Survey data:
Technical documentation

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Introduction

This document describes the survey responses data table. This table includes the original survey responses data in addition to several columns that describe, summarise or attempt to clean some of the responses. Files currently available relating to the survey data are:

- *serl_survey_data_edition02.csv*: the survey data collected during the SERL recruitment wave 1 (pilot study, September 2019) and wave 2 (September 2019)

- *serl_survey_data_dictionary_edition02.csv*: A table matching the variables and response codes to the survey questions and responses

- *serl_pilot_recruitment_survey_copy.pdf*: the postal survey sent to households in the first (pilot) recruitment wave

- *serl_main_recruitment_survey_copy.pdf*: the postal survey sent to households in the main recruitment waves (very similar to the survey used in the pilot study, see details below).

This document is structured as follows. First we describe the data collection process. The next section details the survey response columns and the meaning of the values they can take, the final section describes the remaining data fields.

Data collection

Wave 1

The SERL pilot study recruited the first wave of participants during September and October 2019. 18,000 households in central and southern England and in Wales were sent up to 4 letters inviting them to participate in SERL, of which approximately 1700 signed up. All mailings encouraged sign-up online, and some of the mailings provided a paper consent form and survey to sign up by post. The consent form giving access to their smart meter data was mandatory for participation. Completion of the survey was encouraged but not required.

Wave 2

Wave 2 recruitment took place in September 2019, recruiting approximately 3200 additional participants. Households were sent up to 3 mailings, the first two offering online sign-up only and the third offering postal and online sign-up. Completion of the survey was encouraged but not required. The survey was almost identical to the wave 1 survey, with the exception of question A5 which offered more response options. In wave 1 we found that some people were clearly reporting their preferred thermostat temperature in Fahrenheit and so two boxes were provided for wave 2 participants giving an option of either degrees C or degrees F.

The survey dataset contains 4753 rows (one per participant who started the survey) and 152 columns. The data has been processed to allow for as much comparability between survey versions and completion methods (online or postal)

as possible. Since online respondents were forced to skip questions automatically based on their responses, this was imposed in the data cleaning process on postal participants if they did not skip as instructed (see survey questions for skipping logic).

Survey data summary table

Table 1 has the following columns:

- *Survey field:* variable name (*e.g.* 'Region') or question number. In some cases the questions come in multiple parts, in which case they have names such as "A13_01" and "A13_02" or "A1501" and "A1502". Some questions allowed for multiple options to be selected, in which case each option has its own column in the table with possible answers yes (selected) and no (not selected). For example question A3 has ten options, with columns named A301 - A310. There is also a box for participants to write free text. In this case that option is called "A3_Other".

- *Approximate question:* The corresponding survey question (sometimes with approximate wording for brevity). See the electronic copy of the paper survey for the exact question wording and options.

- *Possible values:* the pre-defined values that code different response options (where the responses are pre-defined). If free text is available then this may be "NA" (such as for *A3_Other*) or the free text response may not be listed (such as for *A5* which asks for the temperature households set their thermostat to).

- *Value meanings:* the response option in the survey corresponding to each value code.

- *Variable Type:* the type of variable: *primary* (asked in the survey), *derived* (derived from the data, such as an error code or sum of responses), and *inherited* (information inherited from other sources, such as the participant id or the survey version supplied).

Note that the variables ending '_new' are the 'corrected' variables following basic/obvious error correction (e.g. tally notation used, or ages of occupants given rather than the number in each age/sex category). In the case of D1 - D3 the 'new' variables included filling these responses for the single-occupant households from their earlier data (since the household data represents the survey completer).

Code used for processing will be made available shortly on the SERL GitHub repository github.com/smartEnergyResearchLab.

Table 1: Guide to the survey data: variables and response codes.

