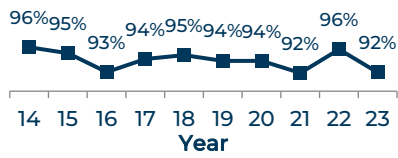
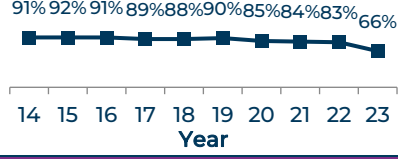
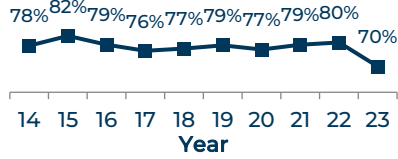
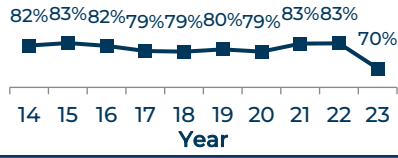
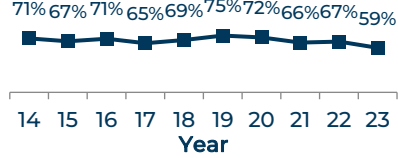
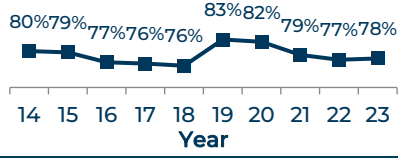
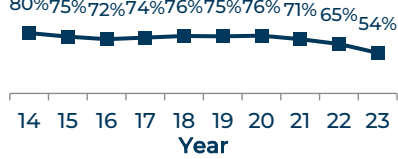
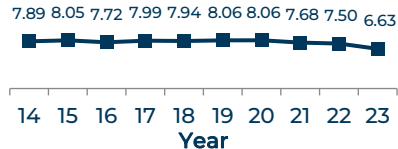
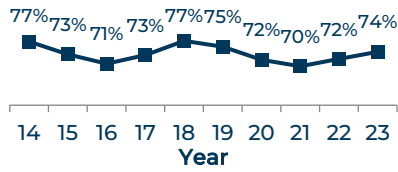
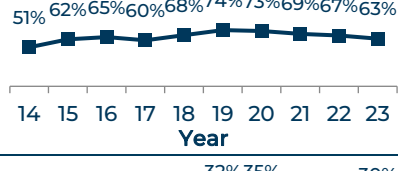
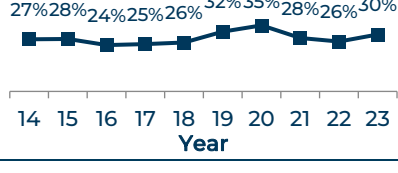
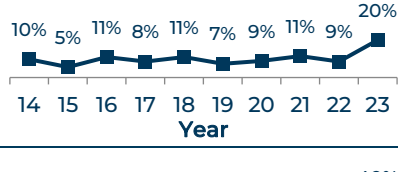
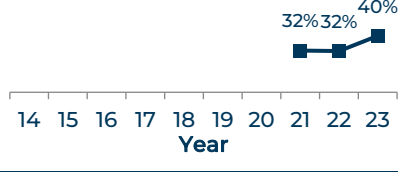
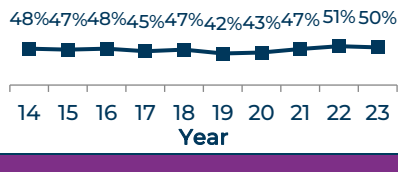
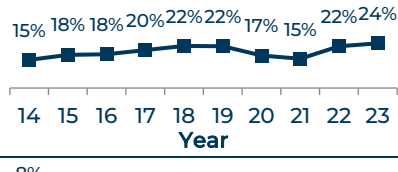
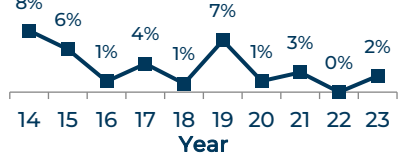
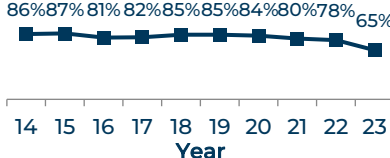
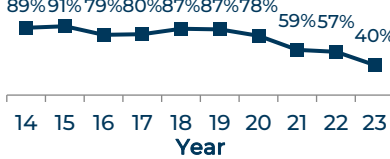
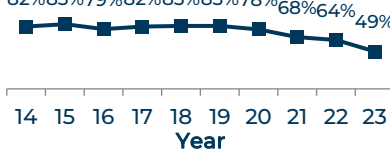


