	Page	Table	Title	Base Description	Base
	1	1	Q.1 In total, how much would you say you've spent on postage in the last month for the following...Please do not include any stamps that you've bought but not yet used. - Summary table	Base: All Adults 16+ in UK	2139
●	3	2	Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters Please do not include any stamps that you've bought but not yet used.	Base: All Adults 16+ in UK	2139
●	15	3	Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters Please do not include any stamps that you've bought but not yet used.	Base: All Adults 16+ in UK	2139
●	27	4	Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg) Please do not include any stamps that you've bought but not yet used.	Base: All Adults 16+ in UK	2139
	40	5	Q.2 Approximately how many of the following have you sent in the last month? Think about your personal use only, rather than the postal services you might use for work. - Summary table	Base: All Adults 16+ in UK	2139
●	43	6	Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters Think about your personal use only, rather than the postal services you might use for work.	Base: All Adults 16+ in UK	2139
●	62	7	Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters Think about your personal use only, rather than the postal services you might use for work.	Base: All Adults 16+ in UK	2139
●	75	8	Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg) Think about your personal use only, rather than the postal services you might use for work.	Base: All Adults 16+ in UK	2139
	93	9	Q.3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Summary table	Base: All Adults 16+ in UK	2139
●	94	10	Q.3_1 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Standard letters	Base: All Adults 16+ in UK	2139
●	100	11	Q.3_2 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Large letters	Base: All Adults 16+ in UK	2139
●	106	12	Q.3_3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Small or medium parcels (up to 2kg)	Base: All Adults 16+ in UK	2139
●	112	13	Q.4 Why do you send some mail items more often than you did two years ago?	Base: All who send more mail than they did two years ago	174
●	118	14	Q.5 Why do you send some mail items less often than you did two years ago?	Base: All who send less mail than they did two years ago	689
●	124	15	Q.6 Thinking of the amount of money you spend on postage sending letters, would you say you now spend more or less on letters than you did 2 years ago?	Base: All Adults 16+ in UK	2139

	Page	Table	Title	Base Description	Base
●	130	16	Q.7 Now thinking about the amount of money you spend on postage sending small or medium parcels (up to 2kg), would you say you now spend more or less on small or medium parcels than you did 2 years ago?	Base: All Adults 16+ in UK	2139
●	136	17	Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?	Base: All Adults 16+ in UK	2139
●	148	18	Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?	Base: All Adults 16+ in UK	2139
●	160	19	Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?	Base: All Adults 16+ in UK	2139
●	169	20	Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?	Base: All Adults 16+ in UK	2139
●	181	21	Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?	Base: All Adults 16+ in UK	2139
●	193	22	Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?	Base: All Adults 16+ in UK	2139
	205	23	Q14a/Q14b. Which if any of these companies have you a) ever used to send a packet or parcel and b) encountered because they delivered a packet or parcel to you. - Summary table	Base: All Adults 16+ in UK	2139
●	207	24	Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?	Base: All Adults 16+ in UK	2139
●	219	25	Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?	Base: All Adults 16+ in UK	2139
●	231	26	Q.15 On average, how often do you send parcels and packets?	Base: All who have sent at a parcel at least once in the past month	252
●	237	27	Q.16 When sending small/medium parcels using Royal Mail which service do you tend to use?	Base: All who have ever used Royal Mail to send a packet or parcel	1556
●	243	28	Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?	Base: All aware of Royal Mail but have only used other companies to send packets/parcels	138
●	255	29	Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?	Base: All Adults 16+ in UK	2139

	Page	Table	Title	Base Description	Base
●	263	30	Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?	Base: All Adults 16+ in UK	2139
●	271	31	Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?	Base: All Adults 16+ in UK	2139
●	279	32	Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?	Base: All Adults 16+ in UK	2139
●	287	33	Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?	Base: All Adults 16+ in UK	2139
●	295	34	Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?	Base: All Adults 16+ in UK	2139
●	305	35	Q. Break by Break	Base: All Adults 16+ in UK	2139

