



Association of  
Independent  
Museums

Helping Heritage  
Organisations Prosper

# Steady state?

A snap museums survey  
September 2023



# Background

In September 2023 AIM surveyed members on how the sector is managing in the midst of challenges including continued high energy bills, lingering effects on audience numbers following the Covid-19 pandemic, and an ever more-challenging picture for public funding.

Over 250 respondents answered, in a representative pattern similar to the September 2022 survey: 90% of respondents were in England, 7% in Scotland, 3% in Wales. 64% of respondents were small museums in AIM membership terms (fewer than 20,000 visitors annually). The remaining third was principally made up of large/largest museums (50,000-100,000 and above) at 15%, with a smaller proportion of medium museums (20,000-50,000 visitors) at 5%. Three-quarters were independent and 9% local authority, with small numbers of university and military museums responding.

## Key findings

- For 70% of museums visitor numbers during the summer months were at, or better than, projections and for 64% the same was true of summer income.
- 72% of museums feel able to cope with cost pressures, although for 44% this is only in the short term
- 64% reported they had not had to scale down planned activity this year
- 30% of museums had had a significantly worse summer than projected
- Large museums appear to be particularly vulnerable and were the least likely to report they can absorb costs, with only half reporting this (compared to 70% of small museums and 83% of medium)
- Strongest support needs echo those pre-pandemic: capital funding for maintenance (44%) and transformation projects (39%).
- There is clear demand for MEND, or nation equivalent funds, to be continued

## Fewer at imminent risk

A heartening finding is that 95% of respondents do not consider themselves at risk of insolvency, compared to 88% last year. One reported their level of risk as imminent (insolvency before Christmas), with another six at risk in the next 12 months. Three quarters of museums have three or more months of reserves available – although a third of museums expect to dip into reserves to help manage pressed budgets.

Last year's immediate issue, energy bills, appears to have levelled out across the sector. 10% of museums are expecting significant increases in energy bills in the next 6-12 months, while 60% are expecting them to stay the same or reduce. A quarter of museums reported being registered for the Energy Bills Discount Scheme: for 55% of those registered it was too soon to tell whether it would have an impact on their bills, with the rest split evenly between those for which it had been beneficial and those for which it had not helped.

Shortly before the survey was released the RAAC crisis emerged in schools and we added a question about prevalence of this material in museum buildings. Fortunately it seems to be a minor issue for the sector, with 93% of respondents confirming no RAAC present in their buildings and only one knowing it is there, with a handful of others intending to investigate the matter.

***As ever, we encourage organisations with concerns about imminent insolvency to contact AIM on [lisa.ollerhead@aim-museums.co.uk](mailto:lisa.ollerhead@aim-museums.co.uk), or other bodies such as Museum Development services and the Arts Council in England; Museums Galleries Scotland; Welsh Federation; and Northern Ireland Government.***

## An improving outlook?

The reduced level of crisis reported may be considered indicative of a generally more positive sector outlook compared to last year– although this could also reflect a sector that has resigned itself to lower expectations than before the pandemic. For 70% of museums, visitor numbers during the summer months were at or better than projections, and for 64% the same was true of summer income. About 20% of museums had a slightly worse summer than hoped for (visitor numbers and income 29% or less below projections) – much improved compared to last year, where around 30% of museums had had a significantly worse summer than projected.

There were some differences across the sector in terms of who had a significantly worse summer than expected (visitor numbers 30% or more below projections). Large museums were slightly more likely to have been significantly worse off (7% to an average of 5%); so were museums in Scotland (15% had a significantly worse summer); and 11% of independent museums spun out of trusts had a worse summer, possibly reflecting fewer tourists in the city centres where this type of museum tends to be located. However, small respondent numbers in all these categories may skew results.

The as-expected performance over summer has left most museums in a reasonably strong position going into the quieter winter months. 72% of museums feel able to cope with cost pressures, although for 44% this is only in the short term. Large museums appear to be particularly vulnerable and were the least likely to report they can absorb costs, with only half reporting this (compared to 70% of small museums and 83% of medium). This is a shift from last year when medium museums reported being more vulnerable. Only 6% of museums reported that their costs have stabilised and they are under no pressure. Energy costs remain a key pressure, with 58% of museums reporting this, and a similar proportion reporting expenditure on core activities as a major pressure.

More optimistically 15% of museums are expecting income in the rest of the financial year to be above projections, with 8% expecting to be significantly below projections. Again, the worse outcomes are not evenly expected around the sector: independent museums spun out of trusts, military museums, and the largest museums are more likely to believe visitor numbers will be worse than expected over the next six months.

## Tackling costs

85% of museums are continuing to take action to mitigate rising costs – likely to be building on last year, when 90% of museums were taking action. It is also likely that across the sector any ‘quick wins’ have already been implemented and many museums will now be in the territory of very difficult decisions to reduce costs further. New cost pressures were reported around insurance, servicing loans, coping with local authority decisions (e.g., reduced or removed grants, transferring building costs to occupying charities, short-term tenancies), and progressing work on repatriation and international partnerships. A sizeable minority of museums have reduced important work including public offer, capital works, refreshing galleries, and back of house collections care.

More positively 62% of museums still hope to be able to increase income to offset increased spending and 64% reported they had not had to scale down planned activity this year (compared to 60% last year). Out of the listed actions small museums were most likely to have plans to increase income, reduce energy use, and use reserves, with some innovative ideas to increase income including residential letting and even paranormal investigations. One respondent pointed out erratic weather as an emerging major risk for their outdoor site, with extreme heat and unseasonal rain affecting visitor numbers.

13% of museums have reduced or plan to reduce opening times, down from 20% last year, with an effect on staff time. Considerably fewer museums are planning restructures or redundancies, 6% compared to around 15% last year, which may reflect that this work has been done and more museums are now running on reduced teams.

## Current support needs

85% of museums are looking for support. 22% would like help with energy bills compared to 45% last year – we are not currently aware of any Government plans to extend the Energy Bills Discount Scheme. The strongest needs are for capital funding for maintenance (44%) and transformation projects (39%). 39% are also seeking core funding beyond April 2024 and the same proportion would like project funding. 20% need more support to access funding that is already there.

This suggests patterns of support need are returning to that seen pre-pandemic, with maintenance as a major problem for the sector. It is likely that other parts of the sector (local authority and university museums) have greater need for core funding than represented in this group of respondents. Availability of funding for maintenance, projects, and back of house work featured highly in a new question asking where respondents would like AIM to focus its advocacy work in the coming months.

Maintenance was mentioned frequently as a cost pressure and a need, with one museum, after an unsuccessful application to the Museum Maintenance and Development Fund (MEND), asking ‘where do we go now?’ The need to upgrade was also mentioned as a barrier to generating more income and becoming more sustainable.

# Conclusions

While the findings give some reason for cautious optimism, they also suggest a split sector: some museums are enjoying strong visitor numbers and income, can manage the ongoing impacts of the cost-of-living crisis and energy bills, and have limited support needs – while others continue to struggle, although fewer to the drastic point of fearing insolvency. This prompts us to consider whether we have arrived at a juncture where certain museums have successfully rebounded from the pandemic's impact, while others should be regarded as permanently altered in terms of their visitor numbers, income patterns, or their pre-2020 trajectory.

AIM is committed to responding to this split and investigating how we can assist museums that may require new business models, with a particular focus on bolstering their income streams. We are also keen to expand our peer support network and provide customized guidance to better meet the evolving needs of our member museums.

A clear and consistent demand, from right across the sector and reinforced by this survey, is for MEND to be continued and similar funding made available in Scotland, Wales, and Northern Ireland.

AIM will share these findings in detail with other sector bodies, work with them to highlight ongoing challenges, and continue to press for the financial support and help our members need.

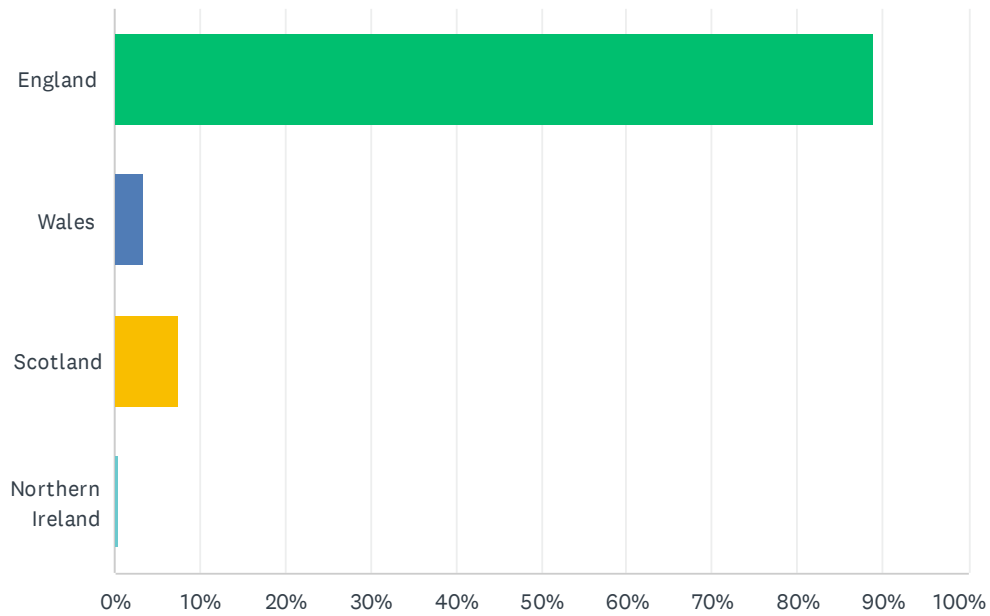
[www.aim-museums.co.uk](http://www.aim-museums.co.uk)

