

SUMMARY OF 2008 SURVEY FINDINGS:

ENGINEERING AND TECHNOLOGY SKILLS AND DEMAND IN INDUSTRY



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Executive summary

The Institution of Engineering and Technology's (IET) Skills Demand report is published annually providing data on the supply and demand of technicians, engineers and technologists. These professionals are highly skilled individuals working across a variety of sectors from energy generation to automotive and chemical industries to broadcasting and the media. Their job roles will be extremely varied, and often include designing, implementing or maintaining projects vital to the UK's infrastructure and future economic growth¹.

The 2008 survey found that business expansion is fuelling the need for recruitment. This is cited by nearly two thirds of companies as a key driver for recruitment, with staff turnover and diversification into new areas coming second and third. Although economic predictions are becoming increasingly pessimistic in terms of growth and inflation, employers in the engineering and technology sector state that they will need to recruit new staff to meet business expansion plans.

Eighty-one per cent report that they need experienced staff. Experienced staff however, perhaps consequently, are the most difficult to recruit with 49 per cent of employers reporting problems. Seventy per cent of companies reported they would recruit graduates and 63 per cent that they would recruit postgraduates. School leavers (16 year olds) are far less in demand with only 40 per cent of companies reporting they would recruit them this year, possibly reflecting the drive towards a more highly skilled workforce. There was some variation across industry sectors in recruitment of school leavers with some, such as civil engineering, reporting a much higher demand.

In terms of meeting this demand, nearly a third of companies do not believe they will be able to recruit sufficient qualified staff this year and are even less confident looking four years into the future.

Of concern is an emerging expectations gap between the level of skills employers expect to see in new recruits and the skills output of the education system. This is most pronounced at the 'school leaver' level, where only 35 per cent of employers reported finding no skills shortfall in the 'typical recruit'. Of school leavers, employers said technical and practical experience is most lacking, but 10-12 per cent found literacy and numeracy skills inadequate. Solutions proposed to these problems included action to improve the image and profile of engineering and to improve education and in-school activities. Whilst the Government is seen as being responsible for delivering these solutions, delivery through partnerships with universities, professional institutions and schools is also viewed as being important.

Demographically, a typical engineer is 40 years old and male. The age profile of the sector remains quite healthy, but whilst women represent 20 per cent of the total workforce employed by the businesses surveyed, they only account for 6 percent of the overall engineering and technology workforce (5 per cent of engineers, 5 per cent of technicians and 7 per cent of IT professionals). Forty per cent of companies did report they believed the number of female applicants for engineering and technical roles was increasing.

The Institution of Engineering and Technology (IET) is one of the largest professional bodies in the UK and the second largest for engineers and technologists in the world, with about 150,000 members.

Introduction to the survey

This survey was carried out for the IET by 2Europe Limited and took place during March 2008. The data was collected by means of a CATI (Computer Assisted Telephone Interview) survey and each interview took just over 10 minutes to complete.

400 interviews were completed, divided into 200 IET Business Partners (companies of all sizes who have a formal relationship with the IET) and 200 other companies in the engineering and technology sector who are not IET business partners. The majority of respondents are engineering managers/directors or human resources managers/directors and the information is collected in confidence.

This is the IET's third annual skills survey, part of a programme initiated in 2006 as a response to a lack of statistical data on skills demands and needs from industry. At that time a great deal of information on output measures (e.g. graduate numbers) was known, however the demand for these skills, beyond the anecdotal evidence, was scarce. Despite the consensus that there was a serious skills shortage, very little was known about what industry required and whether these needs were being met.

As far as possible the survey has kept the same questions each year to allow the most effective year on year comparisons. It has however been expanded and refined in places. Each survey is not meant to be a definitive view of skills in the UK but rather a yearly 'snap shot', capturing the key problems, challenges and improvements in the sector as they relate to skills, recruitment, training and the current workforce. Together, the three surveys can produce a more definitive view of the sector and as the data is built up year on year, a more detailed analysis of trends can be carried out and the impact of interventions measured.

The study this year has been designed to allow the data to be broken down by industry sector and region. This has been reported where major differences occur but the data is largely presented as a whole. The IET may be able to make further data available to interested parties.

About the Institution of Engineering and Technology

The Institution of Engineering and Technology is one of the world's leading professional societies for the engineering and technology community. The IET has approximately 150,000 members in 127 countries and offices in Europe, North America and Asia-Pacific. The IET provides a global knowledge network to facilitate the exchange of ideas and promote the positive role of science, engineering and technology in the world.