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1 In total, how much would you say you've spent on postage in the last month for the following...Please do not include any stamps that you've bought but not yet used. - Summary table
Base: All Adults 16+ in UK

		Standard letters	Large letters	Small or medium parcels (up to 2kg)
Unweighted Base		2139	2139	2139
Weighted Base		2139	2139	2139
£0	(0)	1285	1841	1732
		60%	*86%*	*81%*
1p to £1.00	(0.5)	229	31	14
		11%	*1%*	*1%*
£1.01 to £2.00	(1.5)	196	40	16
		9%	*2%*	*1%*
£2.01 to £4.00	(3)	155	37	56
		7%	*2%*	*3%*
£4.01 to £6.00	(5)	113	22	65
		5%	*1%*	*3%*
£6.01 to £10.00	(8)	51	18	60
		2%	*1%*	*3%*
£10.01 to £20.00	(15)	25	10	40
		1%	*	*2%*
£20.01 to £30.00	(25)	7	4	22
		*	*	*1%*
£30.01 to £40.00	(35)	3	3	8
		*	*	*
£40.01 to £50.00	(45)	2	-	1
		*	-	*
Over £50	(50)	-	2	7
		-	*	*
SUMMARY CODES				
1P-£10		744	147	211
		35%	*7%*	*10%*
1P-£20		769	157	251
		36%	*7%*	*12%*
OVER £20		12	9	38
		1%	*	*2%*
Don't know		51	86	77
		2%	*4%*	*4%*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1 In total, how much would you say you've spent on postage in the last month for the following...Please do not include any stamps that you've bought but not yet used. - Summary table
Base: All Adults 16+ in UK

	Standard letters	Large letters	Small or medium parcels (up to 2kg)
Unweighted Base	2139	2139	2139
Weighted Base	2139	2139	2139
Prefer not to say	21	47	42
	1%	*2%*	*2%*
Mean - total population	**1.263**	**0.441**	**1.392**
Standard Deviation	**3.356**	**2.756**	**5.150**
Error Variance	**0.005**	**0.004**	**0.013**
Mean - excluding zero	**3.339**	**5.348**	**9.758**
Standard Deviation	**4.782**	**8.140**	**10.226**
Error Variance	**0.028**	**0.412**	**0.401**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
£0	(0)	1285	672	613	242	287	238	178	170	170	68	528	417	340
		60%	65%b	*56%*	80%efghi	77%efghi	63%fghi	54%hi	50%hi	*41%*	*36%*	78%kl	59%l	*45%*
1p to £1.00	(0.5)	229	104	125	14	27	35	45	60	49	20	41	80	108
		11%	*10%*	*11%*	*5%*	*7%*	9%c	14%cd	17%cdehi	12%cd	10%c	*6%*	11%j	14%j
£1.01 to £2.00	(1.5)	196	81	115	12	11	23	40	42	67	37	23	63	110
		9%	*8%*	10%a	*4%*	*3%*	*6%*	12%cde	12%cde	16%cde	20%cdefg	*3%*	9%j	14%jk
£2.01 to £4.00	(3)	155	56	98	10	11	17	30	32	54	24	21	47	86
		7%	*5%*	9%a	*3%*	*3%*	*4%*	9%cde	9%cde	13%cde	13%cde	*3%*	7%j	11%jk
£4.01 to £6.00	(5)	113	45	68	5	14	24	16	26	28	18	19	40	54
		5%	*4%*	*6%*	*2%*	*4%*	6%c	*5%*	8%c	7%c	9%cdf	*3%*	6%j	7%j
£6.01 to £10.00	(8)	51	22	29	4	6	13	9	2	16	7	10	23	18
		2%	*2%*	*3%*	*1%*	*2%*	4%g	3%g	*1%*	4%cg	4%g	*2%*	*3%*	*2%*
£10.01 to £20.00	(15)	25	14	11	-	3	10	2	1	10	4	3	12	10
		1%	*1%*	*1%*	-	*1%*	3%cg	*1%*	*	2%cg	2%cg	*	2%j	*1%*
£20.01 to £30.00	(25)	7	2	5	-	2	1	1	2	2	1	2	2	3
		*	*	*	-	*	*	*	*	*	*1%*	*	*	*
£30.01 to £40.00	(35)	3	3	1	-	-	2	-	1	1	-	-	2	2
		*	*	*	-	-	*	-	*	*	-	-	*	*
£40.01 to £50.00	(45)	2	2	-	-	-	-	1	1	*	*	-	1	1
		*	*	-	-	-	-	*	*	*	*	-	*	*
Over £50	(50)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
1P-£10		744	308	435	46	70	112	140	162	214	106	115	253	376
		35%	*30%*	40%a	*15%*	*19%*	30%cd	43%cde	47%cde	52%cdef	56%cdefg	*17%*	36%j	50%jk
1P-£20		769	322	447	46	73	123	142	163	224	110	118	265	386
		36%	*31%*	41%a	*15%*	*20%*	32%cd	43%cde	47%cde	54%cdef	58%cdefg	*18%*	37%j	51%jk
OVER £20		12	7	5	-	2	3	2	3	3	2	2	5	6
		1%	*1%*	*	-	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Don't know	51	22	29	13	5	5	4	7	16	9	18	10	23
	2%	*2%*	*3%*	*4%de*	*1%*	*1%*	*1%*	*2%*	*4%def*	*5%def*	*3%*	*1%*	*3%k*
Prefer not to say	21	15	6	2	6	10	1	-	2	1	8	11	2
	1%	*1%*	*1%*	*1%*	*2%g*	*3%fghi*	*	-	*	*	*1%l*	*2%l*	*
Mean - total population	**1.263**	**1.203**	**1.319**	**0.400**	**0.740**	**1.552cd**	**1.321cd**	**1.354cd**	**1.972cdfg**	**2.196cdfg**	**0.589**	**1.444j**	**1.689j**
Standard Deviation	**3.356**	**3.772**	**2.912**	**1.289**	**2.540**	**3.977**	**3.517**	**3.660**	**3.802**	**4.032**	**2.086**	**3.767**	**3.748**
Error Variance	**0.005**	**0.014**	**0.008**	**0.006**	**0.022**	**0.053**	**0.046**	**0.048**	**0.022**	**0.055**	**0.008**	**0.025**	**0.015**
Mean - excluding zero	**3.339**	**3.658**	**3.107**	**2.526**	**3.600**	**4.506fg**	**2.954**	**2.744**	**3.455**	**3.540**	**3.191**	**3.675**	**3.154**
Standard Deviation	**4.782**	**5.860**	**3.799**	**2.276**	**4.617**	**5.721**	**4.786**	**4.836**	**4.498**	**4.636**	**3.919**	**5.289**	**4.652**
Error Variance	**0.028**	**0.096**	**0.031**	**0.148**	**0.344**	**0.324**	**0.196**	**0.172**	**0.055**	**0.116**	**0.158**	**0.128**	**0.043**

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
£0	(0)	1285	597	291	397	689	738	547	425	860	224	1061
		60%	*56%*	66%a	63%a	64%a	64%f	*56%*	67%h	*57%*	*52%*	62%i
1p to £1.00	(0.5)	229	123	42	64	106	135	95	65	165	52	178
		11%	*12%*	*10%*	*10%*	*10%*	*12%*	*10%*	*10%*	*11%*	*12%*	*10%*
£1.01 to £2.00	(1.5)	196	107	37	52	89	83	113	36	160	43	153
		9%	*10%*	*8%*	*8%*	*8%*	*7%*	12%e	*6%*	11%g	*10%*	*9%*
£2.01 to £4.00	(3)	155	98	28	29	57	68	87	29	126	41	114
		7%	9%cd	*6%*	*5%*	*5%*	*6%*	9%e	*5%*	8%g	10%j	*7%*
£4.01 to £6.00	(5)	113	68	22	22	44	58	55	30	82	23	89
		5%	6%cd	*5%*	*3%*	*4%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*