# Appendices



## Q1 Where is your organisation?

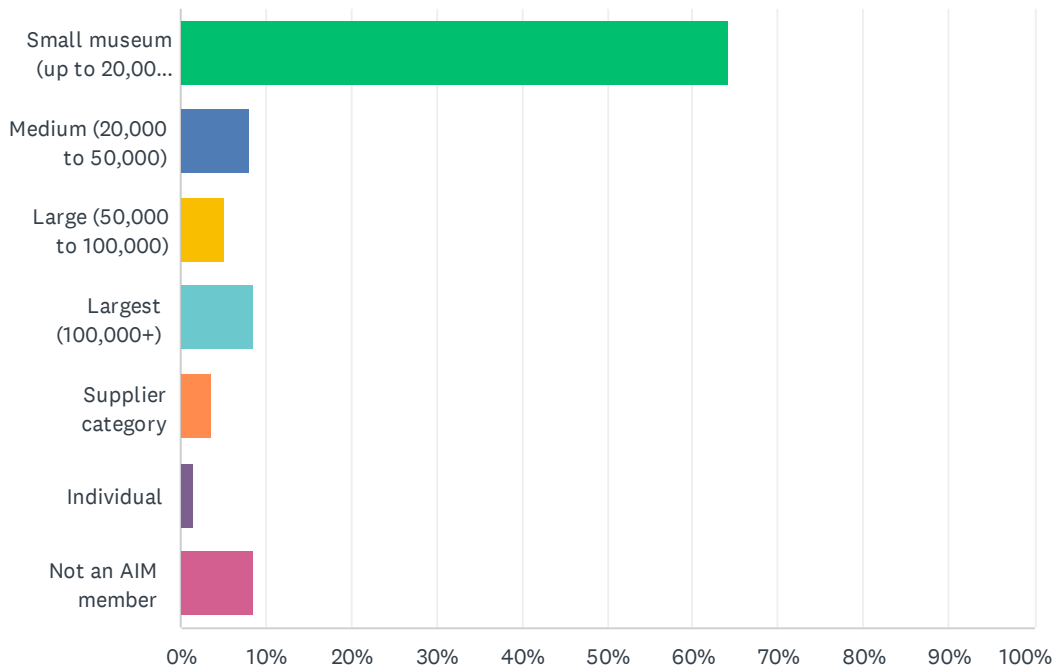
Answered: 268 Skipped: 0



| ANSWER CHOICES   | RESPONSES |     |
|------------------|-----------|-----|
| England          | 88.81%    | 238 |
| Wales            | 3.36%     | 9   |
| Scotland         | 7.46%     | 20  |
| Northern Ireland | 0.37%     | 1   |
| TOTAL            |           | 268 |

## Q2 What AIM membership category are you in?

Answered: 268 Skipped: 0

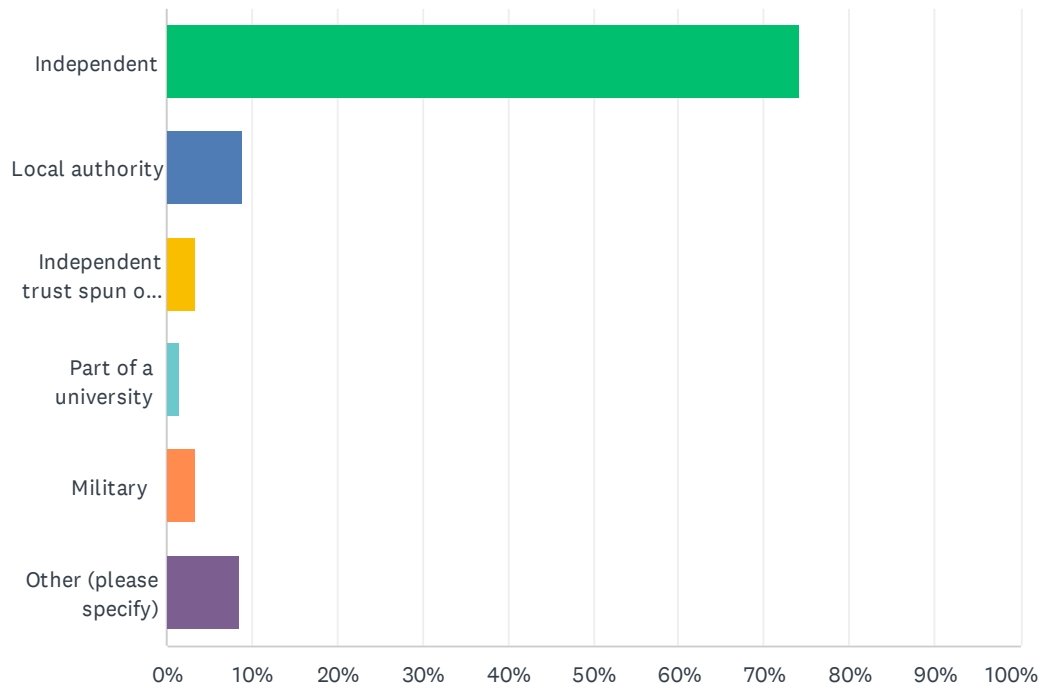


| ANSWER CHOICES                       | RESPONSES |            |
|--------------------------------------|-----------|------------|
| Small museum (up to 20,000 visitors) | 64.18%    | 172        |
| Medium (20,000 to 50,000)            | 8.21%     | 22         |
| Large (50,000 to 100,000)            | 5.22%     | 14         |
| Largest (100,000+)                   | 8.58%     | 23         |
| Supplier category                    | 3.73%     | 10         |
| Individual                           | 1.49%     | 4          |
| Not an AIM member                    | 8.58%     | 23         |
| <b>TOTAL</b>                         |           | <b>268</b> |



### Q3 What type of organisation are you?

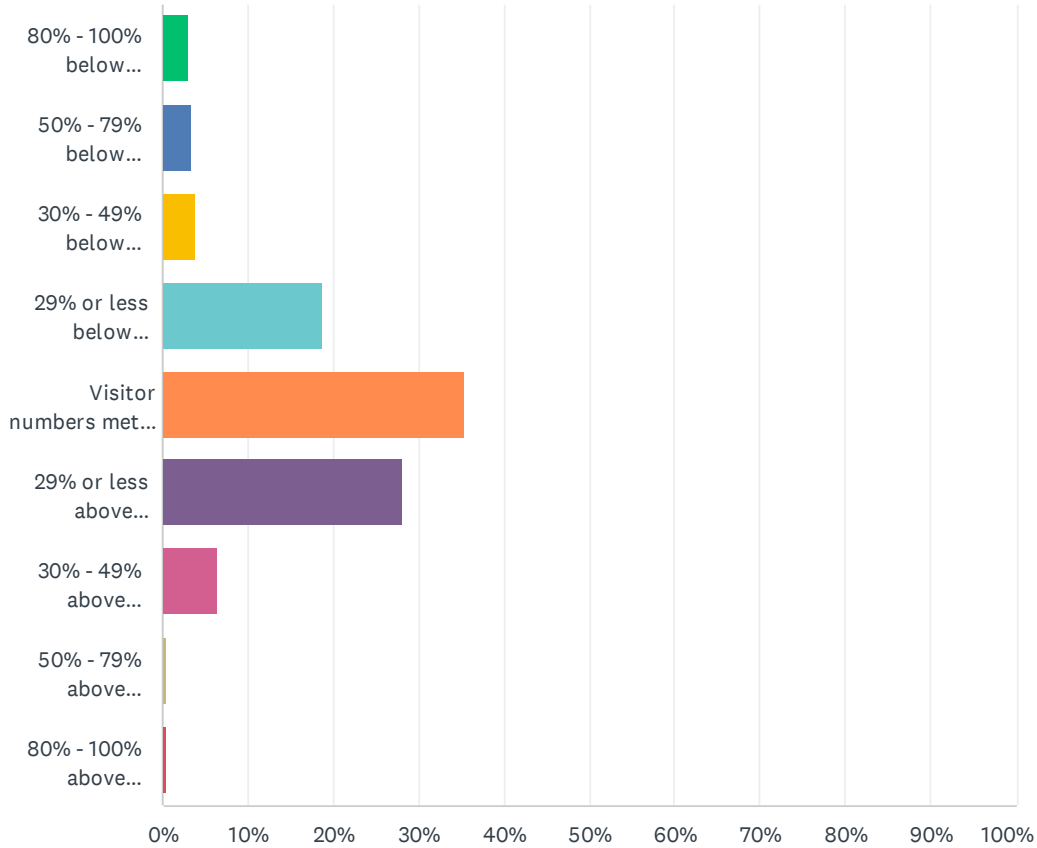
Answered: 268 Skipped: 0



| ANSWER CHOICES                                | RESPONSES |            |
|---|-----------|------------|
| Independent                                   | 74.25%    | 199        |
| Local authority                               | 8.96%     | 24         |
| Independent trust spun out of local authority | 3.36%     | 9          |
| Part of a university                          | 1.49%     | 4          |
| Military                                      | 3.36%     | 9          |
| Other (please specify)                        | 8.58%     | 23         |
| <b>TOTAL</b>                                  |           | <b>268</b> |

## Q4 Thinking about total visitor figures (domestic and international) over the summer months (June – August), what was the reality compared to projections?

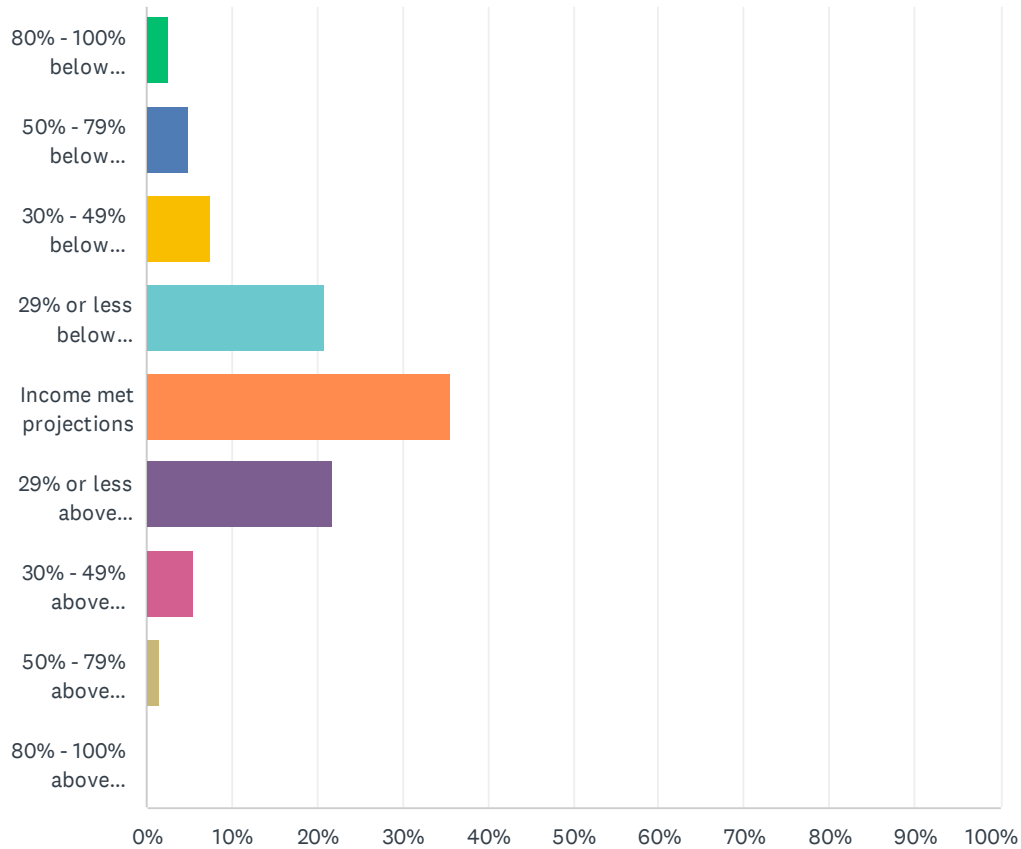
Answered: 203 Skipped: 65



| ANSWER CHOICES                  | RESPONSES |            |
|---------------------------------|-----------|------------|
| 80% - 100% below projections    | 2.96%     | 6          |
| 50% - 79% below projections     | 3.45%     | 7          |
| 30% - 49% below projections     | 3.94%     | 8          |
| 29% or less below projections   | 18.72%    | 38         |
| Visitor numbers met projections | 35.47%    | 72         |
| 29% or less above projections   | 28.08%    | 57         |
| 30% - 49% above projections     | 6.40%     | 13         |
| 50% - 79% above projections     | 0.49%     | 1          |
| 80% - 100% above projections    | 0.49%     | 1          |
| <b>TOTAL</b>                    |           | <b>203</b> |