For further information visit www.theiet.org

Current workforce

- The mean age of technical staff is 40 years (42 in 2007)
- Women make up 20 per cent of the overall workforce of the companies surveyed, yet they only account for 6 percent of the overall engineering and technology workforce (5 per cent of engineers, 5 per cent of technicians and 7 percent of IT professionals)
- 40 per cent of companies report the number of female job candidates is increasing

Women in the workforce

There remains a disparity in the gender balance of the technical workforce, compared to the overall workforces of the companies surveyed. Only 6 percent of the overall engineering and technology workforce (5 per cent of engineers, 5 per cent of technicians and 7 per cent of IT professionals) are women, whilst companies reported 20 per cent of their overall workforces are female.

The IET's 2007 survey, which measured a broader category of 'engineering and technical staff', found that 7 per cent of this group are female (figure 1). In the UK as a whole, across all jobs and sectors, women make up approximately one third of the full time workforce².

Clearly the sector still has a long way to go in attracting a better gender balance across the profession at all levels. There may be positive news ahead however, with 40 per cent of companies reporting that they believed the number of female candidates is increasing. In 2007, asked the same question, 22 per cent reported an increase. Across all the industry sectors the percentage of female engineers, technicians and IT professionals did not vary significantly, with the exception of IT professionals working in the education sector (16 per cent female).

In terms of the gender balance of the next generation of engineers, around 15 per cent of those on engineering or technology higher education courses are female, a figure that has remained static for the past 5 years³.

The gender imbalance in the engineering and technology sector is an issue that requires further effort and resources to tackle effectively.

Figure 1: Women in the workforce, 2007 and 2008 comparison

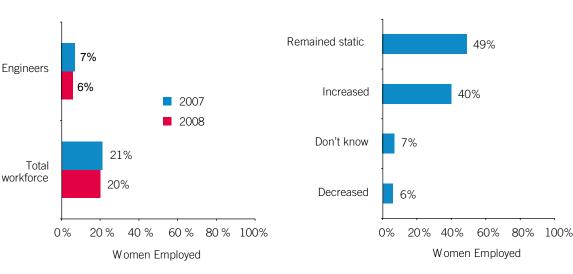


Figure 2: Proportion of women recruited into the workforce

² Office of National Statistics, April 2008 Labour Market Statistics http://www.statistics.gov. uk/pdfdir/Imsuk0408.pdf

³ ETB 'Engineering 2007' statistical digest, p.45, http://www.etechb. co.uk/ db/ documents/ EngUK07.pdf

Age profile of the workforce

- The overall age profile remains healthy, showing a slight peak in the 30-39 age group.
- The picture varies by industry sector, with specific challenges facing some sectors in the near future
- The past three years of data have consistently shown a sector with a more even age spread than anecdotal evidence would suggest

The workforce age data shows an even distribution from the under 30 years old category through to the 40-49 category. Anecdotal evidence has always suggested that engineering is an 'aging' profession. However this data, together with previous year's surveys, paints a picture of a stable age profile, with no major problems forecast due to large peaks in retirement. The mean average age of the engineering and technical workforce is 40, compared with the overall average population age in the UK of 39⁴.

The age profile has remained fairly static over the three years of surveys. In 2008, 22 per cent of the workforce are under 30 years old, with 26 per cent falling into the next age bracket, and 22 per cent between 40-49 years old. The average age profile shows a peak in the 30-39 years category with a slow reduction towards the 60 plus category.

The age profile of the general workforce (Figure 4) shows a higher proportion of workers who are over 50: 26% vs 17% in the engineering/ technology sector. This may be due to classification of roles.