Survey field	Approximate question	Possible values	Value meanings	Variable Type
PUPRN	Pseudonymised participant identifier			Assigned
Survey_version	Version of the survey received	Wave1	Wave 1 (pilot)	Assigned
		Wave2	Wave 2	Assigned
		Wave3	Wave 3	Assigned
Recorded_date	Date survey was recorded by participants (if online) or entered online from postal response			Assigned
Collection_method	Data collection method	Online	Online	Primary
		Postal	Offline	Primary
Language	Please select your language preference	-9	Not applicable	Primary
		1	English	Primary
		2	Welsh	Primary
A1	Before we contacted you about this study, did you know you had a smart meter?	-2	No answer	Primary
		1	Yes	Primary
		2	No	Primary
A2	Having a smart meter has affected the way you use gas or electricity?	-9	Not applicable	Primary
		-2	No answer	Primary
		-1	Don't know	Primary
		1	A lot	Primary
		2	Some	Primary
		3	A little	Primary
		4	Not at all	Primary
A301	Type of central heating - None	0	No	Primary
		1	Yes	Primary
A302	Type of central heating - gas, gas boiler	0	No	Primary
		1	Yes	Primary
A303	Type of central heating - electric storage heaters	0	No	Primary
		1	Yes	Primary
A304	Type of central heating - electric radiators	0	No	Primary
		1	Yes	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
A305	Type of central heating - other electric	0	No	Primary
		1	Yes	Primary
A306	Type of central heating - oil	0	No	Primary
		1	Yes	Primary
A307	Type of central heating - solid fuel	0	No	Primary
		1	Yes	Primary
A308	Type of central heating - biomass	0	No	Primary
		1	Yes	Primary
A309	Type of central heating - district or community	0	No	Primary
		1	Yes	Primary
A310	Type of central heating - other	0	No	Primary
		1	Yes	Primary
A3_Other				Primary
A3_sum	Number of response options selected for A3 (A301 + A302 + .. + A310)			Derived
A3_err	Clear error in A3 response	TRUE	'No central heating' and another option selected	Derived
		FALSE	Otherwise	Derived
A301_edit	Has A301 been edited	TRUE	A301 was edited from 1 to 0 since A3_err	Derived
		FALSE	No edits to A301	Derived
A401	Central Heating controls - timer	-9	Not applicable	Primary
		0	No	Primary
		1	Yes	Primary
A402	Central Heating controls - temperature setting	-9	Not applicable	Primary
		0	No	Primary
		1	Yes	Primary
A403	Central Heating controls - smart device	-9	Not applicable	Primary
		0	No	Primary
		1	Yes	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
A404	Central Heating controls - manually	-9	Not applicable	Primary
		0	No	Primary
		1	Yes	Primary
A405	Central Heating controls - none of the above	-9	Not applicable	Primary
		0	No	Primary
		1	Yes	Primary
A406	Central Heating controls - don't know	-9	Not applicable	Primary
		0	No	Primary
		1	Yes	Primary
A4_sum	Number of response options selected for A4 (A401 + A402 + .. + A406)			Derived
A4_err	Clear error in A4 response	TRUE	'None of these' and another option selected	Derived
		FALSE	Otherwise	Derived
A405_edit	Has A405 been edited	TRUE	A405 was edited from 1 to 0 since A4_err	Derived
		FALSE	No edits to A405	Derived
A5	Temperature controller set at for late afternoons or evenings	-9	Not applicable	Primary
		-2	No answer	Primary
		-1	Don't know/doesn't apply	Primary
A5_C_text			Degrees C	Primary
A5_F_text			Degrees F	Primary
A5_degC	Temperature in deg C, converted from deg F if > 35 (survey 1) or if given in deg F (later surveys)			Derived
A5_edit	Has A5 been edited	TRUE	A5 was edited due to non-integer response or wrong units	Derived
		FALSE	No edits to A5	Derived
A6	Does your household use any standalone heaters	-2	No answer	Primary
		1	No	Primary
		2	Yes	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
A7	Do any of your standalone heaters have their own source of power	-9	Not applicable	Primary
		-2	No answer	Primary
		1	Yes, some or all have their own source of fuel (e.g. logs, coal, bottled gas, etc.)	Primary
		2	No, all are powered by mains gas or electric	Primary
A8	In very cold winter weather, how often are these standalone heaters typically used	-9	Not applicable	Primary
		-2	No answer	Primary
		-1	Don't know	Primary
		1	Daily	Primary
		2	Most days	Primary
		3	Rarely - only if I/we really have to	Primary
		4	Never	Primary
		5	Varies - depends on temperature or other reasons	Primary
A901	Do you adjust your heating - When especially cold	0	No	Primary
		1	Yes	Primary
A902	Do you adjust your heating - Because of children, infants, babies	0	No	Primary
		1	Yes	Primary
A903	Do you adjust your heating - Visitors	0	No	Primary
		1	Yes	Primary
A904	Do you adjust your heating - Pets	0	No	Primary
		1	Yes	Primary
A905	Do you adjust your heating - Stress	0	No	Primary
		1	Yes	Primary
A906	Do you adjust your heating - Working at home	0	No	Primary
		1	Yes	Primary
A907	Do you adjust your heating - None of these	0	No	Primary