£6.01 to £10.00	(8)	51	29	6	15	22	29	22	16	35	15	37
		2%	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*
£10.01 to £20.00	(15)	25	14	3	8	11	14	12	4	21	8	18
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
£20.01 to £30.00	(25)	7	3	1	2	3	2	4	3	4	1	6
		*	*	*	*	*	*	*	*	*	*	*
£30.01 to £40.00	(35)	3	3	-	1	1	2	2	2	2	1	3
		*	*	-	*	*	*	*	*	*	*	*
£40.01 to £50.00	(45)	2	-	1	1	2	1	1	-	2	1	2
		*	-	*	*	*	*	*	-	*	*	*
Over £50	(50)	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES												
1P-£10		744	425	136	183	319	373	371	176	568	173	571
		35%	40%bcd	*31%*	*29%*	*30%*	*32%*	38%e	*28%*	38%g	40%j	*33%*
1P-£20		769	439	139	191	330	386	383	180	589	180	589
		36%	41%bcd	*31%*	*30%*	*31%*	*33%*	39%e	*29%*	39%g	42%j	*34%*
OVER £20		12	6	2	4	6	5	7	4	8	2	10
		1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Don't know	51	12	10	29	39	16	35	11	40	17	34
	2%	*1%*	*2%*	*5%ab*	*4%a*	*1%*	*4%e*	*2%*	*3%*	*4%j*	*2%*
Prefer not to say	21	11	3	8	11	13	8	12	10	3	18
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%h*	*1%*	*1%*	*1%*
Mean - total population	**1.263**	**1.415b**	**1.019**	**1.172**	**1.108**	**1.141**	**1.409**	**1.051**	**1.351**	**1.583j**	**1.184**
Standard Deviation	**3.356**	**3.250**	**3.185**	**3.640**	**3.455**	**3.188**	**3.544**	**3.164**	**3.430**	**3.758**	**3.246**
Error Variance	**0.005**	**0.012**	**0.022**	**0.019**	**0.010**	**0.011**	**0.011**	**0.019**	**0.008**	**0.029**	**0.007**
Mean - excluding zero	**3.339**	**3.312**	**3.130**	**3.552**	**3.376**	**3.293**	**3.386**	**3.472**	**3.299**	**3.525**	**3.283**
Standard Deviation	**4.782**	**4.296**	**4.965**	**5.639**	**5.364**	**4.720**	**4.849**	**4.974**	**4.724**	**4.967**	**4.727**
Error Variance	**0.028**	**0.044**	**0.162**	**0.127**	**0.071**	**0.071**	**0.046**	**0.161**	**0.033**	**0.106**	**0.038**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
			Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
£0	(0)	1285	1179	106	995	290	789	496	646	284	335	1079	207
		60%	61%b	*49%*	*58%*	70%c	*58%*	64%e	*54%*	69%g	67%g	62%k	*50%*
1p to £1.00	(0.5)	229	200	30	201	29	163	66	139	34	55	189	40
		11%	*10%*	*14%*	12%d	*7%*	12%f	*9%*	*12%*	*8%*	*11%*	*11%*	*10%*
£1.01 to £2.00	(1.5)	196	166	30	166	30	128	68	136	18	41	141	55
		9%	*9%*	14%a	*10%*	*7%*	*9%*	*9%*	11%h	*4%*	8%h	*8%*	13%j
£2.01 to £4.00	(3)	155	140	15	130	25	95	60	120	17	16	116	39
		7%	*7%*	*7%*	*8%*	*6%*	*7%*	*8%*	10%hi	*4%*	*3%*	*7%*	*10%*
£4.01 to £6.00	(5)	113	99	13	98	14	68	45	73	21	18	88	24
		5%	*5%*	*6%*	*6%*	*3%*	*5%*	*6%*	6%i	*5%*	*4%*	*5%*	*6%*
£6.01 to £10.00	(8)	51	43	8	47	4	38	14	29	18	3	43	9
		2%	*2%*	*4%*	3%d	*1%*	*3%*	*2%*	2%i	4%i	*1%*	*2%*	*2%*
£10.01 to £20.00	(15)	25	21	5	22	4	19	7	16	2	5	19	6
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
£20.01 to £30.00	(25)	7	6	1	7	-	3	4	5	-	1	4	2
		*	*	*	*	-	*	*	*	-	*	*	*1%*
£30.01 to £40.00	(35)	3	3	1	2	2	3	-	3	-	1	2	2
		*	*	*	*	*	*	-	*	-	*	*	*
£40.01 to £50.00	(45)	2	2	-	2	-	2	-	2	-	1	2	-
		*	*	-	*	-	*	-	*	-	*	*	-
Over £50	(50)	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
1P-£10		744	648	96	642	101	491	252	497	108	132	577	167
		35%	*34%*	44%a	37%d	*24%*	*36%*	*32%*	41%hi	*26%*	*27%*	*33%*	41%j
1P-£20		769	668	101	664	105	510	259	513	110	138	596	173
		36%	*35%*	46%a	39%d	*25%*	*38%*	*33%*	43%hi	*27%*	*28%*	*34%*	42%j

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
OVER £20	12	11	2	11	2	8	4	9	-	3	8	4
	1%	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	-	*1%*	*	*1%*
Don't know	51	42	9	41	10	35	16	22	12	17	31	20
	2%	*2%*	4%a	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	5%j
Prefer not to say	21	20	1	14	7	18	3	12	5	4	15	6
	1%	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*
Mean - total population	**1.263**	**1.213**	**1.699a**	**1.354d**	**0.876**	**1.355**	**1.103**	**1.513hi**	**0.944**	**0.890**	**1.187**	**1.595j**
Standard Deviation	**3.356**	**3.305**	**3.761**	**3.440**	**2.947**	**3.678**	**2.707**	**3.670**	**2.241**	**3.244**	**3.255**	**3.754**
Error Variance	**0.005**	**0.006**	**0.047**	**0.007**	**0.022**	**0.010**	**0.010**	**0.012**	**0.014**	**0.021**	**0.006**	**0.034**
Mean - excluding zero	**3.339**	**3.320**	**3.467**	**3.352**	**3.260**	**3.417**	**3.186**	**3.384**	**3.385**	**3.012**	**3.304**	**3.463**
Standard Deviation	**4.782**	**4.786**	**4.776**	**4.755**	**4.969**	**5.204**	**3.816**	**4.879**	**3.128**	**5.417**	**4.745**	**4.918**
Error Variance	**0.028**	**0.034**	**0.151**	**0.032**	**0.217**	**0.047**	**0.059**	**0.043**	**0.100**	**0.181**	**0.036**	**0.122**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
£0	(0)	1285	61	158	128	84	94	136	151	186	75	1074	61	117	34	1082	201
		60%	65%ei	64%ei	70%deghijk	57%i	*51%*	68%egij	56%i	60%i	*45%*	60%ei	*57%*	64%ei	69%ei	*58%*	72%n
1p to £1.00	(0.5)	229	9	24	12	20	26	20	28	38	20	197	13	13	6	208	20
		11%	*10%*	*10%*	*7%*	*13%*	14%cl	*10%*	*10%*	*12%*	*12%*	*11%*	*12%*	*7%*	*13%*	*11%*	*7%*
£1.01 to £2.00	(1.5)	196	8	24	13	13	24	16	22	26	15	161	13	15	8	186	8