## Q5 Thinking about total income over the summer months (June – August), what was the reality compared to projections?

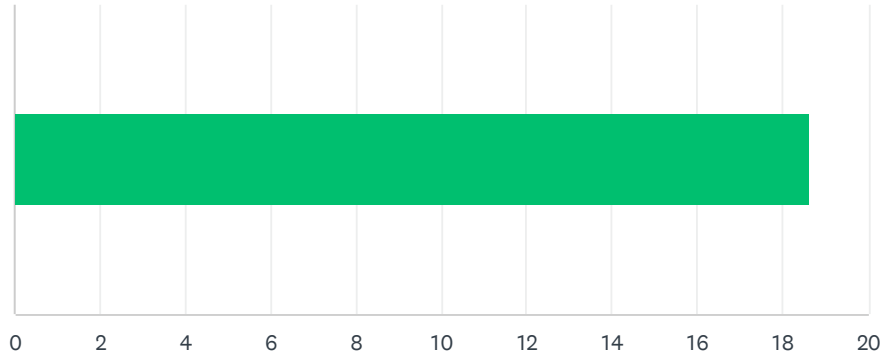
Answered: 202 Skipped: 66



| ANSWER CHOICES                | RESPONSES |            |
|-------------------------------|-----------|------------|
| 80% - 100% below projections  | 2.48%     | 5          |
| 50% - 79% below projections   | 4.95%     | 10         |
| 30% - 49% below projections   | 7.43%     | 15         |
| 29% or less below projections | 20.79%    | 42         |
| Income met projections        | 35.64%    | 72         |
| 29% or less above projections | 21.78%    | 44         |
| 30% - 49% above projections   | 5.45%     | 11         |
| 50% - 79% above projections   | 1.49%     | 3          |
| 80% - 100% above projections  | 0.00%     | 0          |
| <b>TOTAL</b>                  |           | <b>202</b> |

## Q6 Broadly what proportion of your total income is now spent on energy bills?

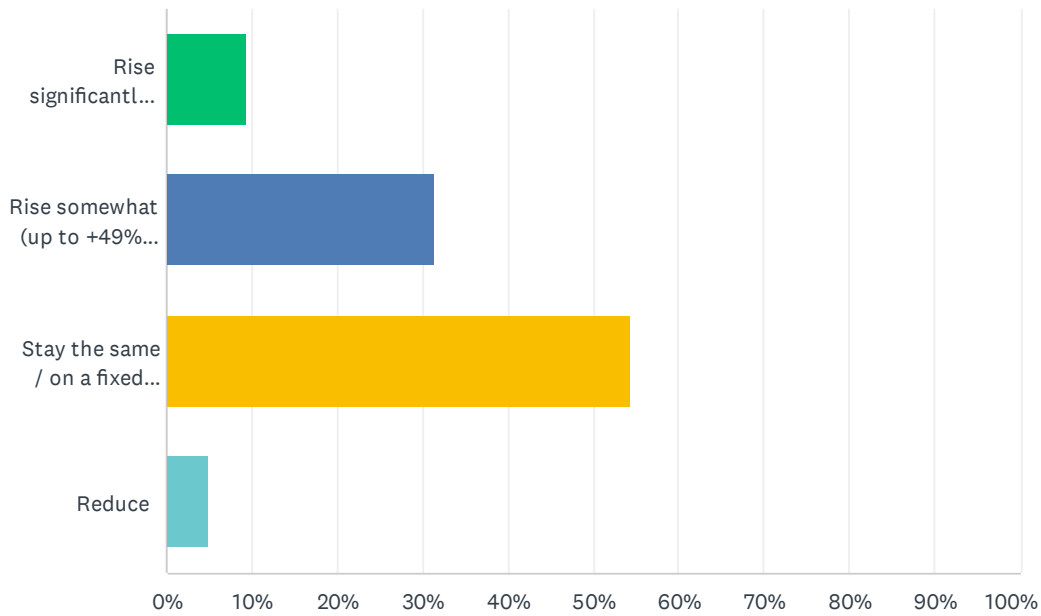
Answered: 160 Skipped: 108



| ANSWER CHOICES         | AVERAGE NUMBER | TOTAL NUMBER | RESPONSES |
|------------------------|----------------|--------------|-----------|
|                        | 19             | 2,983        | 160       |
| Total Respondents: 160 |                |              |           |

## Q7 Over the next 6-12 months, do you expect your energy bills to:

Answered: 160 Skipped: 108



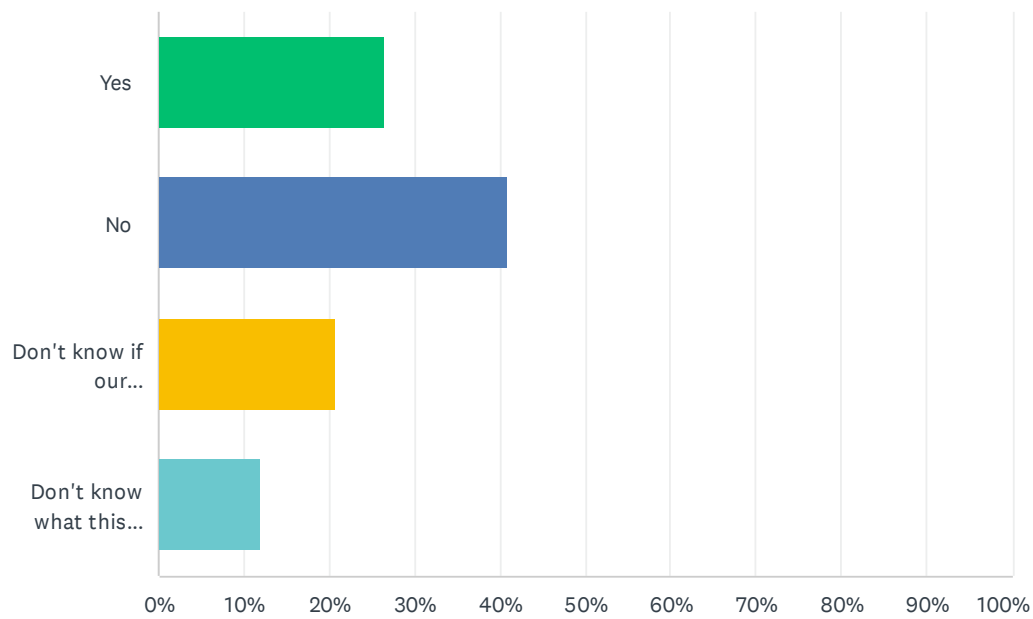
| ANSWER CHOICES                      | RESPONSES |     |
|-------------------------------------|-----------|-----|
| Rise significantly (+50% or more)   | 9.38%     | 15  |
| Rise somewhat (up to +49% increase) | 31.25%    | 50  |
| Stay the same / on a fixed contract | 54.37%    | 87  |
| Reduce                              | 5.00%     | 8   |
| TOTAL                               |           | 160 |

## Q8 Broadly, what do you anticipate will be the likely total cost of your energy bill in 2024?

Answered: 126 Skipped: 142

## Q9 Have you registered for the Energy Bills Discount Scheme?

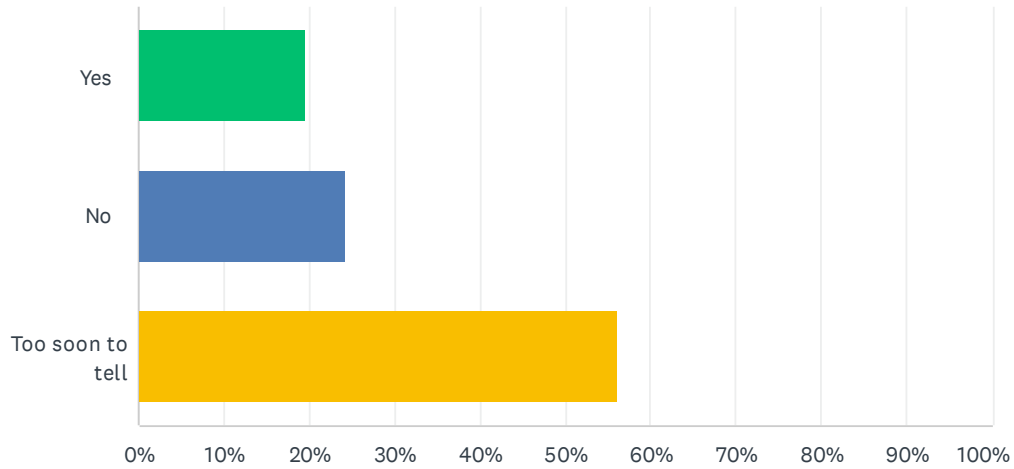
Answered: 159 Skipped: 109



| ANSWER CHOICES                               | RESPONSES |            |
|--|-----------|------------|
| Yes  | 26.42%    | 42         |
| No   | 40.88%    | 65         |
| Don't know if our organisation is registered | 20.75%    | 33         |
| Don't know what this scheme is               | 11.95%    | 19         |
| <b>TOTAL</b>                                 |           | <b>159</b> |