		1	Yes	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
A9_sum	Number of response options selected for A9 (A901 + A902 + .. + A907)			Derived
A10	How do you adjust heating controls when house is unoccupied	-2	No answer	Primary
		1	Always	Primary
		2	Very often	Primary
		3	Quite often	Primary
		4	Not very often	Primary
		5	Never	Primary
		6	Not applicable, cannot do this	Primary
A11	During the winter, are there living spaces not normally heated	-2	No answer	Primary
		1	Yes	Primary
		2	No	Primary
A12_Taps_GB	Tap water heated (Gas Boiler)	0	No	Primary
		1	Yes	Primary
A12_Taps_EH	Tap water heated (Electrical Heater)	0	No	Primary
		1	Yes	Primary
A12_Taps_SWH	Tap water heated (Solar Water Heater)	0	No	Primary
		1	Yes	Primary
A12_Taps_Other	Tap water heated (Other)	0	No	Primary
		1	Yes	Primary
A12_Taps_NA	Tap water heated (Not applicable)	0	No	Primary
		1	Yes	Primary
A12_Taps_DK	Tap water heated (Dont Know)	0	No	Primary
		1	Yes	Primary
A12_Taps_sum	Number of response options selected for A12 (taps)			Derived
A12_Shower_GB	Shower water heated (Gas Boiler)	0	No	Primary
		1	Yes	Primary
A12_Shower_EH	Shower water heated (Electrical Heater)	0	No	Primary
		1	Yes	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
A12_Shower_SWH	Shower water heated (Solar Water Heater)	0	No	Primary
		1	Yes	Primary
A12_Shower_Other	Shower water heated (Other)	0	No	Primary
		1	Yes	Primary
A12_Shower_NA	Shower water heated (Not applicable)	0	No	Primary
		1	Yes	Primary
A12_Shower_DK	Shower water heated (Dont Know)	0	No	Primary
		1	Yes	Primary
A12_Shower_sum	Number of response options selected for A12 (shower)			Derived
A13_01	How often do you .. Switch off lights	-2	No answer	Primary
		1	Always	Primary
		2	Very often	Primary
		3	Quite often	Primary
		4	Not very often	Primary
		5	Never	Primary
		6	Not applicable, cannot do this	Primary
A13_02	How often do you .. Put on more clothes when cold	-2	No answer	Primary
		1	Always	Primary
		2	Very often	Primary
		3	Quite often	Primary
		4	Not very often	Primary
		5	Never	Primary
		6	Not applicable, cannot do this	Primary
A14	How much effort do you say your household makes to limit energy usage	-2	No answer	Primary
		-1	Don't know	Primary
		1	A great deal of effort	Primary
		2	Some effort	Primary
		3	A little effort	Primary
		4	No effort at all	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
A1501	How often will your household open the windows .. on a typical cold day	-2	No answer	Primary
		-1	Don't know	Primary
		1	Always	Primary
		2	Very often	Primary
		3	Quite often	Primary
		4	Not very often	Primary
		5	Never	Primary
A1502	How often will your household open the windows .. on a typical warm day	-2	No answer	Primary
		-1	Don't know	Primary
		1	Always	Primary
		2	Very often	Primary
		3	Quite often	Primary
		4	Not very often	Primary
		5	Never	Primary
A1601	Considering replacing or adding heating or energy- Not considering	0	No	Primary
		1	Yes	Primary
A1602	Considering replacing or adding heating or energy- Not applicable	0	No	Primary
		1	Yes	Primary
A1603	Considering replacing or adding heating or energy- Gas Boiler	0	No	Primary
		1	Yes	Primary
A1604	Considering replacing or adding heating or energy- Solar panels for electricity	0	No	Primary
		1	Yes	Primary
A1605	Considering replacing or adding heating or energy- Solar water heating	0	No	Primary
		1	Yes	Primary
A1606	Considering replacing or adding heating or energy- Wood or fuel burner	0	No	Primary
		1	Yes	Primary
A1607	Considering replacing or adding heating or energy- Heat pump	0	No	Primary
		1	Yes	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
A1608	Considering replacing or adding heating or energy- Micro combined HPU	0	No	Primary
		1	Yes	Primary
A1609	Considering replacing or adding heating or energy- Wind turbine	0	No	Primary
		1	Yes	Primary
A1610	Considering replacing or adding heating or energy- other specify	0	No	Primary
		1	Yes	Primary
A16_Other	Considering replacing or adding heating or energy- other			Primary
A16_sum	Number of response options selected for A16 (A1601 + A1602 + .. + A1610)			Derived
A16_edit	Has A16 been edited	TRUE	A16 was edited if 'not applicable' or 'not considering any changes' were selected with other options (excludes 'other')	Derived
		FALSE	No edits to A16	Derived
B1	What type of accommodation do you live in	-2	No answer	Primary
		1	detached	Primary
		2	semi detached	Primary
		3	terraced (including end terrace)	Primary
		4	in a purpose-built block of flats or tenement	Primary
		5	part of a converted or shared house (including bedsits)	Primary
		6	in a commercial building (e.g. in an office building, hotel or over a shop)	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
		-2	No answer	Primary
