)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>76%</td><td>76%</td><td>78%</td><td>69%</td><td>70%</td><td>75%</td><td>72%</td><td>70%</td><td>72%</td><td>67%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	76%	76%	78%	69%	70%	75%	72%	70%	72%	67%	78% to 52% Average: 71%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	76%	76%	78%	69%	70%	75%	72%	70%	72%	67%															
<b>Views on fairness and affordability of charges</b>																									
Agree charges are fair (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>67%</td><td>60%</td><td>58%</td><td>61%</td><td>61%</td><td>65%</td><td>62%</td><td>61%</td><td>60%</td><td>48%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	67%	60%	58%	61%	61%	65%	62%	61%	60%	48%	64% to 42% Average: 55%	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	67%	60%	58%	61%	61%	65%	62%	61%	60%	48%															
Agree water and sewerage charges are affordable (Sample size: 198)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>72%</td><td>67%</td><td>69%</td><td>69%</td><td>71%</td><td>76%</td><td>76%</td><td>76%</td><td>73%</td><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	72%	67%	69%	69%	71%	76%	76%	76%	73%	65%	81% to 63% Average: 72%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	72%	67%	69%	69%	71%	76%	76%	76%	73%	65%															
<b>Care and trust</b>																									
Agree company cares about service given to customers (Sample size: 195)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>66%</td><td>67%</td><td>61%</td><td>61%</td><td>60%</td><td>60%</td><td>60%</td><td>53%</td><td>60%</td><td>40%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	66%	67%	61%	61%	60%	60%	60%	53%	60%	40%	62% to 37% Average: 51%	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	66%	67%	61%	61%	60%	60%	60%	53%	60%	40%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 199)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Score</th><td>7.35</td><td>7.40</td><td>7.31</td><td>7.17</td><td>7.57</td><td>7.04</td><td>7.20</td><td>6.86</td><td>6.72</td><td>5.79</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.35	7.40	7.31	7.17	7.57	7.04	7.20	6.86	6.72	5.79	6.94 to 5.44 Average: 6.38	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.35	7.40	7.31	7.17	7.57	7.04	7.20	6.86	6.72	5.79															



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Results for Thames Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest																						
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>72%</td><td>68%</td><td>72%</td><td>65%</td><td>79%</td><td>68%</td><td>64%</td><td>72%</td><td>71%</td><td>67%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	72%	68%	72%	65%	79%	68%	64%	72%	71%	67%	74% to 64% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	72%	68%	72%	65%	79%	68%	64%	72%	71%	67%															
Aware of free meter option (Sample size: 69) <sup>3</sup>	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>41%</td><td>58%</td><td>60%</td><td>66%</td><td>63%</td><td>47%</td><td>54%</td><td>50%</td><td>47%</td><td>54%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	41%	58%	60%	66%	63%	47%	54%	50%	47%	54%	74% to 54% Average: 66%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	41%	58%	60%	66%	63%	47%	54%	50%	47%	54%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 69) <sup>4</sup>	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>23%</td><td>28%</td><td>26%</td><td>24%</td><td>28%</td><td>16%</td><td>27%</td><td>11%</td><td>10%</td><td>12%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	23%	28%	26%	24%	28%	16%	27%	11%	10%	12%	35% to 12% Average: 27%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	23%	28%	26%	24%	28%	16%	27%	11%	10%	12%															
Aware of WaterSure tariff (Sample size: 200*)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>10%</td><td>8%</td><td>15%</td><td>9%</td><td>14%</td><td>11%</td><td>10%</td><td>18%</td><td>11%</td><td>18%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	10%	8%	15%	9%	14%	11%	10%	18%	11%	18%	20% to 14% Average: 17%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	10%	8%	15%	9%	14%	11%	10%	18%	11%	18%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) <sup>4</sup>	<table border="1"> <tr><th>Year</th><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>34%</td><td>37%</td><td>50%</td></tr> </table>	Year	21	22	23	Percentage	34%	37%	50%	52% to 39% Average: 45%	Significant change since last year														
Year	21	22	23																						
Percentage	34%	37%	50%																						
Aware of Priority services (Sample size: 200*)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>43%</td><td>41%</td><td>37%</td><td>37%</td><td>41%</td><td>35%</td><td>43%</td><td>49%</td><td>39%</td><td>47%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	43%	41%	37%	37%	41%	35%	43%	49%	39%	47%	57% to 40% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	43%	41%	37%	37%	41%	35%	43%	49%	39%	47%															
<b>Contact</b>																									
Contacted water company with query in last 12 months (Sample size: 200*)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>17%</td><td>14%</td><td>20%</td><td>18%</td><td>24%</td><td>25%</td><td>25%</td><td>25%</td><td>26%</td><td>33%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	17%	14%	20%	18%	24%	25%	25%	25%	26%	33%	33% to 16% Average: 25%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	17%	14%	20%	18%	24%	25%	25%	25%	26%	33%															
Reason for contacting water company was to complain (Sample size: 65 who made contact)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>6%</td><td>7%</td><td>8%</td><td>0%</td><td>4%</td><td>6%</td><td>4%</td><td>6%</td><td>4%</td><td>8%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	6%	7%	8%	0%	4%	6%	4%	6%	4%	8%	8% to 0% Average: 3%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	6%	7%	8%	0%	4%	6%	4%	6%	4%	8%															