## Q10 Have you seen a reduction in costs from the Energy Bills Discount Scheme?

Answered: 41 Skipped: 227

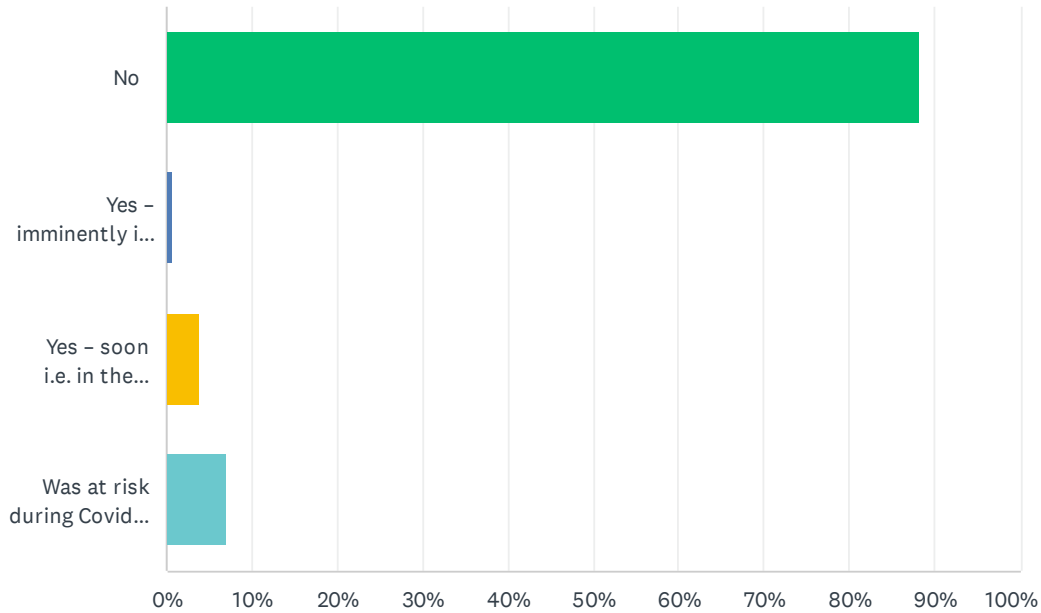


| ANSWER CHOICES   | RESPONSES |           |
|------------------|-----------|-----------|
| Yes              | 19.51%    | 8         |
| No               | 24.39%    | 10        |
| Too soon to tell | 56.10%    | 23        |
| <b>TOTAL</b>     |           | <b>41</b> |



## Q11 Is your organisation at imminent risk of insolvency? i.e. are you at risk of closure / going out of business in the near future?

Answered: 154 Skipped: 114



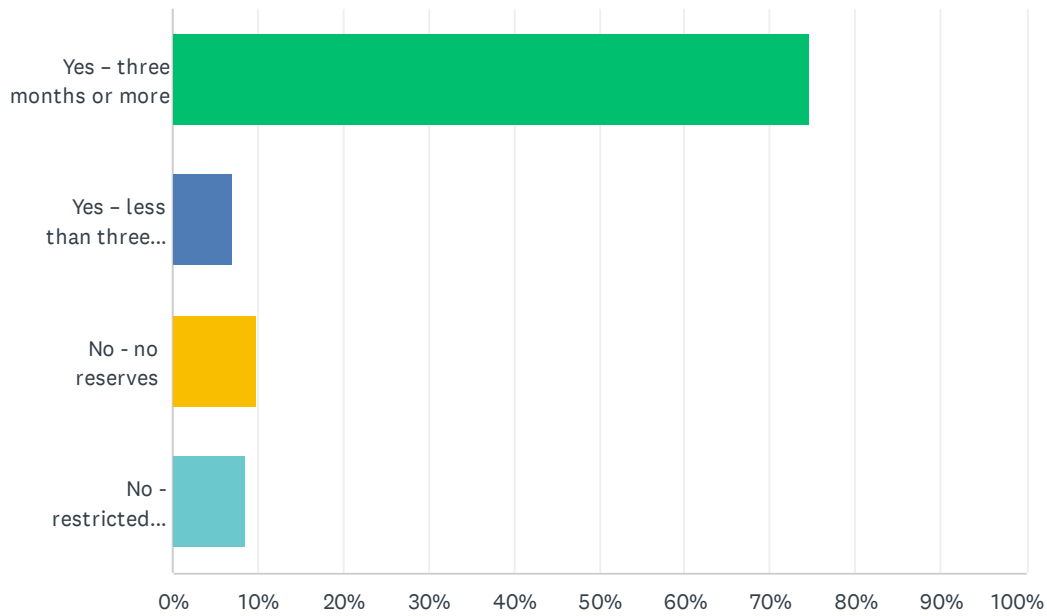
| ANSWER CHOICES                                    | RESPONSES |            |
|---|-----------|------------|
| No  | 88.31%    | 136        |
| Yes – imminently i.e. before end of December 2023 | 0.65%     | 1          |
| Yes – soon i.e. in the next 12 months             | 3.90%     | 6          |
| Was at risk during Covid pandemic, but not now    | 7.14%     | 11         |
| <b>TOTAL</b>                                      |           | <b>154</b> |

Q12 If you're at imminent risk, please leave your contact details and we'll be in touch as we'd like to help, if we can. Or you can get in touch with us - [lisa.ollerhead@aim-museums.co.uk](mailto:lisa.ollerhead@aim-museums.co.uk)

Answered: 5 Skipped: 263

## Q13 Do you have unrestricted reserves available?

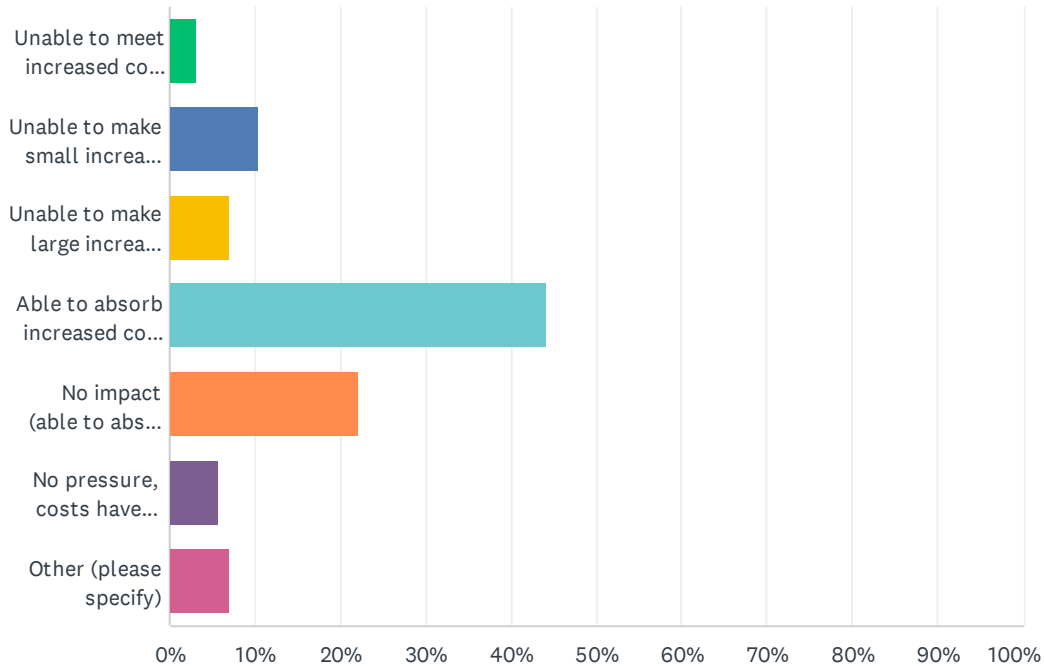
Answered: 154 Skipped: 114



| ANSWER CHOICES               | RESPONSES |            |
|------------------------------|-----------|------------|
| Yes – three months or more   | 74.68%    | 115        |
| Yes – less than three months | 7.14%     | 11         |
| No - no reserves             | 9.74%     | 15         |
| No - restricted reserves     | 8.44%     | 13         |
| <b>TOTAL</b>                 |           | <b>154</b> |

## Q14 What has been the impact, or is the anticipated impact, on your organisation of increased pressure on costs?

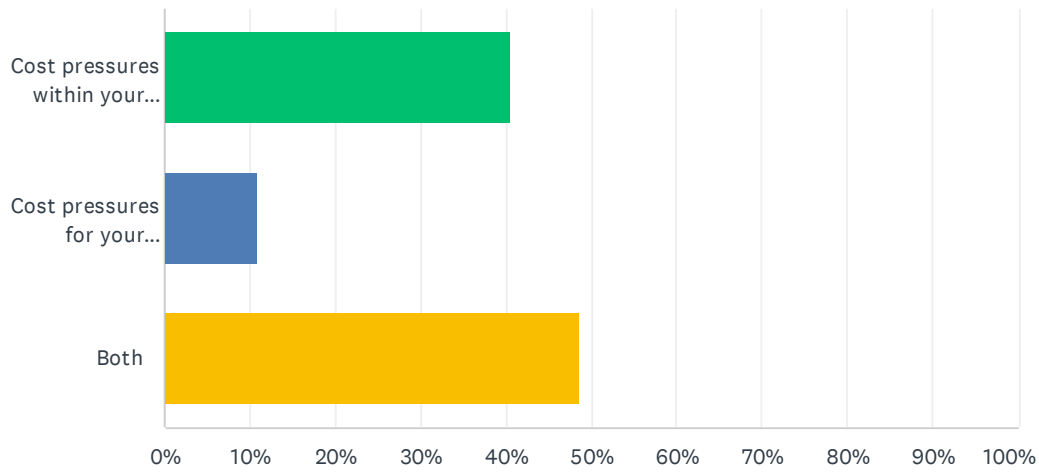
Answered: 154 Skipped: 114



| ANSWER CHOICES  | RESPONSES |            |
|---|-----------|------------|
| Unable to meet increased costs in the short-term (next 6 months) putting organisation at risk                             | 3.25%     | 5          |
| Unable to make small increases to visitor prices (e.g. admissions, retail, hospitality) without reducing demand           | 10.39%    | 16         |
| Unable to make large increases to visitor prices (e.g. admissions, retail, hospitality) without reducing demand           | 7.14%     | 11         |
| Able to absorb increased costs in the short term e.g. via reserves, reducing other outgoings etc but not in the long term | 44.16%    | 68         |
| No impact (able to absorb increased costs in the short and long term)   | 22.08%    | 34         |
| No pressure, costs have stabilised  | 5.84%     | 9          |
| Other (please specify)  | 7.14%     | 11         |
| <b>TOTAL</b>  |           | <b>154</b> |