		9%	*9%*	*10%*	*7%*	*9%*	*13%*	*8%*	*8%*	*9%*	*9%*	*9%*	*12%*	*8%*	16%c	10%o	*3%*
£2.01 to £4.00	(3)	155	8	25	3	12	16	15	12	22	22	134	9	12	-	142	13
		7%	8%cm	10%cgm	*2%*	8%cm	9%cm	7%cm	*4%*	7%cm	13%cghjm	7%cm	8%cm	6%c	-	*8%*	*5%*
£4.01 to £6.00	(5)	113	5	12	13	7	11	6	16	19	13	102	7	3	-	100	13
		5%	*6%*	*5%*	7%l	*5%*	*6%*	*3%*	*6%*	6%l	8%lm	6%l	7%l	*2%*	-	*5%*	*4%*
£6.01 to £10.00	(8)	51	-	2	2	5	5	1	19	8	4	45	1	4	1	44	7
		2%	-	*1%*	*1%*	*3%*	*3%*	*1%*	7%abcfhjkl	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*
£10.01 to £20.00	(15)	25	2	1	*	2	3	2	7	1	5	24	-	1	-	18	7
		1%	*2%*	*	*	*1%*	*2%*	*1%*	3%h	*	3%bch	*1%*	-	*1%*	-	*1%*	*3%*
£20.01 to £30.00	(25)	7	-	-	-	*	-	2	2	1	1	6	-	1	-	7	-
		*	-	-	-	*	-	*1%*	*1%*	*	*1%*	*	-	*1%*	-	*	-
£30.01 to £40.00	(35)	3	-	-	-	-	2	-	-	2	-	3	-	-	-	3	-
		*	-	-	-	-	*1%*	-	-	*1%*	-	*	-	-	-	*	-
£40.01 to £50.00	(45)	2	1	-	-	-	-	-	2	-	-	2	-	-	-	2	-
		*	*1%*	-	-	-	-	-	*1%*	-	-	*	-	-	-	*	-
Over £50	(50)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																	
1P-£10		744	31	86	44	56	82	58	97	112	74	639	43	47	15	679	61
		35%	*32%*	35%c	*24%*	38%cl	45%bcfjl	*29%*	36%cl	36%cl	44%cfjl	35%cl	40%cl	*26%*	*31%*	37%o	*22%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
1P-£20	769	33	87	44	58	86	60	104	113	79	663	43	48	15	698	68
	36%	*34%*	35%c	*24%*	40%cl	47%bcfhj lm	*30%*	39%cl	37%cl	47%bcfhj lm	37%cl	40%cl	*26%*	*31%*	38%o	*24%*
OVER £20	12	1	-	-	*	2	2	3	2	1	11	-	1	-	12	-
	1%	*1%*	-	-	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-
Don't know	51	-	-	8	2	2	3	5	8	8	36	3	12	-	45	6
	2%	-	-	4%b	*1%*	*1%*	*2%*	*2%*	3%b	5%bj	2%b	3%b	7%abdefg hj	-	*2%*	*2%*
Prefer not to say	21	-	3	2	3	-	-	5	-	4	17	-	4	-	14	5
	1%	-	*1%*	*1%*	2%h	-	-	2%h	-	3%efh	*1%*	-	2%h	-	*1%*	*2%*
Mean - total population	**1.263**	**1.411**	**0.867**	**0.722**	**1.243**	**1.630bcm**	**0.976**	**2.059bcf hjklm**	**1.199**	**1.955bcf hjklm**	**1.334c**	**0.929**	**0.945**	**0.482**	**1.295**	**1.060**
Standard Deviation	**3.356**	**4.741**	**1.752**	**1.756**	**2.769**	**4.057**	**2.947**	**5.029**	**3.343**	**3.779**	**3.514**	**1.593**	**2.790**	**1.262**	**3.430**	**2.848**
Error Variance	**0.005**	**0.250**	**0.013**	**0.019**	**0.052**	**0.084**	**0.045**	**0.105**	**0.040**	**0.085**	**0.007**	**0.022**	**0.046**	**0.026**	**0.006**	**0.034**
Mean - excluding zero	**3.339**	**4.003**	**2.443**	**2.830**	**3.024**	**3.383**	**3.127**	**4.968bhj k**	**3.133**	**3.781bk**	**3.459**	**2.252**	**3.205**	**1.544**	**3.269**	**4.184**
Standard Deviation	**4.782**	**7.373**	**2.196**	**2.490**	**3.656**	**5.326**	**4.615**	**6.839**	**4.821**	**4.560**	**4.968**	**1.787**	**4.402**	**1.897**	**4.823**	**4.372**
Error Variance	**0.028**	**1.699**	**0.051**	**0.122**	**0.209**	**0.278**	**0.338**	**0.482**	**0.213**	**0.242**	**0.035**	**0.063**	**0.352**	**0.200**	**0.030**	**0.341**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
£0	(0)	1285	40	40	115	81	17	16	1226	896	995
		60%	*5%*	25%a	41%ab	43%ab	34%a	42%a	*60%*	*57%*	*60%*
1p to £1.00	(0.5)	229	214	18	25	19	4	2	219	188	186
		11%	27%bcdef	*11%*	*9%*	*10%*	*8%*	*5%*	*11%*	*12%*	*11%*
£1.01 to £2.00	(1.5)	196	183	27	32	23	6	3	189	156	155
		9%	23%cdf	*17%*	*12%*	*12%*	*12%*	*8%*	*9%*	*10%*	*9%*
£2.01 to £4.00	(3)	155	151	27	45	31	11	3	150	135	120
		7%	*19%*	*17%*	*16%*	*16%*	*22%*	*7%*	*7%*	*9%*	*7%*
£4.01 to £6.00	(5)	113	103	23	31	21	7	4	110	95	85
		5%	*13%*	*14%*	*11%*	*11%*	*14%*	*9%*	*5%*	*6%*	*5%*
£6.01 to £10.00	(8)	51	47	11	15	6	2	6	50	40	42
		2%	*6%*	*7%*	*5%*	*3%*	*4%*	16%acd	*2%*	*3%*	*3%*
£10.01 to £20.00	(15)	25	25	7	7	4	2	2	25	22	20
		1%	*3%*	*5%*	*2%*	*2%*	*3%*	*4%*	*1%*	*1%*	*1%*
£20.01 to £30.00	(25)	7	7	3	1	1	-	-	6	6	6
		*	*1%*	*2%*	*	*	-	-	*	*	*
£30.01 to £40.00	(35)	3	3	1	2	1	-	1	3	3	3
		*	*	*1%*	*1%*	*1%*	-	*2%*	*	*	*
£40.01 to £50.00	(45)	2	2	-	1	1	-	-	2	1	1
		*	*	-	*	*	-	-	*	*	*
Over £50	(50)	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-
SUMMARY CODES											
1P-£10		744	697	106	148	99	31	18	718	613	589
		35%	90%bcdef	66%cdf	*53%*	*53%*	*61%*	*45%*	*35%*	39%g	*36%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
1P-£20	769	722	113	155	103	33	19	742	635	608
	36%	93%bcdef	71%cdf	*56%*	*55%*	*64%*	*49%*	*37%*	40%g	*37%*
OVER £20	12	11	4	3	3	-	1	12	11	10
	1%	*1%*	*2%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*
Don't know	51	4	2	4	-	1	3	35	25	24
	2%	*	*1%*	*1%*	-	*1%*	8%abcd	*2%*	*2%*	*1%*
Prefer not to say	21	2	2	1	1	-	-	17	9	13
	1%	*	*1%*	*	*1%*	-	-	*1%*	*1%*	*1%*
Mean - total population	**1.263**	**3.152d**	**3.454**	**2.499**	**2.312**	**2.440**	**3.543**	**1.278**	**1.411**	**1.272**
Standard Deviation	**3.356**	**4.620**	**5.188**	**4.716**	**4.822**	**3.168**	**5.815**	**3.383**	**3.486**	**3.351**
Error Variance	**0.005**	**0.026**	**0.175**	**0.090**	**0.138**	**0.218**	**1.057**	**0.006**	**0.008**	**0.007**
Mean - excluding zero	**3.339**	**3.326**	**4.637a**	**4.322a**	**4.092**	**3.752**	**6.471**	**3.356**	**3.371**	**3.319**
Standard Deviation	**4.782**	**4.684**	**5.538**	**5.535**	**5.829**	**3.244**	**6.579**	**4.806**	**4.737**	**4.745**