B2	Is your accommodation self contained	1	Yes, all the rooms are behind a door that only my household can use	Primary
		2	No	Primary
B3	How many other households do you share with	-9	Not applicable	Primary
		-2	No answer	Primary
		-2	No answer	Primary
		1	Own it outright / buying it with a mortgage/loan	Primary
		2	Part own and part rent (shared ownership)	Primary
B4	Do you own or rent this accommodation	3	Privately	Primary
		4	From council (local authority) or housing association	Primary
		5	Live here rent free	Primary
B5	How many rooms are available for use by this household	-2	No answer	Primary
		-4	Unusable	Primary
B5_err	Clear error in B5 response	TRUE	B5 < B6 (fewer rooms than bedrooms) or B5 == 0 (no rooms)	Derived
		FALSE	B5 >= B6 and B5 != 0	Derived
B6	How many of these rooms count as bedrooms	-2	No answer	Primary
		-4	Unusable	Primary
B6_err	Clear error in B6 response	TRUE	B5 < B6 (fewer rooms than bedrooms)	Derived
		FALSE	B5 >= B6	Derived
		-2	No answer	Primary
B7	During the cold winter weather can you keep comfortably warm	-1	Don't know	Primary
		1	Yes	Primary
		2	No	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
B8	Do you have problems with condensation, damp or mould	-2	No answer	Primary
		-1	Don't know	Primary
		1	Yes	Primary
		2	No	Primary
B9	When was your accommodation built	-2	No answer	Primary
		-1	Don't know	Primary
		1	Before 1900	Primary
		2	1900 to 1929	Primary
		3	1930 to 1949	Primary
		4	1950 to 1975	Primary
		5	1976 to 1990	Primary
		6	1991 to 2002	Primary
		7	2003 onwards	Primary
B1001	Appliances in accommodation - Kitchen - Electric Oven	0	No	Primary
		1	Yes	Primary
B1002	Appliances in accommodation - Kitchen - Gas Oven	0	No	Primary
		1	Yes	Primary
B1003	Appliances in accommodation - Kitchen - Electric Hob	0	No	Primary
		1	Yes	Primary
B1004	Appliances in accommodation - Kitchen - Gas Hob	0	No	Primary
		1	Yes	Primary
B1005	Appliances in accommodation - Kitchen - Dishwasher	0	No	Primary
		1	Yes	Primary
B1006	Appliances in accommodation - Kitchen - Fridge or fridge-freezer	0	No	Primary
		1	Yes	Primary
B1007	Appliances in accommodation - Kitchen - Separate stand alone freezer	0	No	Primary
		1	Yes	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
B1008	Appliances in accommodation - Laundry - Combined clothes washer dryer	0	No	Primary
		1	Yes	Primary
B1009	Appliances in accommodation - Laundry - Washing machine	0	No	Primary
		1	Yes	Primary
B1010	Appliances in accommodation - Laundry - Tumble dryer	0	No	Primary
		1	Yes	Primary
B1011	Appliances in accommodation - Consumer electronics - Laptop, computer	0	No	Primary
		1	Yes	Primary
B1012	Appliances in accommodation - Consumer electronics - TV	0	No	Primary
		1	Yes	Primary
B1013	Appliances in accommodation - Cooling - air conditioning unit	0	No	Primary
		1	Yes	Primary
B1014	Appliances in accommodation - Cooling - cooling fan	0	No	Primary
		1	Yes	Primary
B10_sum	Number of response options selected for B10 (B1001 + B1002 + .. + B1014)			Derived
C1	How many people live in household	-2	No answer	Primary
C1_new	Number of occupants after error correction			Derived
C2_Male_0_15	Males in houshold (0-15)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Male_16_24	Males in houshold (16-24)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Male_25_44	Males in houshold (25-44)	-9	Not applicable	Primary
		-2	No answer	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
C2_Male_45_64	Males in houshold (45-64)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Male_65_74	Males in houshold (65-74)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Male_75_84	Males in houshold (75-84)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Male_85_plus	Males in houshold (85+)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Female_0_15	Females in houshold (0-15)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Female_16_24	Females in houshold (16-24)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Female_25_44	Females in houshold (25-44)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Female_45_64	Females in houshold (45-64)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Female_65_74	Females in houshold (65-74)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Female_75_84	Females in houshold (75-84)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_Female_85_plus	Females in houshold (85+)	-9	Not applicable	Primary
		-2	No answer	Primary
C2_sum	Number of occupants from C2 responses			Derived
C2_sum_diff	C2_sum - C1_new			Derived
C2_error	Clear error in C2 response	TRUE	C2_sum_dif != 0 after obvious error correction	Derived
		FALSE	C2_sum_diff == 0	Derived
C2_tot_child	Number of occupants aged under 16			Derived
C2_tot_adult	Number of occupants aged 16+			Derived
C2_tot_65_plus	Number of occupants aged 65+			Derived