Figure 3: Age profile of technology workforce (2008)

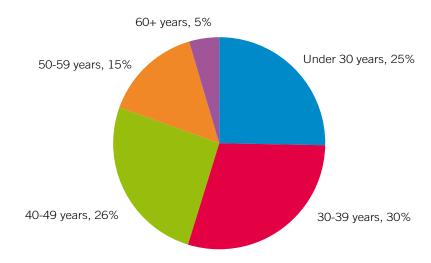


Figure 4: Age profile of total workforce, (2008)

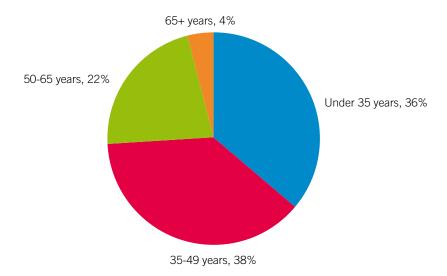


Figure 4 source: www.statistics.gov.uk -Labour Market Overview 2008

⁴ National Statistics, 2006 figures http://www. statistics.gov.uk/cci/ nugget.asp?ID=6

Age profile by industry sector

The age peak is more pronounced in some sectors. Figure 5 shows that the manufacturing and processing sector has a high concentration in the 30-49 years group, whereas the energy sector shows a spike in those just entering the profession. The latter is positive news, as there have been serious concerns about levels of entrants into certain areas within the energy sector. Action to remedy this has been taken through initiatives such as the IET Power Academy⁵, although it is perhaps too early to establish a causal link between this and the improving age profile.

The data over three years also suggests there is a consistent 10 per cent loss in engineering and technical staff as they pass the 50 years old mark. This may be due to those previously in engineering or technical roles reaching a level of seniority that is no longer counted as 'engineering or technical' staff. Whatever the reason, there is a potential for significant loss of expertise to the profession and further research into this would be useful. It is interesting to note this post 50 decline in numbers is least pronounced in the energy sector.

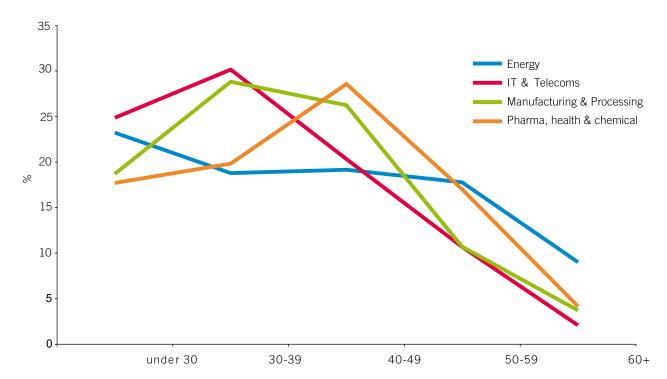


Figure 5: Age profile of technical workforce (selected sectors)

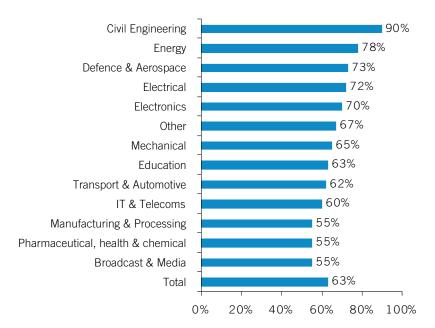
Recruitment needs of industry

- 63 per cent of companies expect to recruit staff in 2008, with most seeking experienced staff (80 per cent) but only 40 per cent looking for school leavers
- 62 per cent cited business expansion as the key recruitment driver
- 33 per cent of companies are experiencing problems recruiting graduate engineers, 49 per cent recruiting senior (experienced) engineers, and 31 per cent recruiting technicians

Looking at planned recruitment for 2008, 63 per cent of companies reported that they intend to recruit engineering and technology staff, with over 80 per cent looking for experienced staff, which mirrors the 2007 results. Whilst this suggests that skills and experience remain the combination most in demand, it is also clear that experienced staff will always, by definition, make up the majority of the workforce, thus the recruitment need is likely to always be greatest.

The Power Academy is a unique partnership between industry and academia, run through the IET, to address the looming skills shortage in the power-engineering sector through a combination of financial support and workplace mentoring for students. For more information see http:// www.theiet.org/about/scholarships-awards/power-academy/

Figure 6: Intention to recruit engineering and technology staff in 2008, by sector (Note: multiple responses)



The engineering sector continues to have a low demand for school leavers, with the 2008 results showing only 40 per cent of companies recruiting them – the lowest category. This backs up the general wisdom that the modern workforce requires ever higher levels of skill. Table 1 shows the full results, with the previous two year's data for comparison.

Table 1: Do you plan to recruit any of the following for engineering and technology roles?