Error Variance	**0.028**	**0.028**	**0.256**	**0.213**	**0.347**	**0.363**	**2.546**	**0.029**	**0.034**	**0.036**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£0	(0)	1285	92	288	860	75	357	823	48	342	853	34	317	885	61	292	883	20	89
		60%	41%d	57%ad	64%abde	*29%*	55%ad	69%abcde	*42%*	*52%*	65%ghjkmn	*47%*	54%g	64%ghjkmn	*47%*	55%g	63%ghjkmn	*31%*	*44%*
1p to £1.00	(0.5)	229	20	60	146	30	87	110	7	87	134	2	77	142	9	68	146	6	19
		11%	*9%*	*12%*	*11%*	*11%*	14%f	*9%*	*6%*	13%j	*10%*	*3%*	13%j	*10%*	*7%*	13%j	*11%*	*9%*	*9%*
£1.01 to £2.00	(1.5)	196	29	54	109	45	74	75	11	82	100	6	67	117	14	57	120	8	23
		9%	13%cf	11%f	*8%*	17%bcef	11%cf	*6%*	*10%*	13%ilo	*8%*	*8%*	11%i	*8%*	*11%*	11%i	*9%*	*13%*	*11%*
£2.01 to £4.00	(3)	155	35	50	65	45	58	49	18	61	75	14	54	85	23	51	79	13	32
		7%	15%cef	10%cf	*5%*	17%bcef	9%cf	*4%*	16%hiklo	9%ilo	*6%*	20%hikno	9%ilo	*6%*	18%hikno	10%ilo	*6%*	*19%*	*16%*
£4.01 to £6.00	(5)	113	21	24	64	33	37	40	15	45	52	9	40	61	11	34	64	9	22
		5%	9%bcf	*5%*	*5%*	13%bcef	6%f	*3%*	13%hikno	7%ilo	*4%*	13%ilo	7%il	*4%*	9%il	6%i	*5%*	*14%*	*11%*
£6.01 to £10.00	(8)	51	15	12	22	21	15	15	5	14	32	2	11	37	4	11	35	4	10
		2%	7%bcef	*2%*	*2%*	8%bcef	*2%*	*1%*	*4%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*6%*	*5%*
£10.01 to £20.00	(15)	25	5	2	19	9	2	14	5	1	20	2	1	22	2	1	22	3	4
		1%	2%be	*	*1%*	3%bcef	*	*1%*	4%hkn	*	2%hkn	3%hkn	*	2%hkn	2%hkn	*	2%hkn	*5%*	*2%*
£20.01 to £30.00	(25)	7	2	3	2	1	3	3	-	3	4	-	3	4	2	3	2	-	1
		*	1%c	*1%*	*	*	*	*	-	*	*	-	*1%*	*	1%o	*1%*	*	-	*
£30.01 to £40.00	(35)	3	2	-	2	1	1	2	-	1	2	-	1	2	1	-	2	1	1
		*	*1%*	-	*	*	*	*	-	*	*	-	*	*	*1%*	-	*	*1%*	*
£40.01 to £50.00	(45)	2	1	-	2	1	-	2	1	1	*	1	-	*	-	-	1	-	1
		*	*	-	*	*	-	*	1%ill	*	*	1%iklno	-	*	-	-	*	-	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_1 In total, how much would you say you've spent on postage in the last month for Standard letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
			Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Over £50	(50)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																			
1P-£10		744	119	201	406	174	271	288	56	289	393	33	249	442	61	222	445	40	106
		35%	53%bcef	40%cf	30%f	66%abcef	42%cf	*24%*	50%ilo	44%ilo	*30%*	46%ilo	43%ilo	*32%*	48%ilo	42%ilo	*32%*	*61%*	*52%*
1P-£20		769	124	203	424	183	274	302	61	290	413	36	250	464	63	222	467	44	110
		36%	55%bcef	40%cf	32%f	70%abcef	42%cf	*26%*	54%iklno	44%ilo	*32%*	49%ilo	43%ilo	*33%*	49%ilo	42%ilo	*34%*	*66%*	*54%*
OVER £20		12	5	3	5	2	4	7	1	5	7	1	4	6	2	3	6	1	3
		1%	2%cf	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	2%o	*1%*	*	*1%*	*1%*
Don't know		51	3	9	33	3	11	36	3	11	22	1	10	24	1	10	24	1	2
		2%	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*
Prefer not to say		21	-	3	15	-	3	17	-	5	11	-	5	11	-	5	11	-	1
		1%	-	*1%*	*1%*	-	*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*	-	*
Mean - total population		**1.263**	**2.712bcef**	**1.167**	**1.072**	**2.913bcef**	**1.212**	**0.934**	**2.684hiklno**	**1.336**	**1.143**	**2.604hiklno**	**1.248**	**1.196**	**2.306hiklno**	**1.192**	**1.189**	**3.154**	**2.368**
Standard Deviation		**3.356**	**5.316**	**2.620**	**3.169**	**4.497**	**2.809**	**3.271**	**5.026**	**3.297**	**3.230**	**5.567**	**2.883**	**3.206**	**4.713**	**2.585**	**3.279**	**4.807**	**4.745**
Error Variance		**0.005**	**0.139**	**0.014**	**0.008**	**0.077**	**0.012**	**0.010**	**0.241**	**0.017**	**0.008**	**0.484**	**0.014**	**0.008**	**0.198**	**0.013**	**0.008**	**0.420**	**0.121**
Mean - excluding zero		**3.339**	**4.660bce**	**2.801**	**3.219**	**4.098be**	**2.774**	**3.423**	**4.752hkn**	**2.885**	**3.465**	**5.048**	**2.806**	**3.444**	**4.435hkn**	**2.735**	**3.411**	**4.611**	**4.236**
Standard Deviation		**4.782**	**6.291**	**3.454**	**4.823**	**4.859**	**3.708**	**5.546**	**5.920**	**4.363**	**4.860**	**6.944**	**3.787**	**4.677**	**5.783**	**3.336**	**4.826**	**5.211**	**5.697**
Error Variance		**0.028**	**0.327**	**0.056**	**0.049**	**0.122**	**0.048**	**0.093**	**0.575**	**0.061**	**0.053**	**1.461**	**0.055**	**0.043**	**0.597**	**0.048**	**0.045**	**0.715**	**0.309**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
£0	(0)	1841	898	943	274	330	320	276	293	349	156	604	595	641
		86%	*86%*	*86%*	91%efhi	89%i	*84%*	*84%*	*85%*	*84%*	*82%*	90%kl	*84%*	*85%*
1p to £1.00	(0.5)	31	15	16	1	7	1	6	9	7	3	8	7	16
		1%	*1%*	*1%*	*	*2%*	*	*2%*	3%ce	*2%*	*2%*	*1%*	*1%*	*2%*
£1.01 to £2.00	(1.5)	40	14	25	-	4	12	7	6	10	4	4	19	17
		2%	*1%*	*2%*	-	*1%*	3%c	2%c	2%c	3%c	2%c	*1%*	3%j	2%j
£2.01 to £4.00	(3)	37	22	15	4	4	7	13	3	6	4	8	19	9
		2%	*2%*	*1%*	*1%*	*1%*	*2%*	4%dgh	*1%*	*1%*	*2%*	*1%*	3%l	*1%*
£4.01 to £6.00	(5)	22	11	10	2	4	4	3	6	3	*	6	7	8
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*
£6.01 to £10.00	(8)	18	5	13	1	5	6	2	2	3	1	6	8	4
		1%	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*
£10.01 to £20.00	(15)	10	6	4	*	2	1	5	-	2	1	2	5	2
		*	*1%*	*	*	*	*	*1%*	-	*1%*	*	*	*1%*	*
£20.01 to £30.00	(25)	4	-	4	-	1	2	1	-	-	-	1	2	-
		*	-	*	-	*	*	*	-	-	-	*	*	-
