



# Friends & Family Test Results 2024 Overview

| Response breakdown |      |                       |      |           |            |  | Total |
|--------------------|------|-----------------------|------|-----------|------------|--|-------|
| Very good          | Good | Neither good nor poor | Poor | Very poor | Don't know |  |       |
| 62                 | 16   | 3                     | 2    | 2         | 0          |  | 85    |

| Submission method |           |       |     |        |       | Total |
|-------------------|-----------|-------|-----|--------|-------|-------|
| Handwritten       | Telephone | Kiosk | SMS | Online | Other |       |
| 81                | 0         | 0     | 0   | 4      | 0     | 85    |

| Response totals |                      |                     |                      |
|-----------------|----------------------|---------------------|----------------------|
| Grand Total     | Overall positive (%) | Overall neutral (%) | Overall negative (%) |
| 85              | 91.8                 | 3.5                 | 4.7                  |