### Q15 If you're unable to meet costs in short or long term, is the main issue:

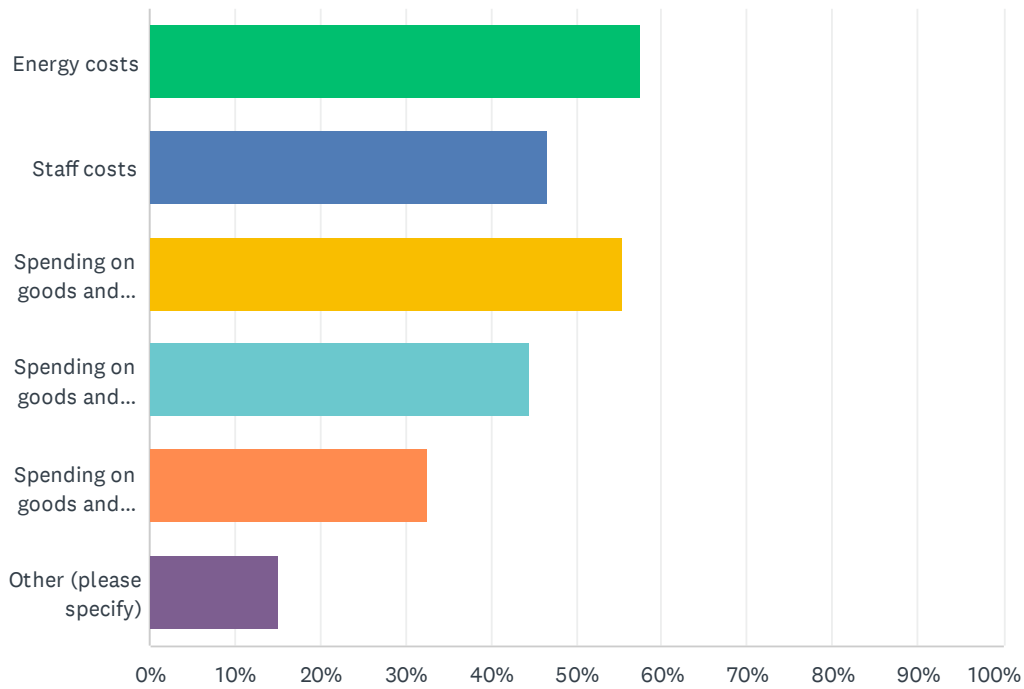
Answered: 74 Skipped: 194



| ANSWER CHOICES  | RESPONSES |           |
|---|-----------|-----------|
| Cost pressures within your organisation (increased expenditure) | 40.54%    | 30        |
| Cost pressures for your visitors (decreased income)             | 10.81%    | 8         |
| Both  | 48.65%    | 36        |
| <b>TOTAL</b>  |           | <b>74</b> |

**Q16 If you're experiencing cost pressures within your organisation, what are your cost pressures chiefly related to? Please tick all that apply.**

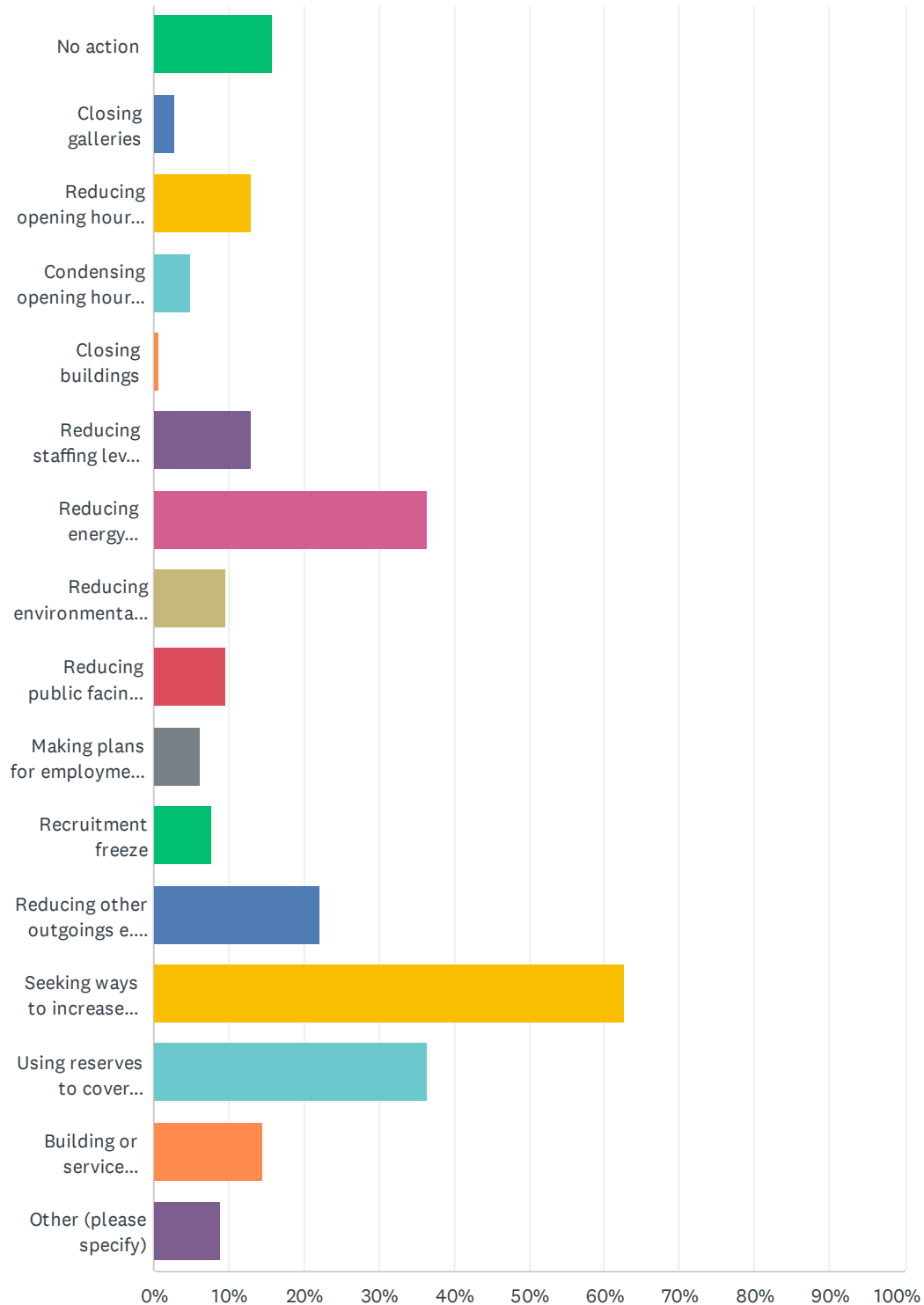
Answered: 92 Skipped: 176



| ANSWER CHOICES   | RESPONSES |    |
|--|-----------|----|
| Energy costs   | 57.61%    | 53 |
| Staff costs  | 46.74%    | 43 |
| Spending on goods and services for core activities     | 55.43%    | 51 |
| Spending on goods and services for capital projects    | 44.57%    | 41 |
| Spending on goods and services for programmes/projects | 32.61%    | 30 |
| Other (please specify)                                 | 15.22%    | 14 |
| Total Respondents: 92                                  |           |    |

# Q17 What action have you taken so far, or do you plan to take, to mitigate rising costs? Please tick all that apply.

Answered: 145 Skipped: 123



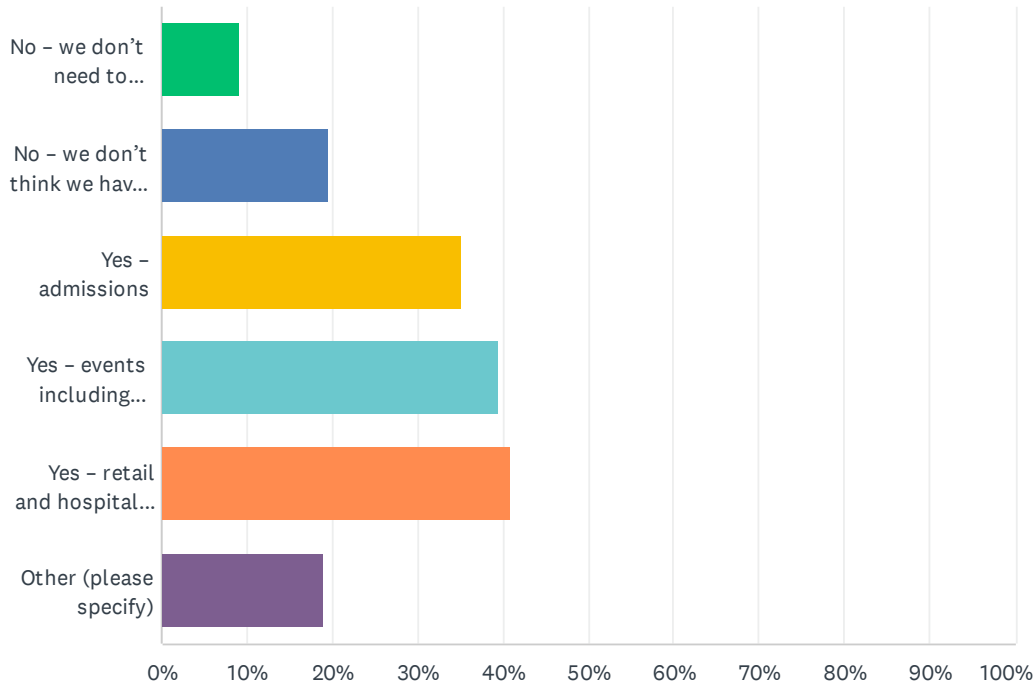
## State of the sector survey

| ANSWER CHOICES   | RESPONSES |    |
|--|-----------|----|
| No action  | 15.86%    | 23 |
| Closing galleries  | 2.76%     | 4  |
| Reducing opening hours / days  | 13.10%    | 19 |
| Condensing opening hours across fewer days                           | 4.83%     | 7  |
| Closing buildings  | 0.69%     | 1  |
| Reducing staffing levels temporarily                                 | 13.10%    | 19 |
| Reducing energy consumption  | 36.55%    | 53 |
| Reducing environmental controls in galleries                         | 9.66%     | 14 |
| Reducing public facing activity                                      | 9.66%     | 14 |
| Making plans for employment restructures or redundancies             | 6.21%     | 9  |
| Recruitment freeze   | 7.59%     | 11 |
| Reducing other outgoings e.g. subscriptions / memberships / training | 22.07%    | 32 |
| Seeking ways to increase income to cover increased costs             | 62.76%    | 91 |
| Using reserves to cover increased costs                              | 36.55%    | 53 |
| Building or service upgrades   | 14.48%    | 21 |
| Other (please specify)   | 8.97%     | 13 |
| Total Respondents: 145   |           |    |



