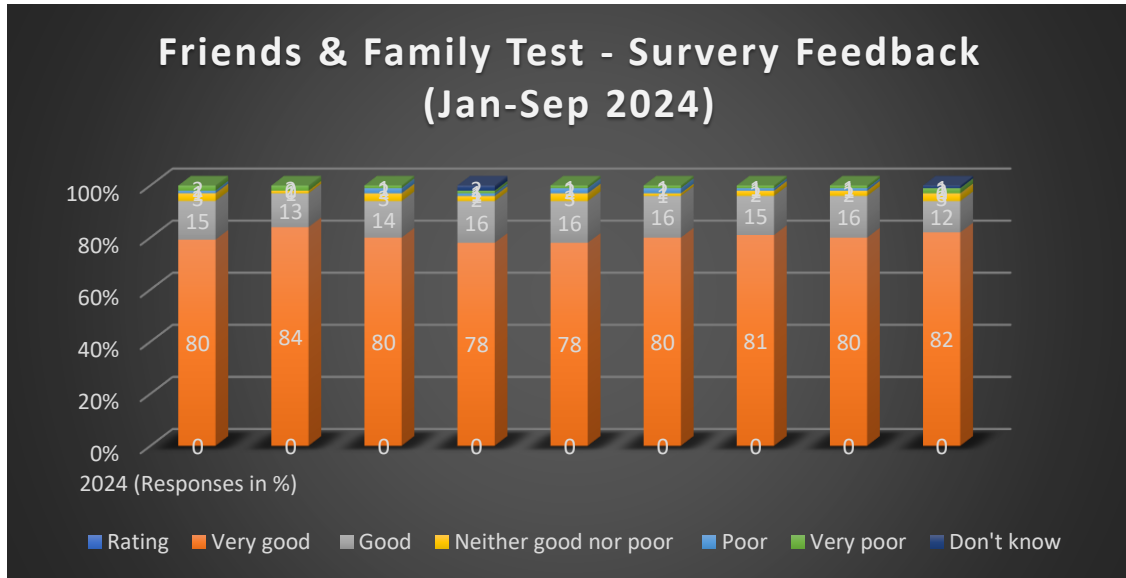


Friends and Family Test – Survey Analysis

January 2024 to September 2024



	2024 (Responses in %)								
Rating	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Very good	80	84	80	78	78	80	81	80	82
Good	15	13	14	16	16	16	15	16	12
Neither good nor poor	3	1	3	2	3	1	2	2	3
Poor	1	0	2	1	2	2	1	1	0
Very poor	2	2	1	1	1	1	1	1	2
Don't know				2					1

	2024 (No of responses)								
Rating	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Very good	156	200	196	181	205	180	186	183	181
Good	29	32	35	34	44	36	35	36	12
Neither good nor poor	6	3	7	5	8	3	4	4	3
Poor	1	0	4	3	5	4	3	3	0
Very poor	4	4	2	3	2	2	2	2	2
Don't know				5					1