	2008 [%]		2007 [%]			2006 [%]		
	Yes	No	Don't know	Yes	No	Don't Know	Yes	No
School leavers	40	56	5	39	50	11	-1	
Graduates	70	26	5	77	16	7	78	22
Post-graduates	63	31	6	48	30	21	1	
Experienced staff	81	15	4	81	11	9		

Recruitment by industry sector

Experienced staff aside, there are two areas, energy and civil engineering consultancy, that stand out in terms of recruiting graduates with defence and aerospace close behind. Recruitment of school leavers shows the greatest variation by sector with companies in education and pharmaceutical / health / chemical sectors least likely to recruit school leavers. In contrast, civil engineering companies are most likely to recruit school leavers.

Table 2: Recruitment needs by sector [%]

Industry Sector	Experienced staff	Post graduates	Graduates	School leavers
Total [%]	81	63	70	40
Consultancy (Civil Eng.) *	100	92	92	77
Electrical *	94	65	76	53
Electronics	93	79	79	29
Education	89	84	58	21
Defence and aerospace	85	60	85	60
Mechanical	85	62	73	42
IT and Telecoms	83	64	65	29
Transport / Automotive	80	48	72	48
Broadcast and Media	77	57	50	37
Pharma / Health / Chemical	71	58	71	21
Manufacturing & Processing	68	54	60	38
Manufacturing & Processing	59	72	92	61

*: Small sample size

Reasons for recruitment

Those companies who stated that they are recruiting were asked what led them to recruit at each of the various skills levels. As Table 3 shows, business expansion is again the top reason for recruitment across all skill levels with overall nearly two-thirds of those recruiting, citing business expansion as a key driver.

It should be noted this survey was carried out in March 2008 and the sector does not appear to have lost confidence due to the changing economic pressures, with slower growth in the economy predicted (largely perceived as a knock on from the 'credit crunch'). Companies are confident about business expansion being the biggest driver of recruitment and in comparison with 2007, companies are more confident in their ability to recruit staff.

Table 3: Reason for recruitment, 2007 and 2008 comparison (multiple choices) [%]

Category	Year	Business expansion [%]	Retirement [%]	Staff turnover [%]	Diversifying / dev. new areas [%]	Other [%]
School leavers	2008	53	29	46	29	4
	2007	73	46	55	14	5
Graduates	2008	64	29	46	38	4
	2007	61	44	54	30	7
Post-graduates	2008	65	26	45	40	6
	2007	59	33	52	41	7
Experienced staff	2008	62	26	47	32	7
	2007	74	50	54	44	4
Average per cent overall	2008	62	27	46	35	6
	2007	67	44	54	34	6
Memo: 2006 & 2007	2007	33	21	27	16	3
shown as single choice	2006	33	22	26	17	3

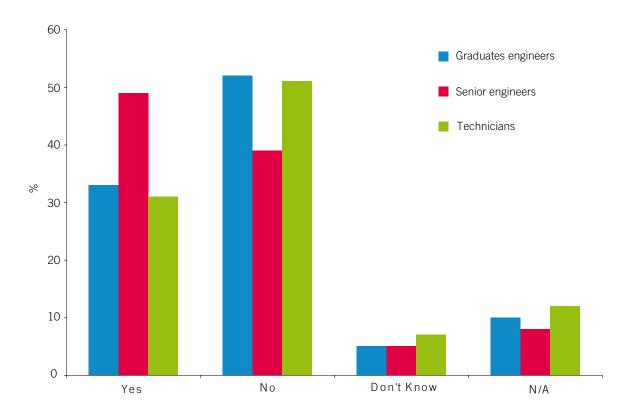
Recruitment challenges

Employers have also faced challenges in recruiting the right numbers of staff. Thirty-three per cent of respondents are experiencing problems recruiting graduate engineers, 49 per cent recruiting senior engineers and 31 per cent recruiting technicians (figure 7).

Recruiting 'senior engineers' (experienced staff) has consistently been the biggest challenge for employers with half experiencing problems in 2006 and 2007.

Whilst it is still too early to identify any long term trends, reviewing the data since the surveys started in 2006, there appears to be a slight improvement in recruiting senior engineers, though nearly half the companies are still reporting difficulties, and there is a general upward drift in difficulty in recruiting graduates and technicians.

Figure 7: Are you currently experiencing problems in recruiting? [2008]:



Countries of current and future recruitment

The majority of companies said their primary country for recruitment is the UK although it is surprising to note that 6 per cent are not recruiting in the UK. Furthermore this is predicted to rise to 8 per cent in four years' time.