## Q18 Are you planning to increase income this year? Please tick all that apply.

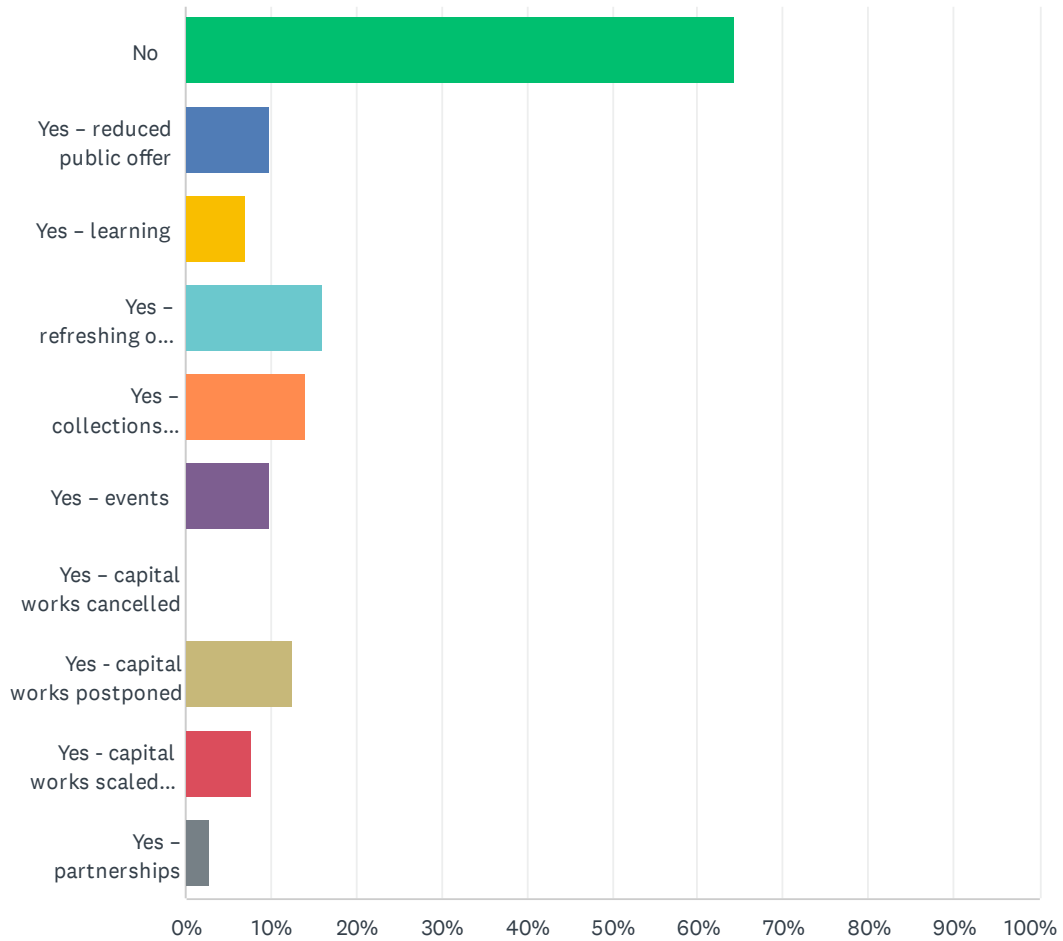
Answered: 142 Skipped: 126



| ANSWER CHOICES   | RESPONSES |    |
|--|-----------|----|
| No - we don't need to increase our income                | 9.15%     | 13 |
| No - we don't think we have options for increased income | 19.72%    | 28 |
| Yes - admissions   | 35.21%    | 50 |
| Yes - events including corporate hire                    | 39.44%    | 56 |
| Yes - retail and hospitality                             | 40.85%    | 58 |
| Other (please specify)                                   | 19.01%    | 27 |
| Total Respondents: 142                                   |           |    |

# Q19 Have you scaled down planned activity this year? Please tick all that apply.

Answered: 143 Skipped: 125

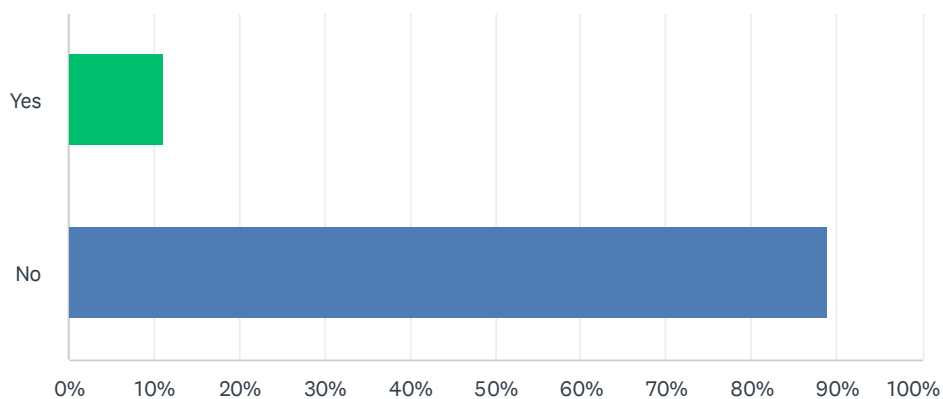


## State of the sector survey

| ANSWER CHOICES   | RESPONSES |    |
|--|-----------|----|
| No   | 64.34%    | 92 |
| Yes – reduced public offer                                   | 9.79%     | 14 |
| Yes – learning   | 6.99%     | 10 |
| Yes – refreshing or creating displays                        | 16.08%    | 23 |
| Yes – collections work e.g. curation, conservation, research | 13.99%    | 20 |
| Yes – events   | 9.79%     | 14 |
| Yes – capital works cancelled                                | 0.00%     | 0  |
| Yes - capital works postponed                                | 12.59%    | 18 |
| Yes - capital works scaled back                              | 7.69%     | 11 |
| Yes – partnerships   | 2.80%     | 4  |
| Total Respondents: 143                                       |           |    |

## Q20 Are you making plans for employment restructures or redundancies?

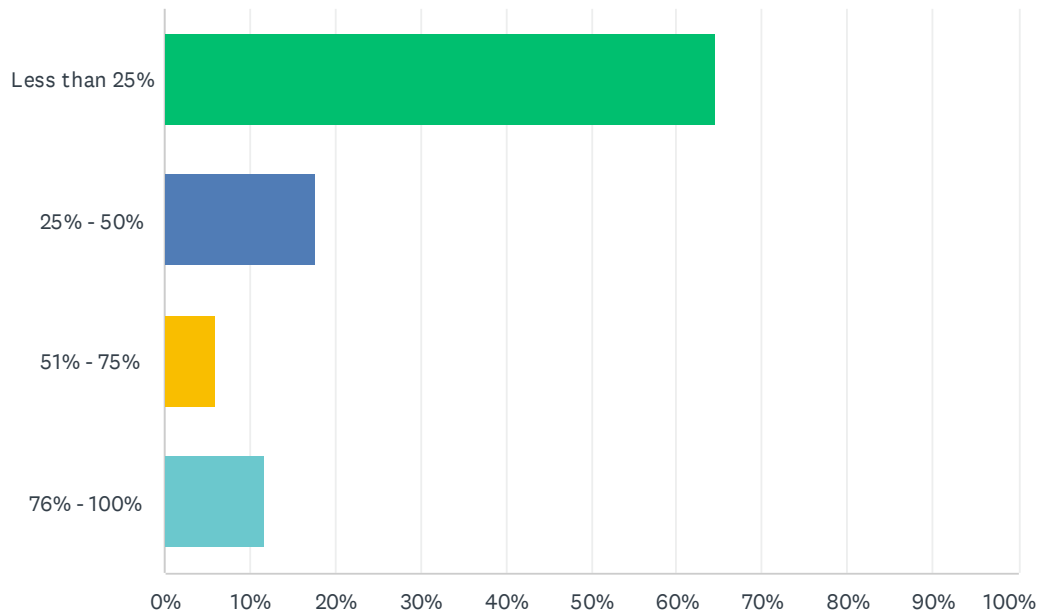
Answered: 143 Skipped: 125



| ANSWER CHOICES | RESPONSES |            |
|----------------|-----------|------------|
| Yes            | 11.19%    | 16         |
| No             | 88.81%    | 127        |
| <b>TOTAL</b>   |           | <b>143</b> |

## Q21 If yes, what proportion of your staff will be affected?

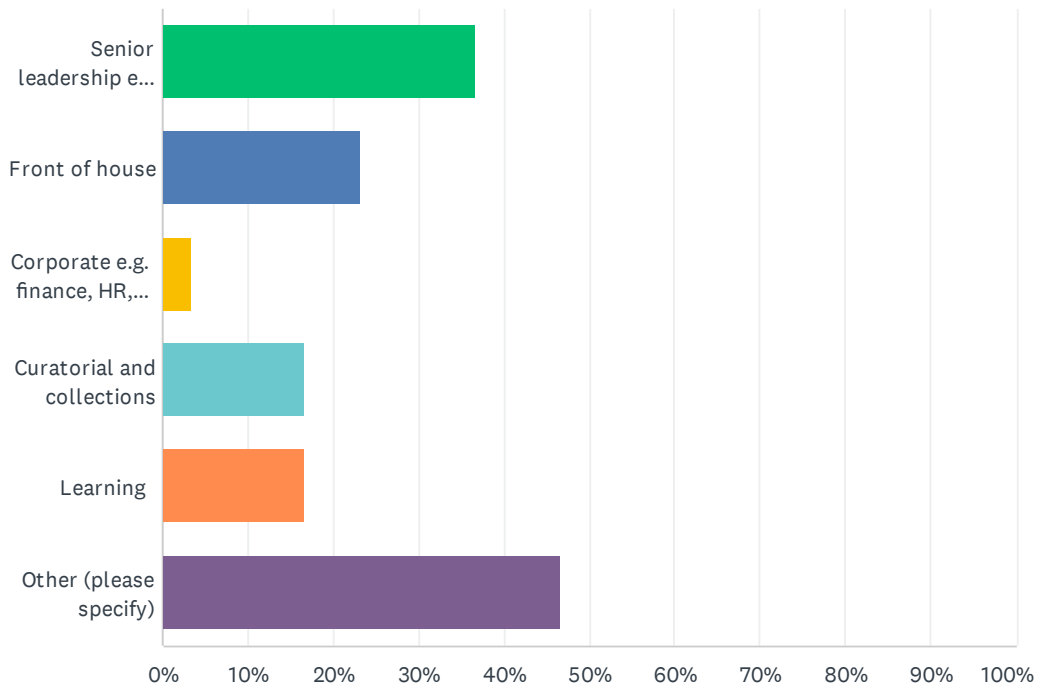
Answered: 17 Skipped: 251



| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Less than 25%  | 64.71% 11 |
| 25% - 50%      | 17.65% 3  |
| 51% - 75%      | 5.88% 1   |
| 76% - 100%     | 11.76% 2  |
| TOTAL          | 17        |