£30.01 to £40.00	(35)	3	2	1	-	-	1	-	2	*	-	-	1	2
		*	*	*	-	-	*	-	*1%*	*	-	-	*	*
£40.01 to £50.00	(45)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Over £50	(50)	2	2	-	-	1	-	-	1	-	-	1	-	1
		*	*	-	-	*	-	-	*	-	-	*	-	*
SUMMARY CODES														
1P-£10		147	67	80	9	23	30	30	27	28	12	33	60	55
		7%	*6%*	*7%*	*3%*	*6%*	8%c	9%c	8%c	7%c	*6%*	*5%*	8%j	*7%*
1P-£20		157	73	84	10	25	30	35	27	30	13	35	65	57
		7%	*7%*	*8%*	*3%*	*7%*	8%c	11%c	8%c	7%c	*7%*	*5%*	9%j	*7%*
OVER £20		9	4	4	-	2	2	1	3	*	-	2	3	3
		*	*	*	-	*1%*	*1%*	*	*1%*	*	-	*	*	*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Don't know	86	40	46	15	7	14	12	11	26	16	22	27	37
	4%	*4%*	*4%*	*5%*	*2%*	*4%*	*4%*	*3%*	6%d	8%defg	*3%*	*4%*	*5%*
Prefer not to say	47	23	23	4	7	13	4	9	9	5	11	17	19
	2%	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*
Mean - total population	**0.441**	**0.471**	**0.412**	**0.152**	**0.519**	**0.521**	**0.556c**	**0.575**	**0.301**	**0.220**	**0.357**	**0.537**	**0.427**
Standard Deviation	**2.756**	**3.206**	**2.250**	**1.005**	**3.403**	**2.696**	**2.408**	**4.032**	**1.781**	**1.233**	**2.633**	**2.563**	**3.030**
Error Variance	**0.004**	**0.011**	**0.005**	**0.004**	**0.039**	**0.025**	**0.022**	**0.060**	**0.005**	**0.005**	**0.013**	**0.012**	**0.010**
Mean - excluding zero	**5.348**	**5.958**	**4.814**	**4.499**	**6.762**	**5.611**	**4.833**	**6.289**	**3.752**	**2.953**	**6.178**	**5.204**	**4.998**
Standard Deviation	**8.140**	**9.919**	**6.191**	**3.389**	**10.597**	**7.149**	**5.519**	**12.099**	**5.227**	**3.644**	**9.286**	**6.313**	**9.271**
Error Variance	**0.412**	**1.246**	**0.467**	**1.435**	**4.883**	**2.044**	**1.015**	**6.365**	**0.526**	**0.632**	**2.782**	**0.725**	**1.146**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
£0	(0)	1841	902	391	548	939	1000	841	541	1300	374	1467
		86%	*85%*	*88%*	*87%*	*87%*	*86%*	*86%*	*86%*	*86%*	*88%*	*86%*
1p to £1.00	(0.5)	31	18	6	7	13	17	14	6	25	7	24
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*
£1.01 to £2.00	(1.5)	40	29	3	8	11	22	18	12	27	4	36
		2%	*3%bd*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
£2.01 to £4.00	(3)	37	25	6	6	12	24	13	8	28	5	32
		2%	*2%cd*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
£4.01 to £6.00	(5)	22	14	4	3	8	13	9	9	13	-	22
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%i*
£6.01 to £10.00	(8)	18	12	3	2	5	13	4	10	8	5	12
		1%	*1%*	*1%*	*	*	*1%*	*	*2%h*	*1%*	*1%*	*1%*
£10.01 to £20.00	(15)	10	6	1	3	4	5	5	3	7	1	9
		*	*1%*	*	*1%*	*	*	*	*1%*	*	*	*1%*
£20.01 to £30.00	(25)	4	3	-	1	1	3	1	2	2	1	3
		*	*	-	*	*	*	*	*	*	*	*
£30.01 to £40.00	(35)	3	1	1	1	2	-	3	1	2	1	2
		*	*	*	*	*	-	*	*	*	*	*
£40.01 to £50.00	(45)	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
Over £50	(50)	2	-	1	1	2	1	1	-	2	-	2
		*	-	*	*	*	*	*	-	*	-	*
SUMMARY CODES												
1P-£10		147	99	21	27	48	88	59	46	101	21	126
		7%	*9%bcd*	*5%*	*4%*	*4%*	*8%*	*6%*	*7%*	*7%*	*5%*	*7%*
1P-£20		157	104	22	30	52	93	63	49	107	22	135
		7%	*10%bcd*	*5%*	*5%*	*5%*	*8%*	*6%*	*8%*	*7%*	*5%*	*8%*
OVER £20		9	4	2	3	4	4	5	2	6	2	7
		*	*	*	*	*	*	*	*	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Don't know	86	34	17	36	53	41	46	26	61	22	64
	4%	*3%*	*4%*	*6%a*	*5%*	*4%*	*5%*	*4%*	*4%*	*5%*	*4%*
Prefer not to say	47	20	13	14	26	21	26	14	33	8	38
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
Mean - total population	**0.441**	**0.497**	**0.390**	**0.379**	**0.384**	**0.443**	**0.438**	**0.483**	**0.423**	**0.325**	**0.470**
Standard Deviation	**2.756**	**2.425**	**3.192**	**2.958**	**3.056**	**2.503**	**3.036**	**2.425**	**2.885**	**2.280**	**2.862**
Error Variance	**0.004**	**0.007**	**0.023**	**0.013**	**0.008**	**0.007**	**0.008**	**0.011**	**0.006**	**0.011**	**0.005**
Mean - excluding zero	**5.348**	**4.626**	**6.726**	**6.732**	**6.729**	**4.989**	**5.863**	**5.543**	**5.259**	**5.546**	**5.315**
Standard Deviation	**8.140**	**5.990**	**11.759**	**10.772**	**11.098**	**6.946**	**9.632**	**6.335**	**8.862**	**7.882**	**8.208**
Error Variance	**0.412**	**0.370**	**5.761**	**2.901**	**1.924**	**0.619**	**1.118**	**0.979**	**0.654**	**2.301**	**0.503**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
£0	(0)	1841	1647	194	1476	365	1161	680	1001	366	448	1514	327
		86%	*86%*	*89%*	*86%*	*88%*	*85%*	*87%*	*83%*	89%g	90%g	88%k	*80%*
1p to £1.00	(0.5)	31	29	2	27	4	23	8	21	4	6	24	7
		1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*
£1.01 to £2.00	(1.5)	40	38	2	36	3	28	12	34	5	1	32	8
		2%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	3%i	1%i	*	*2%*	*2%*
£2.01 to £4.00	(3)	37	36	1	30	7	26	11	25	7	4	28	9
		2%	*2%*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
£4.01 to £6.00	(5)	22	22	-	16	6	11	10	17	3	2	18	3
		1%	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
£6.01 to £10.00	(8)	18	16	1	18	-	9	8	12	3	3	17	1
		1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*
£10.01 to £20.00	(15)	10	9	1	9	1	6	4	7	2	1	9	1
		*	*	*	*1%*	*	*	*1%*	*1%*	*1%*	*	*	*
£20.01 to £30.00	(25)	4	4	-	2	2	2	2	4	-	-	4	-
		*	*	-	*	*	*	*	*	-	-	*	-