The European Union remains the second largest source of recruitment and the 2008 data allows us to see that this recruitment is smaller within just the 'EU 15', implying that much of this recruitment is from the newer member states.

In general, this pattern of recruitment from outside the UK reflects the findings from 2007 and is expected to continue over the next few years; most companies even predict a small increase in the practice as Figure 8 shows.

Further analysis of the source of recruitment shows that those businesses currently experiencing difficulty are more likely to also recruit from the emerging markets of the EU 27 and India. Those not experiencing difficulty are less likely to do so, as Figure 9 shows. This pattern is repeated when asking about future recruitment plans.

Figure 8: Which countries do you currently recruit your engineering and technical staff from? Which countries do you anticipate recruiting from in the next 3 to 4 years? (Multiple responses)

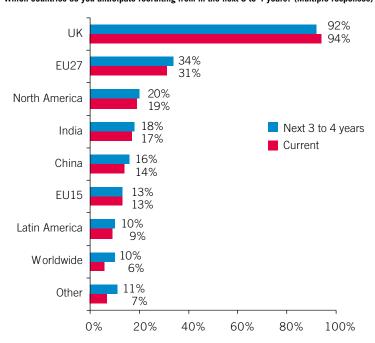


Figure 9: Which countries do you currently recruit your engineering and technical staff from? Analysed by those experiencing difficulty recruiting vs those who don't (Multiple responses)



Skills and training

- An expectations gap exists between the skills levels employers expect from new recruits and the skills output of the education system - this is most pronounced at the 'school leaver' level
- Companies who are IET business partners offer greater support to their staff in terms of professional development, time off for study and financial support

Skills gaps of staff recruited by industry

The survey also explored the skills of new recruits. Half of respondents reported no shortfalls in the skills of the graduates they recruited, rising to 54 per cent of post-graduates and 70 per cent of experienced staff.

As in previous years, with the exception of experienced staff, practical experience is seen as most wanting. Whilst this may seem unsurprising, as experience is typically the one area a school leaver or graduate will be lacking, the survey does specifically ask respondents to consider their 'reasonable expectations' when answering. Regardless of whether this is a 'fair' assessment of school leavers, it clearly shows an expectations gap between the output of the education system (at various levels) and the expectations of employers.

As figure 10 shows, school leavers fall the furthest short of expectations, with 65 per cent of companies reporting a skills shortfall in school leavers. Technical and practical experience is the chief concern but 12 per cent of respondents raised concerns about literacy skills and 11 per cent raised concerns over numeracy skills.

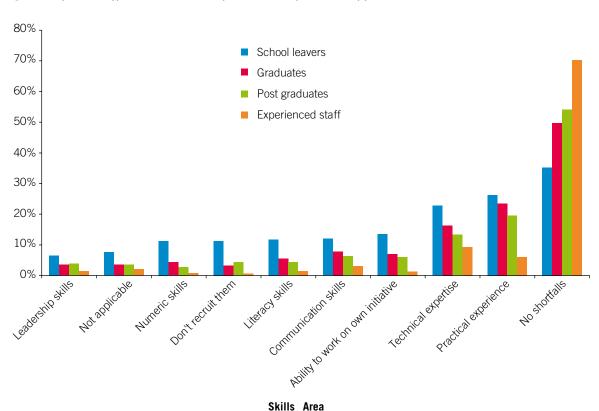


Figure 10: Do you find the typical recruit does not meet your reasonable expectations in any particular skills area?

Provision of training

The skills shortfall is reflected in the amount of training provided with 99% of companies reporting they provided training. 'On the job' training scored highly across every category, although technical training, mentoring and coaching are also commonly used.

The table shows the split between those companies that are IET Business Partners⁶ and those that are not (the sample composition was fifty per cent from each of these groups). The IET Business Partners reported offering more training and development to their employees than do non-business partners. As Table 4 shows in some cases, for example, technical training, IET Business Partners are significantly more active in their training provision.

Table 4: What type of staff training or development are you providing [%]

	Total	IET Business Partner	Not IET Business Partner
Formal on-the-job training	79	79	79
Technical	68	83	52
Mentoring	65	77	53
Coaching	50	66	33
Leadership	45	65	25
Communication	45	65	24
Network opportunities	24	35	14
External courses /training	6	5	7
Other	3	3	3
Graduate trainee schemes	3	5	1
Internal courses /training	1	1	1
Apprenticeship schemes	1	1	2
Health and safety	1	0	2
None	1	1	2
Management	1	0	1
Don't know	0	0	1

It is interesting to note the very low level of health and safety training offered by companies, despite the legal requirements for this provision. It is possible this is down to a different interpretation of the question, perhaps assuming it is referring to that above and beyond the legal compulsory training.