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Results for Thames Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 64 who made contact)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>83%</td><td>74%</td><td>69%</td><td>80%</td><td>73%</td><td>71%</td><td>67%</td><td>72%</td><td>65%</td><td>69%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	83%	74%	69%	80%	73%	71%	67%	72%	65%	69%	94% to 52% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	83%	74%	69%	80%	73%	71%	67%	72%	65%	69%															
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 198)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>90%</td><td>90%</td><td>91%</td><td>86%</td><td>91%</td><td>92%</td><td>90%</td><td>91%</td><td>92%</td><td>85%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	90%	90%	91%	86%	91%	92%	90%	91%	92%	85%	94% to 85% Average: 91%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	90%	90%	91%	86%	91%	92%	90%	91%	92%	85%															
Satisfied with taste and smell (Sample size: 196)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>86%</td><td>79%</td><td>85%</td><td>81%</td><td>81%</td><td>83%</td><td>86%</td><td>81%</td><td>79%</td><td>79%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	86%	79%	85%	81%	81%	83%	86%	81%	79%	79%	90% to 79% Average: 84%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	86%	79%	85%	81%	81%	83%	86%	81%	79%	79%															
Satisfied with hardness/softness (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>61%</td><td>55%</td><td>55%</td><td>45%</td><td>49%</td><td>53%</td><td>47%</td><td>40%</td><td>46%</td><td>40%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	61%	55%	55%	45%	49%	53%	47%	40%	46%	40%	87% to 40% Average: 64%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	61%	55%	55%	45%	49%	53%	47%	40%	46%	40%															
Satisfied with safety (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>88%</td><td>89%</td><td>85%</td><td>86%</td><td>91%</td><td>90%</td><td>90%</td><td>87%</td><td>84%</td><td>81%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	88%	89%	85%	86%	91%	90%	90%	87%	84%	81%	95% to 81% Average: 88%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	88%	89%	85%	86%	91%	90%	90%	87%	84%	81%															
Satisfied with reliability of supply (Sample size: 199)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>95%</td><td>93%</td><td>94%</td><td>96%</td><td>92%</td><td>93%</td><td>93%</td><td>94%</td><td>93%</td><td>93%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	93%	94%	96%	92%	93%	93%	94%	93%	93%	97% to 91% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	93%	94%	96%	92%	93%	93%	94%	93%	93%															
Satisfied with water pressure (Sample size: 200)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>87%</td><td>80%</td><td>87%</td><td>81%</td><td>81%</td><td>85%</td><td>82%</td><td>82%</td><td>86%</td><td>75%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	80%	87%	81%	81%	85%	82%	82%	86%	75%	94% to 75% Average: 85%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	80%	87%	81%	81%	85%	82%	82%	86%	75%															
<b>A sewerage system that works</b>																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 163)	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>80%</td><td>78%</td><td>68%</td><td>70%</td><td>65%</td><td>81%</td><td>72%</td><td>60%</td><td>71%</td><td>61%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	80%	78%	68%	70%	65%	81%	72%	60%	71%	61%	65% to 46% Average: 60%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	80%	78%	68%	70%	65%	81%	72%	60%	71%	61%															



# CCW Research Report Water Matters 2023 Summary of findings for Thames Water



Results for Thames Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest																						
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 174)	<table border="1"> <caption>Satisfaction with sewerage pipes &amp; treatment works</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>85%</td></tr> <tr><td>15</td><td>86%</td></tr> <tr><td>16</td><td>67%</td></tr> <tr><td>17</td><td>73%</td></tr> <tr><td>18</td><td>74%</td></tr> <tr><td>19</td><td>77%</td></tr> <tr><td>20</td><td>76%</td></tr> <tr><td>21</td><td>62%</td></tr> <tr><td>22</td><td>71%</td></tr> <tr><td>23</td><td>62%</td></tr> </tbody> </table>	Year	Percentage	14	85%	15	86%	16	67%	17	73%	18	74%	19	77%	20	76%	21	62%	22	71%	23	62%	69% to 42% Average: 61%	
Year	Percentage																								
14	85%																								
15	86%																								
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Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 161)	<table border="1"> <caption>Satisfaction with company cleaning of waste water before releasing it back into the environment</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>82%</td></tr> <tr><td>15</td><td>80%</td></tr> <tr><td>16</td><td>70%</td></tr> <tr><td>17</td><td>67%</td></tr> <tr><td>18</td><td>68%</td></tr> <tr><td>19</td><td>69%</td></tr> <tr><td>20</td><td>70%</td></tr> <tr><td>21</td><td>45%</td></tr> <tr><td>22</td><td>54%</td></tr> <tr><td>23</td><td>39%</td></tr> </tbody> </table>	Year	Percentage	14	82%	15	80%	16	70%	17	67%	18	68%	19	69%	20	70%	21	45%	22	54%	23	39%	46% to 18% Average: 36%	Significant change since last year
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## Sample Profile

Regional sample profile for Thames Water	(Sample size: 200*)
<b>Gender</b>	
Male	46%
Female	55%
<b>Age</b>	
18-29	8%
30-44	32%
45-59	28%
60-74	22%
75+	11%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	52%
Intermediate occupations	22%
Routine & manual occupations	14%
Never worked and long-term unemployed/Full-time students	10%
Refused	3%
<b>Water Meter</b>	
Proportion having a water meter	61%

Statistical reliability on sample size of 200 is +/- 6.79%

<sup>1</sup> Average (mean) proportion for all WaSCs is based on weighted data. All other data is unweighted.

<sup>2</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*.

<sup>3</sup> Question filtered on unmetered households as per the main report and not stated removed.

<sup>4</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.