£30.01 to £40.00	(35)	3	3	-	3	-	2	1	1	1	1	3	-
		*	*	-	*	-	*	*	*	*	*	*	-
£40.01 to £50.00	(45)	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Over £50	(50)	2	2	-	2	-	1	1	-	1	1	1	1
		*	*	-	*	-	*	*	-	*	*	*	*
SUMMARY CODES													
1P-£10		147	140	7	127	20	98	49	109	22	15	119	28
		7%	7%b	*3%*	*7%*	*5%*	*7%*	*6%*	9%hi	*5%*	*3%*	*7%*	*7%*
1P-£20		157	149	7	136	21	103	53	116	24	16	127	29
		7%	8%b	*3%*	*8%*	*5%*	*8%*	*7%*	10%hi	*6%*	*3%*	*7%*	*7%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
OVER £20	9	9	-	7	2	5	4	5	2	2	8	1
	*	*	-	*	*	*	1%	*	*	*	*	*
Don't know	86	73	14	69	17	62	24	54	11	22	51	36
	4%	4%	6%	4%	4%	5%	3%	4%	3%	4%	3%	9%
Prefer not to say	47	42	4	37	10	29	17	27	8	9	30	17
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	4%
Mean - total population	**0.441**	**0.475**	**0.131**	**0.475**	**0.298**	**0.409**	**0.496**	**0.496**	**0.465**	**0.306**	**0.451**	**0.394**
Standard Deviation	**2.756**	**2.882**	**1.073**	**2.916**	**1.952**	**2.595**	**3.016**	**2.446**	**3.393**	**2.934**	**2.686**	**3.065**
Error Variance	**0.004**	**0.005**	**0.004**	**0.005**	**0.010**	**0.005**	**0.013**	**0.005**	**0.033**	**0.017**	**0.004**	**0.024**
Mean - excluding zero	**5.348**	**5.428**	**3.610**	**5.389**	**5.087**	**4.797**	**6.390**	**4.617**	**7.071**	**7.905**	**5.515**	**4.606**
Standard Deviation	**8.140**	**8.264**	**4.698**	**8.388**	**6.514**	**7.640**	**8.989**	**6.073**	**11.537**	**13.099**	**7.787**	**9.656**
Error Variance	**0.412**	**0.458**	**1.839**	**0.510**	**1.845**	**0.526**	**1.616**	**0.315**	**5.546**	**9.031**	**0.485**	**2.590**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
£0	(0)	1841	90	226	158	131	158	186	228	265	127	1570	88	141	42	1580	256
		86%	95%eghij kl	91%ikl	87%il	89%il	86%i	93%eghij kl	85%i	86%il	*76%*	87%il	*82%*	*78%*	*86%*	*85%*	91%n
1p to £1.00	(0.5)	31	-	1	1	1	4	1	6	2	2	19	2	7	2	31	-
		1%	-	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	4%bcfhj	5%abcdfh j	*2%o*	-
£1.01 to £2.00	(1.5)	40	-	5	4	3	4	2	-	13	-	30	2	5	3	40	-
		2%	-	2%g	2%g	2%g	2%g	*1%*	-	4%gij	-	*2%*	2%g	3%g	5%afgij	*2%o*	-
£2.01 to £4.00	(3)	37	1	3	3	-	5	6	4	6	2	30	2	2	2	33	4
		2%	*1%*	*1%*	*2%*	-	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	3%d	*2%*	*1%*
£4.01 to £6.00	(5)	22	-	2	1	1	3	1	2	6	2	19	1	2	-	20	1
		1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*
£6.01 to £10.00	(8)	18	-	3	-	2	*	1	5	2	3	16	2	*	-	15	3
		1%	-	*1%*	-	*1%*	*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*	-	*1%*	*1%*
£10.01 to £20.00	(15)	10	1	-	2	-	-	-	3	3	1	10	-	-	-	10	-
		*	*1%*	-	*1%*	-	-	-	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
£20.01 to £30.00	(25)	4	2	-	-	-	-	-	1	-	1	4	-	-	-	2	2
		*	2%hj	-	-	-	-	-	*	-	*1%*	*	-	-	-	*	*1%*
£30.01 to £40.00	(35)	3	1	*	-	-	1	-	-	-	1	3	-	-	-	3	-
		*	*1%*	*	-	-	*1%*	-	-	-	*	*	-	-	-	*	-
£40.01 to £50.00	(45)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Over £50	(50)	2	-	1	-	-	-	-	-	-	-	1	1	-	-	2	-
		*	-	*	-	-	-	-	-	-	-	*	1%j	-	-	*	-
SUMMARY CODES																	
1P-£10		147	1	14	9	7	16	10	17	30	9	114	10	17	7	139	8
		7%	*1%*	*6%*	*5%*	*5%*	9%a	*5%*	*6%*	10%aj	*5%*	*6%*	9%a	9%a	14%abcdfi j	8%o	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
1P-£20	157	2	14	11	7	16	10	20	33	9	123	10	17	7	149	8
	7%	*2%*	*6%*	*6%*	*5%*	*9%*	*5%*	*7%*	11%afj	*6%*	*7%*	*9%*	*9%*	14%abdfij	8%o	*3%*
OVER £20	9	2	1	-	-	1	-	1	-	2	8	1	-	-	7	2
	*	3%fhj	*1%*	-	-	*1%*	-	*	-	*1%*	*	*1%*	-	-	*	*1%*
Don't know	86	-	-	9	3	9	4	12	10	18	65	4	17	-	76	9
	4%	-	-	5%b	*2%*	5%b	2%b	4%b	3%b	11%abdefg hjkm	4%b	4%b	9%abdfhj m	-	*4%*	*3%*
Prefer not to say	47	-	7	4	7	-	-	8	-	10	36	4	7	-	40	5
	2%	-	3%efh	2%h	5%efhj	-	-	3%efh	-	6%aefhj	2%h	4%efh	4%efh	-	*2%*	*2%*
Mean - total population	**0.441**	**0.950f**	**0.496**	**0.285**	**0.200**	**0.413**	**0.159**	**0.534**	**0.427**	**0.762f**	**0.444**	**0.893**	**0.199**	**0.205**	**0.461**	**0.315**
Standard Deviation	**2.756**	**4.851**	**3.710**	**1.644**	**1.096**	**2.708**	**0.782**	**2.496**	**1.776**	**3.822**	**2.667**	**5.531**	**0.824**	**0.630**	**2.834**	**2.208**
Error Variance	**0.004**	**0.261**	**0.059**	**0.017**	**0.008**	**0.039**	**0.003**	**0.027**	**0.011**	**0.097**	**0.004**	**0.283**	**0.004**	**0.007**	**0.005**	**0.021**
Mean - excluding zero	**5.348**	**19.367**	**7.636**	**4.432**	**3.780**	**4.248**	**2.982**	**6.356**	**3.895**	**9.274**	**5.765**	**8.106**	**1.865**	**1.492**	**5.141**	**8.692**
Standard Deviation	**8.140**	**12.255**	**12.934**	**5.069**	**3.241**	**7.893**	**1.818**	**6.216**	**3.957**	**10.338**	**7.882**	**15.438**	**1.849**	**1.034**	**8.114**	**8.253**
Error Variance	**0.412**	**30.039**	**11.153**	**2.336**	**1.313**	**3.115**	**0.331**	**2.273**	**0.559**	**10.687**	**0.501**	**19.862**	**0.190**	**0.153**	**0.428**	**9.731**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
£0	(0)	1841	602	9	184	129	31	24	1764	1353	1424
		86%	77%bcdef	*5%*	66%b	69%b	61%b	61%b	*87%*	*86%*	*86%*
1p to £1.00	(0.5)	31	26	23	9	6	3	-	27	24	23
		1%	*3%*	14%acdf	*3%*	*3%*	*6%*	-	*1%*	*2%*	*1%*