Survey field	Approximate question	Possible values	Value meanings	Variable Type
C2_all_65_plus	All occupants aged 65+	TRUE	All aged 65+	Derived
		FALSE	Not all aged 65+	Derived
C301	Working Status - Working 30 + hours per week	-9	Not applicable	Primary
		-2	No answer	Primary
C302	Working Status - Working less than 30 hours per week	-9	Not applicable	Primary
		-2	No answer	Primary
C303	Working Status - Not Working - long term sickness or disability	-9	Not applicable	Primary
		-2	No answer	Primary
C304	Working Status - Unemployed but seeking work	-9	Not applicable	Primary
		-2	No answer	Primary
C305	Working Status - Student	-9	Not applicable	Primary
		-2	No answer	Primary
C306	Working Status - Retired / at home / not seeking work	-9	Not applicable	Primary
		-2	No answer	Primary
C307	Working Status - Other	-9	Not applicable	Primary
		-2	No answer	Primary
C3_sum	Number of response options selected for C3 (C307 + C302 + .. + C307)			Derived
C3_sum_diff	C3_sum - C2_tot_adult			Derived
C3_error	Clear error in C3 response given adults reported	TRUE	C3_sum_dif != 0 and C2_tot_adult calculatable	Derived
		FALSE	Otherwise	Derived
C3_edit	Has C3 been edited	TRUE	C3_sum_diff == 0 and C3 and C2 both answered	Derived
		FALSE	Otherwise	Derived
None_working	No adults work	TRUE	No adults working	Derived
		FALSE	Some adults working	Derived
		NA	Not possible to determine	Derived