Results for Yorkshire Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 399) ²	 <table border="1"> <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>96%</td><td>95%</td><td>93%</td><td>94%</td><td>95%</td><td>94%</td><td>94%</td><td>92%</td><td>96%</td><td>92%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	95%	93%	94%	95%	94%	94%	92%	96%	92%	96% to 82% Average: 89%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	95%	93%	94%	95%	94%	94%	92%	96%	92%															
Overall satisfaction with sewerage services (Sample size: 375)	 <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>91%</td><td>92%</td><td>91%</td><td>89%</td><td>88%</td><td>90%</td><td>85%</td><td>84%</td><td>83%</td><td>66%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	92%	91%	89%	88%	90%	85%	84%	83%	66%	74% to 45% Average: 66%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	92%	91%	89%	88%	90%	85%	84%	83%	66%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 396)	 <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>78%</td><td>82%</td><td>79%</td><td>76%</td><td>77%</td><td>79%</td><td>77%</td><td>79%</td><td>80%</td><td>70%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	82%	79%	76%	77%	79%	77%	79%	80%	70%	77% to 60% Average: 69%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	82%	79%	76%	77%	79%	77%	79%	80%	70%															
Satisfied with value for money of sewerage services (Sample size: 373)	 <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>82%</td><td>83%</td><td>82%</td><td>79%</td><td>79%</td><td>80%</td><td>79%</td><td>83%</td><td>83%</td><td>70%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	83%	82%	79%	79%	80%	79%	83%	83%	70%	78% to 52% Average: 71%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	83%	82%	79%	79%	80%	79%	83%	83%	70%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 390)	 <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>71%</td><td>67%</td><td>71%</td><td>65%</td><td>69%</td><td>75%</td><td>72%</td><td>66%</td><td>67%</td><td>59%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	71%	67%	71%	65%	69%	75%	72%	66%	67%	59%	64% to 42% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	71%	67%	71%	65%	69%	75%	72%	66%	67%	59%															
Agree water and sewerage charges are affordable (Sample size: 398)	 <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>79%</td><td>77%</td><td>76%</td><td>76%</td><td>83%</td><td>82%</td><td>79%</td><td>77%</td><td>78%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	80%	79%	77%	76%	76%	83%	82%	79%	77%	78%	81% to 63% Average: 72%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	80%	79%	77%	76%	76%	83%	82%	79%	77%	78%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 385)	 <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>75%</td><td>72%</td><td>74%</td><td>76%</td><td>75%</td><td>76%</td><td>71%</td><td>65%</td><td>54%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	80%	75%	72%	74%	76%	75%	76%	71%	65%	54%	62% to 37% Average: 51%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	80%	75%	72%	74%	76%	75%	76%	71%	65%	54%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 399)	 <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>7.89</td><td>8.05</td><td>7.72</td><td>7.99</td><td>7.94</td><td>8.06</td><td>8.06</td><td>7.68</td><td>7.50</td><td>6.63</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.89	8.05	7.72	7.99	7.94	8.06	8.06	7.68	7.50	6.63	6.94 to 5.44 Average: 6.38	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.89	8.05	7.72	7.99	7.94	8.06	8.06	7.68	7.50	6.63															