## Q22 What types of your staff will be affected? Please tick all that apply.

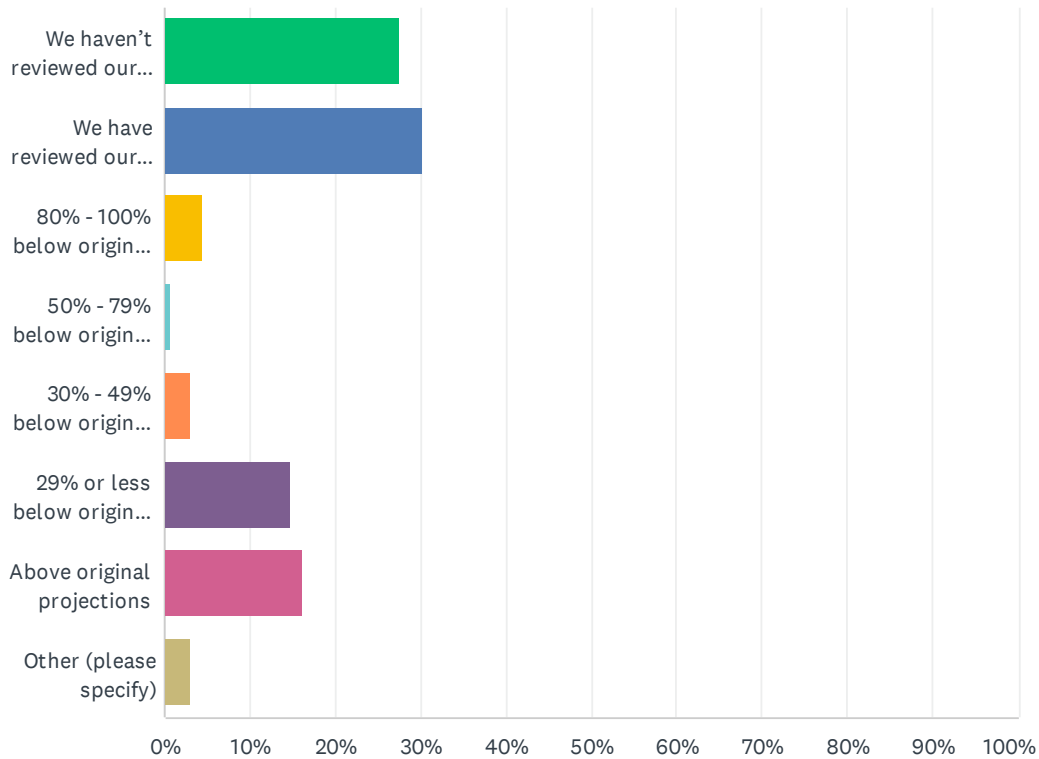
Answered: 30 Skipped: 238



| ANSWER CHOICES                                   | RESPONSES |    |
|--|-----------|----|
| Senior leadership e.g. director, management team | 36.67%    | 11 |
| Front of house                                   | 23.33%    | 7  |
| Corporate e.g. finance, HR, IT                   | 3.33%     | 1  |
| Curatorial and collections                       | 16.67%    | 5  |
| Learning   | 16.67%    | 5  |
| Other (please specify)                           | 46.67%    | 14 |
| Total Respondents: 30                            |           |    |

## Q23 What are your income projections up to the end of March 2024 (i.e. end of the tax year), compared to your projections made at the beginning of your financial year?

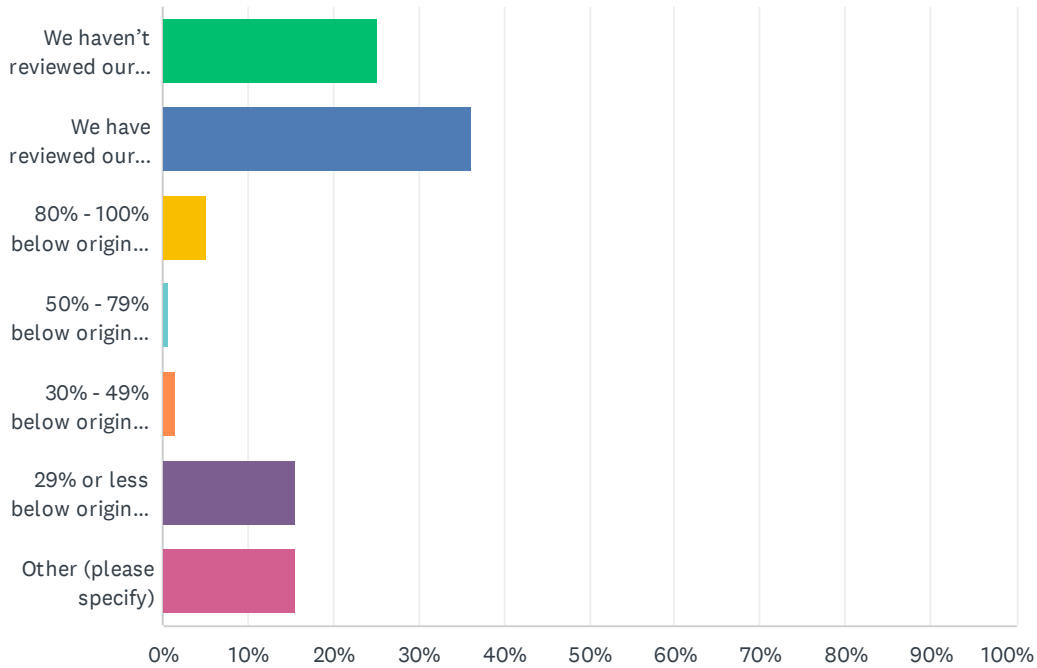
Answered: 135 Skipped: 133



| ANSWER CHOICES  | RESPONSES |            |
|---|-----------|------------|
| We haven't reviewed our projections                       | 27.41%    | 37         |
| We have reviewed our projections but they haven't changed | 30.37%    | 41         |
| 80% - 100% below original projections                     | 4.44%     | 6          |
| 50% - 79% below original projections                      | 0.74%     | 1          |
| 30% - 49% below original projections                      | 2.96%     | 4          |
| 29% or less below original projections                    | 14.81%    | 20         |
| Above original projections                                | 16.30%    | 22         |
| Other (please specify)                                    | 2.96%     | 4          |
| <b>TOTAL</b>  |           | <b>135</b> |

## Q24 What are your visitor attendance expectations up to the end of March 2024?

Answered: 135 Skipped: 133

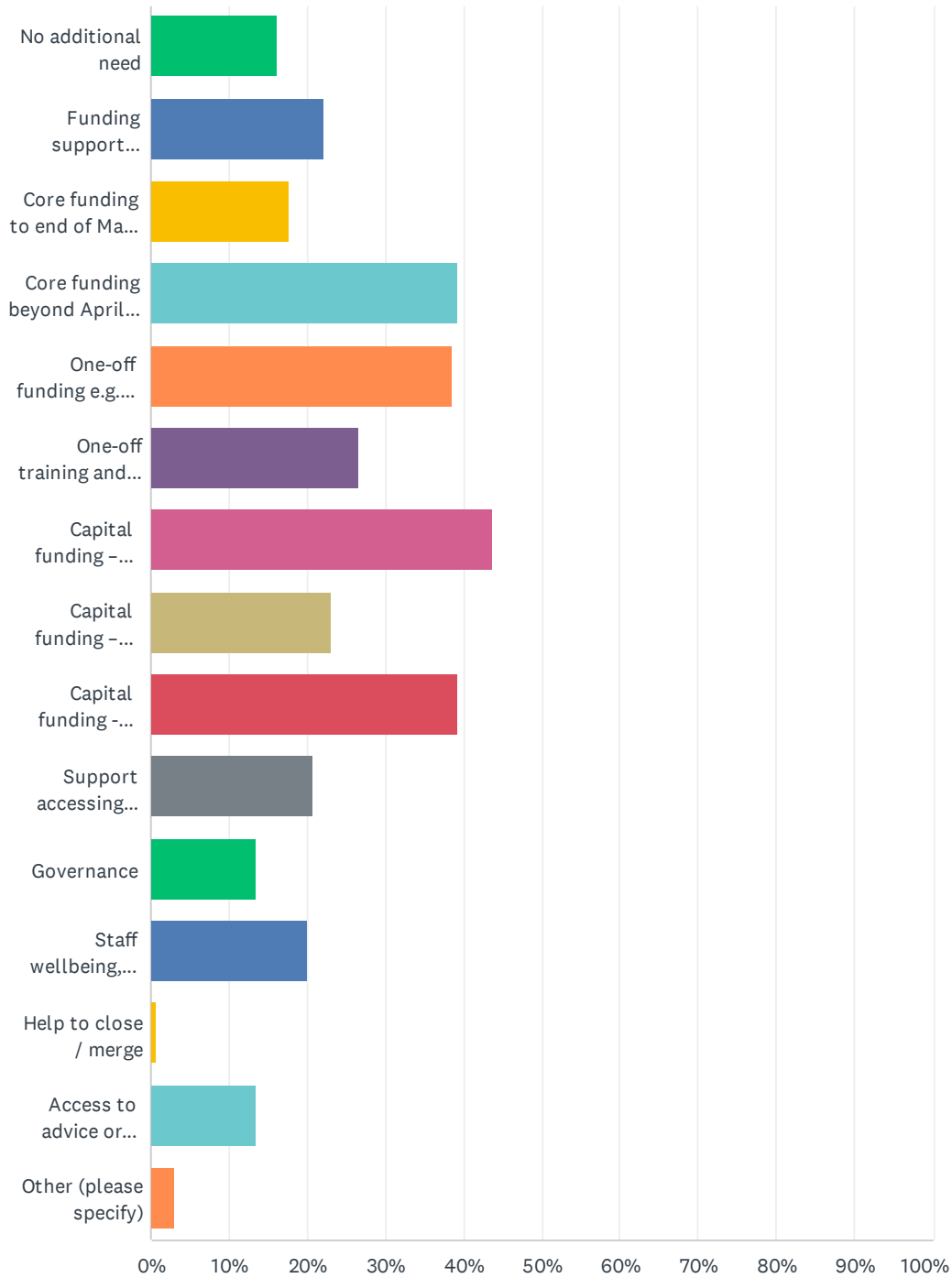


| ANSWER CHOICES  | RESPONSES |            |
|---|-----------|------------|
| We haven't reviewed our projections                       | 25.19%    | 34         |
| We have reviewed our projections but they haven't changed | 36.30%    | 49         |
| 80% - 100% below original projections                     | 5.19%     | 7          |
| 50% - 79% below original projections                      | 0.74%     | 1          |
| 30% - 49% below original projections                      | 1.48%     | 2          |
| 29% or less below original projections                    | 15.56%    | 21         |
| Other (please specify)                                    | 15.56%    | 21         |
| <b>TOTAL</b>  |           | <b>135</b> |