Support for Continuous Professional Development (CPD)

Support for Continuous Professional Development (CPD) is mixed but even amongst the non-business partners, 27 per cent encouraged professional registration (for example working toward gaining the status of Chartered Engineer or Engineering Technician⁷) and 21 per cent used IET training courses. Figure 11 shows the full scope of support for CPD.

Figure 11: How do you support Continuous Professional Development of your engineering and technical staff?

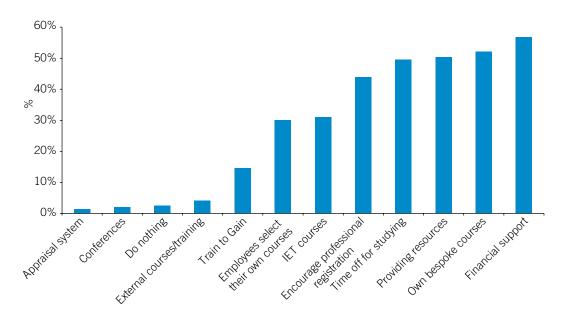
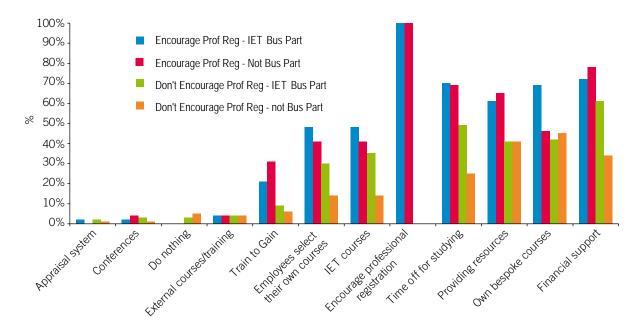


Figure 12: Support for Continuous Professional Development of engineering and technical staff analysed by attitude to Professional Registration



As with general training, companies that were IET Business Partners offered much more support for their staff than those that are not. IET Business partners are far more likely to offer time off for study (62 per cent against 37 per cent) and financial support (68 per cent against 46 per cent). Overall a very small percentage reported they did nothing to support CPD but similarly very few companies reported using their appraisal system or conferences to support CPD which are elements usually expected to form part of CPD programmes. Support for Continuous Professional Development also varied depending on the companies' attitudes to Professional Registration, as shown by Figure 12. Generally speaking, the level of support provided also tended to increase with company size.

The overall results would indicate companies in the engineering and technology sector take a very proactive approach to professional development and skills, focusing on courses, providing resources and encouraging professional registration.

Confidence in current and future supply of skilled staff

- Nearly a third of companies do not believe they will be able to recruit sufficient qualified staff this year
- Companies are consistently more pessimistic about their ability to find people with the right skills in four years time than at present

Each year the skills survey gauges the confidence of the sector in the current and future supply of qualified technicians, engineers and technologists.

The 2008 results show that only 59 per cent of employers believe that this year they would be able to recruit enough 'suitably qualified engineers, technicians and technologists' to meet their business needs. This compares to 56 per cent last year and 65 per cent in 2006.

In this year's survey we added the choice of 'do not know'. The introduction of this category may partially account for the decline in those responding to the effect that they will be unable to recruit enough qualified tar = 31 per cent this year, compared with 44 per cent in 2007 and 35 per cent in 2006. This year, 10 per cent of the respondents answered they 'did not know', thus a total of 41 per cent this year either believed they will not be able to recruit enough staff or are not sure – very close to last year's 'no confidence' figure.

Analysing the data shows no real difference in expectations by either region or industry type or size with the exception of large companies who show a lower level of confidence both this year and more so in four years' time. They express a higher level of concern about being able to find enough suitable candidates, both now and in the future. These are businesses with turnover in excess of £100m per year and more likely to be multi-nationals, which may explain why they are more likely to look for new recruits from outside the UK.

Table 5 shows the full results by year.

Table 5: Do you expect to be able to recruit sufficient suitably qualified engineers, technicians and technologists to meet your needs?