Results for Yorkshire Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 393)	 <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>77%</td><td>73%</td><td>71%</td><td>73%</td><td>77%</td><td>75%</td><td>72%</td><td>70%</td><td>72%</td><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	73%	71%	73%	77%	75%	72%	70%	72%	74%	74% to 64% Average: 68%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	73%	71%	73%	77%	75%	72%	70%	72%	74%															
Aware of free meter option (Sample size: 153) ³	 <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>51%</td><td>62%</td><td>65%</td><td>60%</td><td>68%</td><td>74%</td><td>73%</td><td>69%</td><td>67%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	51%	62%	65%	60%	68%	74%	73%	69%	67%	63%	74% to 54% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	51%	62%	65%	60%	68%	74%	73%	69%	67%	63%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 150) ⁴	 <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>27%</td><td>28%</td><td>24%</td><td>25%</td><td>26%</td><td>32%</td><td>35%</td><td>28%</td><td>26%</td><td>30%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	27%	28%	24%	25%	26%	32%	35%	28%	26%	30%	35% to 12% Average: 27%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	27%	28%	24%	25%	26%	32%	35%	28%	26%	30%															
Aware of WaterSure tariff (Sample size: 400*)	 <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>5%</td><td>11%</td><td>8%</td><td>11%</td><td>7%</td><td>9%</td><td>11%</td><td>9%</td><td>20%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	10%	5%	11%	8%	11%	7%	9%	11%	9%	20%	20% to 14% Average: 17%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	10%	5%	11%	8%	11%	7%	9%	11%	9%	20%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 400*) ⁴	 <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></td><td></td><td></td><td></td><td></td><td></td><td></td><td>32%</td><td>32%</td><td>40%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage								32%	32%	40%	52% to 39% Average: 45%	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage								32%	32%	40%															
Aware of Priority services (Sample size: 400*)	 <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>48%</td><td>47%</td><td>48%</td><td>45%</td><td>47%</td><td>42%</td><td>43%</td><td>47%</td><td>51%</td><td>50%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	48%	47%	48%	45%	47%	42%	43%	47%	51%	50%	57% to 40% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	48%	47%	48%	45%	47%	42%	43%	47%	51%	50%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 399*)	 <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>15%</td><td>18%</td><td>18%</td><td>20%</td><td>22%</td><td>22%</td><td>17%</td><td>15%</td><td>22%</td><td>24%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	15%	18%	18%	20%	22%	22%	17%	15%	22%	24%	33% to 16% Average: 25%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	15%	18%	18%	20%	22%	22%	17%	15%	22%	24%															
Reason for contacting water company was to complain (Sample size: 94 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>8%</td><td>6%</td><td>1%</td><td>4%</td><td>1%</td><td>7%</td><td>1%</td><td>3%</td><td>0%</td><td>2%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	8%	6%	1%	4%	1%	7%	1%	3%	0%	2%	8% to 0% Average: 3%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	8%	6%	1%	4%	1%	7%	1%	3%	0%	2%															

Results for Yorkshire Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 94 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>92%</td><td>93%</td><td>79%</td><td>85%</td><td>82%</td><td>79%</td><td>82%</td><td>79%</td><td>83%</td><td>81%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	93%	79%	85%	82%	79%	82%	79%	83%	81%	94% to 52% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	93%	79%	85%	82%	79%	82%	79%	83%	81%															
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 399)	 <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>95%</td><td>93%</td><td>95%</td><td>95%</td><td>95%</td><td>94%</td><td>94%</td><td>95%</td><td>93%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	95%	93%	95%	95%	95%	94%	94%	95%	93%	94% to 85% Average: 91%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	95%	93%	95%	95%	95%	94%	94%	95%	93%															
Satisfied with taste and smell (Sample size: 396)	 <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>92%</td><td>92%</td><td>88%</td><td>89%</td><td>92%</td><td>91%</td><td>93%</td><td>88%</td><td>93%</td><td>86%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	92%	88%	89%	92%	91%	93%	88%	93%	86%	90% to 79% Average: 84%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	92%	88%	89%	92%	91%	93%	88%	93%	86%															
Satisfied with hardness/softness (Sample size: 381)	 <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>85%</td><td>85%</td><td>78%</td><td>81%</td><td>82%</td><td>82%</td><td>78%</td><td>81%</td><td>76%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	86%	85%	85%	78%	81%	82%	82%	78%	81%	76%	87% to 40% Average: 64%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	86%	85%	85%	78%	81%	82%	82%	78%	81%	76%															
Satisfied with safety (Sample size: 391)	 <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>96%</td><td>98%</td><td>92%</td><td>94%</td><td>96%</td><td>96%</td><td>95%</td><td>94%</td><td>94%</td><td>92%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	98%	92%	94%	96%	96%	95%	94%	94%	92%	95% to 81% Average: 88%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	98%	92%	94%	96%	96%	95%	94%	94%	92%															
Satisfied with reliability of supply (Sample size: 400)	 <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>98%</td><td>98%</td><td>95%</td><td>99%</td><td>97%</td><td>98%</td><td>98%</td><td>97%</td><td>97%</td><td>97%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	98%	98%	95%	99%	97%	98%	98%	97%	97%	97%	97% to 91% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	98%	98%	95%	99%	97%	98%	98%	97%	97%	97%															
Satisfied with water pressure (Sample size: 400)	 <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>92%</td><td>89%</td><td>90%</td><td>88%</td><td>91%</td><td>89%</td><td>87%</td><td>90%</td><td>90%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	92%	89%	90%	88%	91%	89%	87%	90%	90%	94% to 75% Average: 85%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	92%	89%	90%	88%	91%	89%	87%	90%	90%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 309)	 <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>84%</td><td>82%</td><td>75%</td><td>75%</td><td>84%</td><td>85%</td><td>80%</td><td>77%</td><td>77%</td><td>59%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	84%	82%	75%	75%	84%	85%	80%	77%	77%	59%	65% to 46% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	84%	82%	75%	75%	84%	85%	80%	77%	77%	59%															