Survey field	Approximate question	Possible values	Value meanings	Variable Type
C4	How many people in household hold a degree or higher qualification	-2	No answer	Primary
		-1	Don't know/prefer not to say	Primary
C4_error	Clear error in C4 response given occupants reported	TRUE	C4 > C1_new and C1 answered (more qualified than occupants)	Derived
		FALSE	Otherwise	Derived
C5	Does household have plug in electric vehicle	-2	No answer	Primary
		-1	Don't know	Primary
		1	Yes	Primary
		2	No	Primary
C6	When does household charge electric vehicle at home	-9	Not applicable	Primary
		-2	No answer	Primary
		-1	Don't know	Primary
		1	Mostly overnight (8pm to 7am)	Primary
		2	Mostly during the day (7am to 4pm)	Primary
		3	Mostly in the evening (4pm to 8pm)	Primary
		4	Varies - whenever it's needed	Primary
		5	Not applicable, charging is not done at home (e.g. at work)	Primary
D1	Age Group	-9	Not applicable	Primary
		-2	No answer	Primary
		1	Under 18	Primary
		2	18-24	Primary
		3	25-44	Primary
		4	45-64	Primary
		5	65-74	Primary
		6	75-84	Primary
		7	85+	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
D1_new	Individual's age group, filled from C1 if single occupier	-2	No answer	Derived
		1	Under 18	Derived
		2	18-24	Derived
		3	25-44	Derived
		4	45-64	Derived
		5	65-74	Derived
		6	75-84	Derived
		7	85+	Derived
D2	Gender	-9	Not applicable	Primary
		-3	Prefer not to say	Primary
		-2	No answer	Primary
		1	Male	Primary
		2	Female	Primary
		3	In some other way	Primary
D2_new	Individual's gender, filled from C2 if single occupier	-3	Prefer not to say	Derived
		-2	No answer	Derived
		-1	Don't know	Derived
		1	Male	Derived
		2	Female	Derived
		3	In some other way	Derived
D3	Current Employment Status	-9	Not applicable	Primary
		-3	Prefer not to say	Primary
		-2	No answer	Primary
		1	Working (paid or unpaid): 30 hours a week or more	Primary
		2	Working (paid or unpaid): less than 30 hours a week	Primary
		3	Not working because of long-term sickness or disability	Primary
		4	Unemployed but seeking work	Primary
		5	A student	Primary

Survey field	Approximate question	Possible values	Value meanings	Variable Type
		6	Retired/at home/not seeking work (including looking after the home or family)	Primary
		7	Other	Primary
D3_new	Individual's working status, filled from C3 if single occupier	-3	Prefer not to say	Derived
		-2	No answer	Derived
		-1	Don't know	Derived
		1	Working (paid or unpaid): 30 hours a week or more	Derived
		2	Working (paid or unpaid): less than 30 hours a week	Derived
		3	Not working because of long-term sickness or disability	Derived
		4	Unemployed but seeking work	Derived
		5	A student	Derived
		6	Retired/at home/not seeking work (including looking after the home or family)	Derived
		7	Other	Derived
D4	How well do you manage financially	-3	Prefer not to say	Primary
		-2	No answer	Primary
		-1	Don't know	Primary
		1	Living comfortably	Primary
		2	Doing alright	Primary
		3	Just about getting by	Primary
		4	Finding it quite difficult	Primary
		5	Finding it very difficult	Primary