	2008			2007		2006	
	Yes	No	Don't Know	Yes	No	Yes	No
Total survey							
This year	59	31	10	56	44	65	35
Over the next 4 years	51	29	21	48	52	60	40
Large businesses							
This year	54	39	7				
Over the next 4 years	37	48	15				

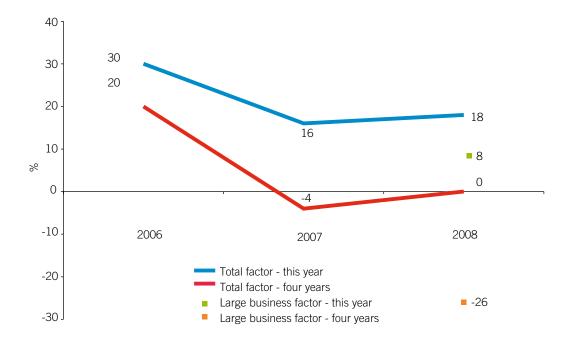
Confidence factor

Taking the difference between those believing they would be able to recruit and those believing they would not be able to recruit, we have produced a 'confidence factor'. This year's confidence factor is +18, showing a decline in the level of confidence since the first survey in 2006, which had a factor of +30, as shown in Figure 13.

The confidence factor for recruitment in four years' time involves more speculation but the 2008 result shows a deteriorating trend since 2006 and also is lower than the current year figure for 2008. Please note that the no results for 2008 also include the 'don't knows'. The picture for large businesses (only analysed separately in 2008 – as detailed in table 5 above) reports a less positive picture of recruitment prospects, both now and in the future.

Clearly this does not paint a picture of a sector confident in the future availability of skills. With the sector citing expansion as the key driver of recruitment, it is imperative this expansion is not curtailed by a lack of skilled staff.

Figure 13: Confidence factor – recruit vs unable to recruit



Tackling the challenges

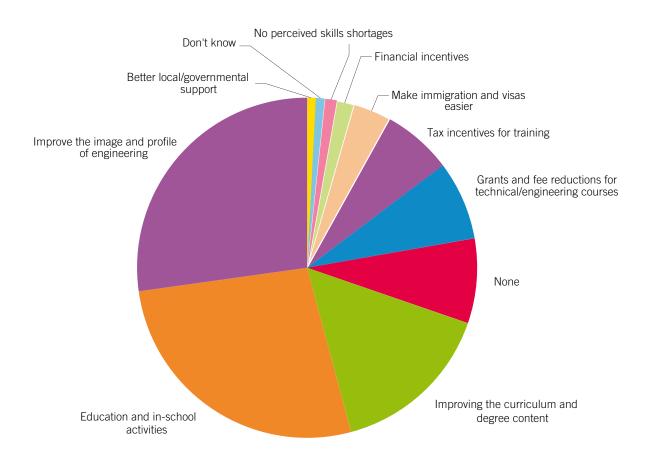
- Improving the image and profile of engineering and improving education and in-school activities remain the highest priority
- Government is seen as being most responsible for these actions but it is also shared with universities, professional institutions and schools

In terms of tackling these challenges, the companies surveyed were asked to give their views on the key actions that need to be taken.

The 2008 results put as a joint top priority, improving the image and profile of engineering and technology and education and in-school activities. Improving the curriculum and degree content came as the third most important activity.

It is interesting to note that whilst it was possible at this stage to respond that no skills shortages were perceived, only 2 per cent of the respondents did so, saying they believed there is not a skill shortage. Figure 14 shows the answers in full, in relative size, based on the number selecting each category.

Figure 14: What actions do you believe would help resolve any skills shortages you perceive?



Responsibility for actions

The survey also asked who should take responsibility for these actions and companies were given an opportunity to suggest a number of organisations for each solution:

- For 'Improving the profile of engineers', 69 per cent said that the main responsibility lay with the Government, although universities/colleges (58 per cent), professional institutions like the IET (57 per cent), employers (55 per cent) and schools (51 per cent) are not far behind.
- Improving education and in-school activity is seen as firstly the responsibility of the schools (69 per cent), the Government (49 per cent) and universities/colleges (48 per cent).
- Improving the curriculum and degree content should be carried out firstly by the universities/colleges (77 per cent) and then the Government (50 per cent).
- Grants and fee reductions should be provided by the Government (87 per cent). Tax incentives for training should also be provided by the Government (92 per cent). Unsurprisingly, those responding that 'making immigration and visas easier for engineers' also identified Government as the owner (89 per cent).
- Very few employers seem to believe that financial incentives would help alleviate any skills shortages.