## Q25 What are your support needs over the coming months? Please tick all that apply.

Answered: 135 Skipped: 133

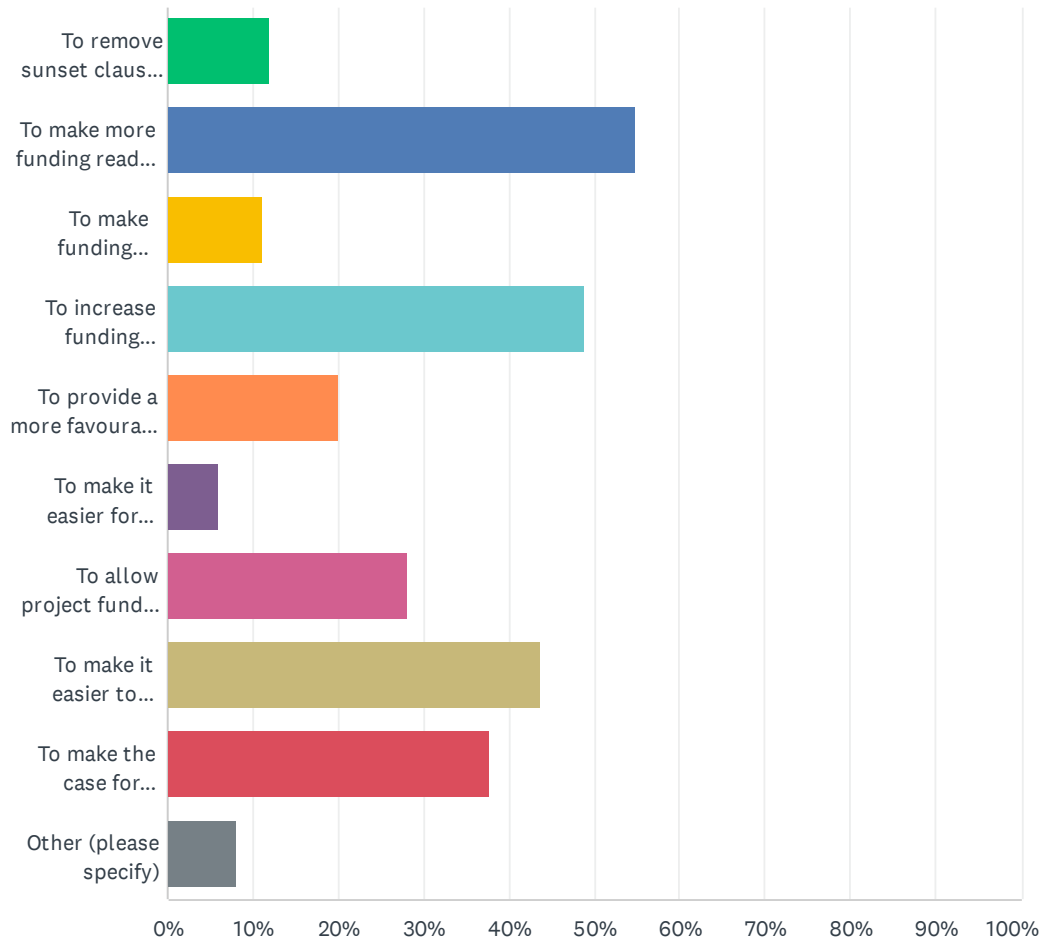


## State of the sector survey

| ANSWER CHOICES  | RESPONSES |    |
|---|-----------|----|
| No additional need  | 16.30%    | 22 |
| Funding support specifically for energy bills                           | 22.22%    | 30 |
| Core funding to end of March 2024                                       | 17.78%    | 24 |
| Core funding beyond April 2024  | 39.26%    | 53 |
| One-off funding e.g. projects on collections, learning, digital etc     | 38.52%    | 52 |
| One-off training and advice e.g. collections, learning, fundraising etc | 26.67%    | 36 |
| Capital funding – maintenance   | 43.70%    | 59 |
| Capital funding – equipment   | 22.96%    | 31 |
| Capital funding - projects e.g. gallery refresh                         | 39.26%    | 53 |
| Support accessing available funding                                     | 20.74%    | 28 |
| Governance  | 13.33%    | 18 |
| Staff wellbeing, resilience and mental health                           | 20.00%    | 27 |
| Help to close / merge   | 0.74%     | 1  |
| Access to advice or support to reduce energy consumption                | 13.33%    | 18 |
| Other (please specify)  | 2.96%     | 4  |
| Total Respondents: 135  |           |    |

Q26 From the selection below, what are your top three messages for AIM's advocacy work over the coming months? e.g. what should AIM be telling funders and decisionmakers about you and your needs? Please select your top three.

Answered: 135 Skipped: 133

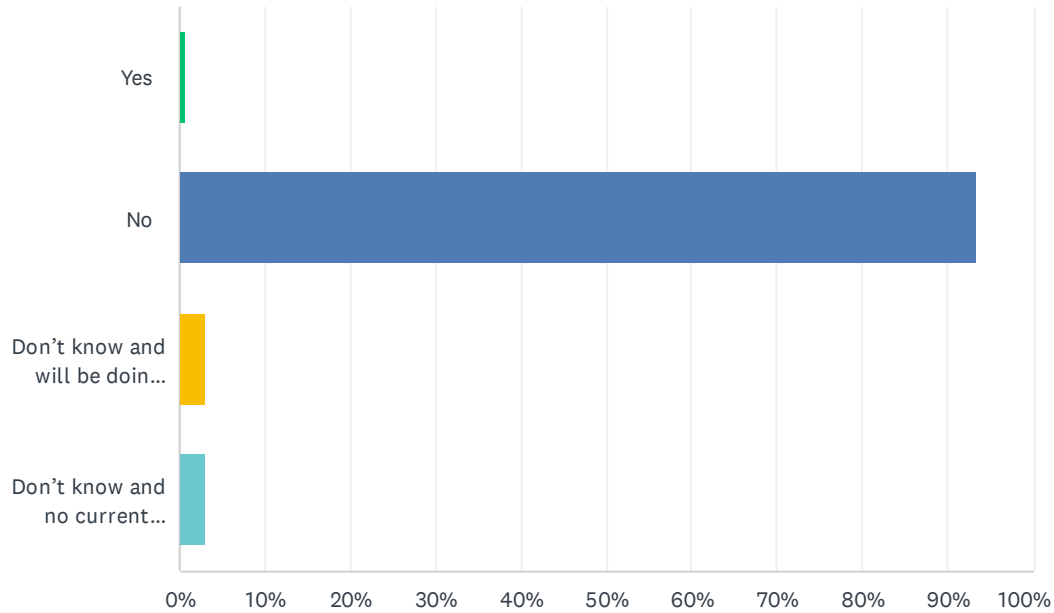


## State of the sector survey

| ANSWER CHOICES  | RESPONSES |    |
|---|-----------|----|
| To remove sunset clause of Museums & Galleries Exhibition Tax Relief and make this permanent                                | 11.85%    | 16 |
| To make more funding readily available to cover core costs  | 54.81%    | 74 |
| To make funding available to support environmental projects   | 11.11%    | 15 |
| To increase funding available for general maintenance   | 48.89%    | 66 |
| To provide a more favourable business environment e.g. a VAT refund scheme for charging museums                             | 20.00%    | 27 |
| To make it easier for museums at risk to access emergency or bridge funding   | 5.93%     | 8  |
| To allow project funding to cover staff costs   | 28.15%    | 38 |
| To make it easier to access funding for back of house projects including collections care and management                    | 43.70%    | 59 |
| To make the case for museums to be more involved in local programmes e.g. regeneration, tourism, levelling up style funding | 37.78%    | 51 |
| Other (please specify)  | 8.15%     | 11 |
| Total Respondents: 135  |           |    |

## Q27 Do you have any RAAC (reinforced autoclaved aerated concrete) in your building?

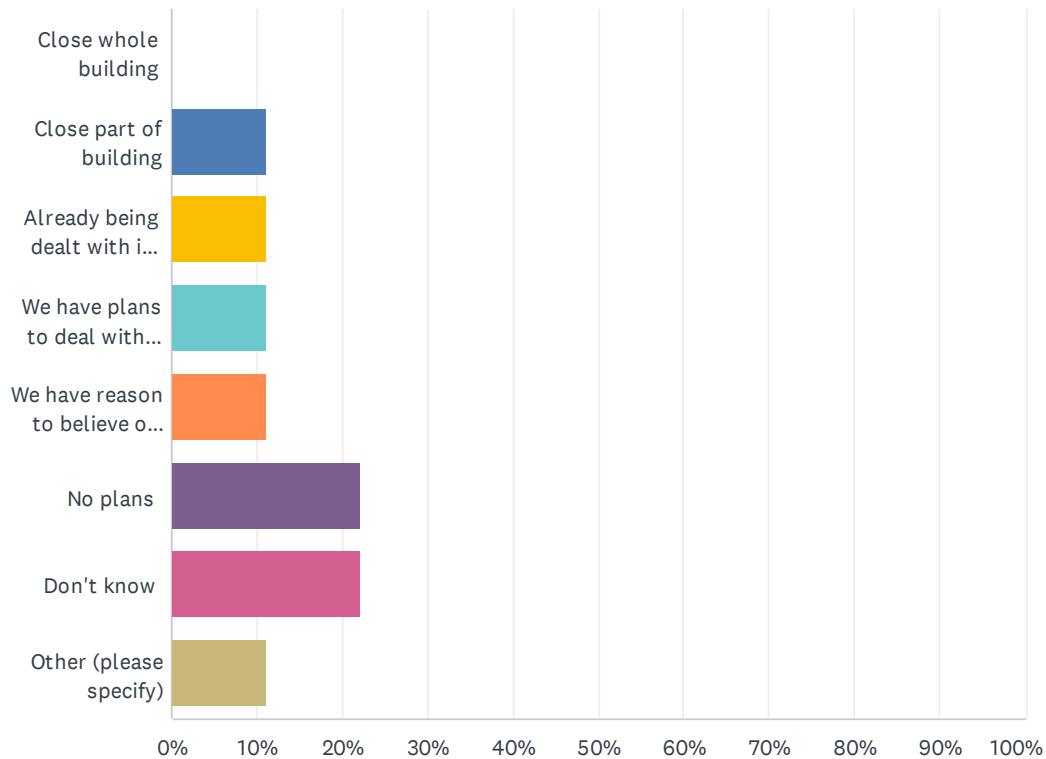
Answered: 134 Skipped: 134



| ANSWER CHOICES                                 | RESPONSES |            |
|--|-----------|------------|
| Yes  | 0.75%     | 1          |
| No   | 93.28%    | 125        |
| Don't know and will be doing a survey to check | 2.99%     | 4          |
| Don't know and no current plans to check       | 2.99%     | 4          |
| <b>TOTAL</b>                                   |           | <b>134</b> |

## Q28 If yes, how do you plan to handle this?

Answered: 9 Skipped: 259



| ANSWER CHOICES  | RESPONSES |          |
|---|-----------|----------|
| Close whole building  | 0.00%     | 0        |
| Close part of building                                      | 11.11%    | 1        |
| Already being dealt with in a capital project               | 11.11%    | 1        |
| We have plans to deal with it in a proposed capital project | 11.11%    | 1        |
| We have reason to believe our RAAC is safe                  | 11.11%    | 1        |
| No plans  | 22.22%    | 2        |
| Don't know  | 22.22%    | 2        |
| Other (please specify)                                      | 11.11%    | 1        |
| <b>TOTAL</b>  |           | <b>9</b> |