Results for Yorkshire Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 318)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>86%</td></tr> <tr><td>15</td><td>87%</td></tr> <tr><td>16</td><td>81%</td></tr> <tr><td>17</td><td>82%</td></tr> <tr><td>18</td><td>85%</td></tr> <tr><td>19</td><td>85%</td></tr> <tr><td>20</td><td>84%</td></tr> <tr><td>21</td><td>80%</td></tr> <tr><td>22</td><td>78%</td></tr> <tr><td>23</td><td>65%</td></tr> </tbody> </table>	Year	Percentage	14	86%	15	87%	16	81%	17	82%	18	85%	19	85%	20	84%	21	80%	22	78%	23	65%	69% to 42% Average: 61%	Significant change since last year
Year	Percentage																								
14	86%																								
15	87%																								
16	81%																								
17	82%																								
18	85%																								
19	85%																								
20	84%																								
21	80%																								
22	78%																								
23	65%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 323)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>89%</td></tr> <tr><td>15</td><td>91%</td></tr> <tr><td>16</td><td>79%</td></tr> <tr><td>17</td><td>80%</td></tr> <tr><td>18</td><td>87%</td></tr> <tr><td>19</td><td>87%</td></tr> <tr><td>20</td><td>78%</td></tr> <tr><td>21</td><td>59%</td></tr> <tr><td>22</td><td>57%</td></tr> <tr><td>23</td><td>40%</td></tr> </tbody> </table>	Year	Percentage	14	89%	15	91%	16	79%	17	80%	18	87%	19	87%	20	78%	21	59%	22	57%	23	40%	46% to 18% Average: 36%	Significant change since last year
Year	Percentage																								
14	89%																								
15	91%																								
16	79%																								
17	80%																								
18	87%																								
19	87%																								
20	78%																								
21	59%																								
22	57%																								
23	40%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 332)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>82%</td></tr> <tr><td>15</td><td>85%</td></tr> <tr><td>16</td><td>79%</td></tr> <tr><td>17</td><td>82%</td></tr> <tr><td>18</td><td>83%</td></tr> <tr><td>19</td><td>83%</td></tr> <tr><td>20</td><td>78%</td></tr> <tr><td>21</td><td>68%</td></tr> <tr><td>22</td><td>64%</td></tr> <tr><td>23</td><td>49%</td></tr> </tbody> </table>	Year	Percentage	14	82%	15	85%	16	79%	17	82%	18	83%	19	83%	20	78%	21	68%	22	64%	23	49%	54% to 29% Average: 44%	Significant change since last year
Year	Percentage																								
14	82%																								
15	85%																								
16	79%																								
17	82%																								
18	83%																								
19	83%																								
20	78%																								
21	68%																								
22	64%																								
23	49%																								

Sample Profile

Regional sample profile for Yorkshire Water	(Sample size: 400*)
Gender	
Male	43%
Female	56%
Age	
18-29	3%
30-44	17%
45-59	31%
60-74	32%
75+	16%
SEC	
Higher managerial, administrative & professional occupations	44%
Intermediate occupations	24%
Routine & manual occupations	22%
Never worked and long-term unemployed/Full-time students	8%
Refused	2%
Water Meter	
Proportion having a water meter	62%

Statistical reliability on sample size of 400 is +/- 4.7%

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

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

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

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