One of the key messages here is that most people see the solutions as only being attainable through effective partnerships. The IET is committed to working with all the relevant stakeholders and believes that professional bodies have a role to play in brokering these partnerships.

The pattern was similar when looking at different business sizes and sectors, though results did show some variation across the UK, particularly relating to the Government's role in 'improving the image'. Thirty-three per cent of companies primarily based in Northern Ireland saw Government as the lead, in Wales 40 per cent of companies and in England 54 per cent. In Scotland 80 per cent believed Government should lead.

However, across the regions, there is strong, consistent view that professional institutions (like the IET) have an important role to play in improving the image of Engineering.

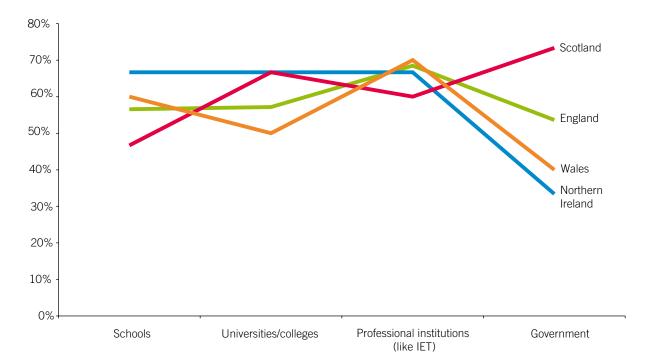


Figure 15: Who do you consider should be mainly responsible for improving the image and profile of engineering?

About our sample

Our sample consisted of 400 companies, 200 IET Business Partners and 200 other engineering and technology firms. The tables below show breakdowns of our 2008 sample by company employee numbers, turnover and location and by core business.

How many people do you estimate are currently employed in this country?		
10 or less	6%	
10-50	15%	
51-250	26%	
251-500	15%	
501-1,000	11%	
1,000+	27%	

What is your approximate UK turnover?			
£2mil. to £5m	32%		
£6mil. to £10m	11%		
£11mil. to £20m	10%		
£21mil. to £50m	13%		
£51mil. to £100m	8%		
£101mil. to £250m	8%		
Over £250m	18%		

Which area is your UK organisation primarily based in?				
North West	7%			
North East	6%			
Yorkshire	6%			
West Midlands	7%			
East Midlands	9%			
East England	3%			
South East England	21%			
London	15%			
South West England	10%			
Wales	6%			
Scotland	8%			
Northern Ireland	2%			

What would you describe as the core business of your organisation?	
Manufacturing and processing	21%
Information technology and telecommunications	19%
Energy (including utilities, power generation and nuclear)	9%
Broadcast and media	8%
Electronics	7%
Mechanical	7%
Transport and automotive	6%
Pharmaceutical, health technologies and chemical industries	6%
Defence and aerospace	5%
Education	5%
Electrical	4%
Consultancy (civil engineering)	3%
Other	1%

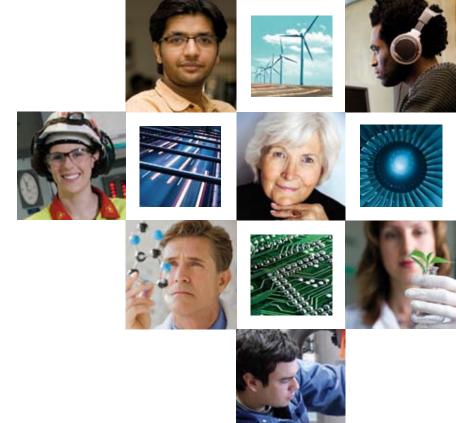
Previous Samples - 2006 and 2007

In 2006 and 2007 the survey was carried out on an internet based platform. In 2006 the survey had over a 100 responses from companies of various sizes. Our 2007 survey had 56 responses, but a higher proportion of large companies responded. Although the survey has grown in depth across the three years, an effort has been made to phrase the questions in a manner than allows comparisons. Whilst the sample sizes and methodologies have varied, comparisons of like for like questions across the years shows strong correlations, and the overall sample does accurately reflect trends within the sector.

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