£1.01 to £2.00	(1.5)	40	25	38	20	13	4	2	40	35	36
		2%	*3%*	24%acdef	7%a	7%a	*8%*	*6%*	*2%*	*2%*	*2%*
£2.01 to £4.00	(3)	37	25	31	19	14	2	2	35	35	33
		2%	*3%*	20%acde	7%a	8%a	*4%*	*6%*	*2%*	*2%*	*2%*
£4.01 to £6.00	(5)	22	17	17	13	4	7	2	22	18	19
		1%	*2%*	11%acd	*5%*	*2%*	14%acd	*4%*	*1%*	*1%*	*1%*
£6.01 to £10.00	(8)	18	13	18	11	6	1	4	17	17	17
		1%	*2%*	11%acd	4%a	*3%*	*3%*	10%a	*1%*	*1%*	*1%*
£10.01 to £20.00	(15)	10	7	10	3	1	*	2	9	10	7
		*	*1%*	6%acd	*1%*	*	*1%*	*4%*	*	*1%*	*
£20.01 to £30.00	(25)	4	4	4	2	2	-	-	4	4	4
		*	*	2%a	*1%*	*1%*	-	-	*	*	*
£30.01 to £40.00	(35)	3	2	2	2	2	-	-	2	3	3
		*	*	*1%*	*1%*	*1%*	-	-	*	*	*
£40.01 to £50.00	(45)	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-
Over £50	(50)	2	-	-	-	-	-	-	2	1	1
		*	-	-	-	-	-	-	*	*	*
SUMMARY CODES											
1P-£10		147	106	127	71	43	18	10	141	129	128
		7%	*14%*	79%acdef	25%a	23%a	35%a	*26%*	*7%*	*8%*	*8%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
1P-£20	157	113	137	73	44	18	12	150	138	135
	7%	*15%*	*85%acdef*	*26%a*	*23%a*	*35%a*	*30%a*	*7%*	*9%*	*8%*
OVER £20	9	5	5	4	4	-	-	8	8	8
	*	*1%*	*3%a*	*1%*	*2%*	-	-	*	*	*
Don't know	86	36	7	13	7	2	4	71	48	56
	4%	*5%*	*4%*	*5%*	*4%*	*4%*	*10%*	*3%*	*3%*	*3%*
Prefer not to say	47	23	2	3	3	-	-	39	28	28
	2%	*3%*	*1%*	*1%*	*2%*	-	-	*2%*	*2%*	*2%*
Mean - total population	**0.441**	**0.793**	**4.557acde**	**1.572a**	**1.529a**	**1.351**	**2.091**	**0.439**	**0.523**	**0.479**
Standard Deviation	**2.756**	**3.127**	**5.991**	**4.501**	**5.024**	**2.449**	**3.923**	**2.724**	**2.845**	**2.732**
Error Variance	**0.004**	**0.013**	**0.241**	**0.086**	**0.158**	**0.133**	**0.496**	**0.004**	**0.005**	**0.005**
Mean - excluding zero	**5.348**	**4.814**	**4.839**	**5.305**	**5.668**	**3.656**	**6.358**	**5.332**	**5.371**	**5.264**
Standard Deviation	**8.140**	**6.343**	**6.062**	**6.995**	**8.432**	**2.813**	**4.479**	**8.026**	**7.572**	**7.557**
Error Variance	**0.412**	**0.341**	**0.268**	**0.719**	**1.693**	**0.528**	**1.824**	**0.424**	**0.415**	**0.417**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£0	(0)	1841	165	447	1172	196	569	1038	88	554	1152	43	498	1239	98	461	1221	35	144
		86%	*73%*	89%ad	88%ad	*75%*	88%ad	88%ad	78%j	85%jm	88%gjm	*59%*	85%jm	89%ghjkm	76%j	87%gjm	88%gjm	*52%*	70%o
1p to £1.00	(0.5)	31	5	7	19	8	7	16	1	12	18	-	13	18	1	9	21	-	9
		1%	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*2%*	*1%*	*1%*	*2%*	*1%*	-	*4%*
£1.01 to £2.00	(1.5)	40	9	13	17	7	19	13	3	22	15	3	21	16	3	17	20	5	14
		2%	4%cf	3%f	*1%*	3%f	3%cf	*1%*	*3%*	3%ilo	*1%*	*4%*	4%ilo	*1%*	*2%*	3%ilo	*1%*	*8%*	*7%*
£2.01 to £4.00	(3)	37	11	7	17	10	11	15	4	13	19	4	11	21	9	5	23	9	9
		2%	5%bcef	*1%*	*1%*	4%bcf	*2%*	*1%*	4%n	*2%*	*1%*	6%hiklno	*2%*	*2%*	7%hiklno	*1%*	*2%*	14%q	*5%*
£4.01 to £6.00	(5)	22	7	6	9	10	6	6	6	7	8	8	7	6	5	7	10	5	7
		1%	3%cef	*1%*	*1%*	4%bcef	*1%*	*	6%hiklno	*1%*	*1%*	11%hiklno	*1%*	*	4%ilo	*1%*	*1%*	*8%*	*4%*
£6.01 to £10.00	(8)	18	6	2	10	6	3	9	3	3	12	4	2	11	4	2	11	5	6
		1%	3%bcef	*	*1%*	2%bce	*	*1%*	3%hkn	*	*1%*	6%hiklno	*	*1%*	3%hiklno	*	*1%*	*8%*	*3%*
£10.01 to £20.00	(15)	10	2	*	7	3	2	5	-	4	5	4	1	5	2	1	7	*	2
		*	*1%*	*	*1%*	*1%*	*	*	-	*1%*	*	5%ghiklno	*	*	*1%*	*	*1%*	*1%*	*1%*
£20.01 to £30.00	(25)	4	4	-	-	4	-	-	-	-	4	-	-	4	-	-	4	-	2
		*	2%bcef	-	-	1%bcef	-	-	-	-	*	-	-	*	-	-	*	-	*1%*
£30.01 to £40.00	(35)	3	2	-	-	2	1	-	1	1	1	1	1	1	1	-	2	-	2
		*	1%bcf	-	-	1%cf	*	-	*1%*	*	*	1%iln	*	*	*1%*	-	*	-	*1%*
£40.01 to £50.00	(45)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_2 In total, how much would you say you've spent on postage in the last month for Large letters
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
			Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Over £50	(50)	2	1	-	1	1	-	1	2	-	-	1	-	1	1	-	1	-	-
		*	*1%*	-	*	*	-	*	2%hiklno	-	-	1%hiklno	-	*	1%hi	-	*	-	-
SUMMARY CODES																			
1P-£10		147	37	35	72	41	47	58	18	57	72	20	54	72	22	39	86	25	46
		7%	17%bcef	*7%*	*5%*	16%bcef	*7%*	*5%*	16%hilno	9%ilo	*5%*	27%hiklno	9%ilo	*5%*	17%hiklno	*7%*	*6%*	37%q	*23%*
1P-£20		157	40	35	79	44	49	63	18	62	77	23	55	77	23	40	93	25	48
		7%	18%bcef	*7%*	*6%*	17%bcef	*8%*	*5%*	16%ilno	9%ilo	*6%*	32%ghiklmno	9%ilo	*6%*	18%hiklno	*8%*	*7%*	*38%*	*24%*
OVER £20		9	7	-	1	7	1	1	3	1	5	2	1	6	2	-	7	-	4
		*	3%bcef	-	*	3%bcef	*	*	3%hiklno	*	*	3%hiklno	*	*	2%hkn	-	*	-	*2%*
Don't know		86	9	16	52	10	19	53	3	25	42	4	22	40	4	20	43	6	5
		4%	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*	*3%*	*6%*	*4%*	*3%*	*3%*	*4%*	*3%*	10%q	*2%*
Prefer not to say		47	4	6	33	6	9	30	1	11	29	-	10	29	1	10	28	-	3
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	-	*2%*	*2%*	*1%*	*2%*	*2%*	-	*1%*
Mean - total population		**0.441**	**1.857bcef**	**0.198**	**0.292**	**1.619bcef**	**0.298**	**0.272**	**1.938hiklno**	**0.383**	**0.355**	**3.395hiklno**	**0.311**	**0.364**	**1.616hiklno**	**0.216**	**0.437**	**1.806**	**1.549**
Standard Deviation		**2.756**	**6.285**	**0.950**	**2.025**	**5.794**	**1.819**	**2.029**	**7.742**	**2.046**	**2.193**	**7.916**	**1.797**	**2.557**	**5.928**	**1.073**	**2.774**	**2.742**	**4.973**
Error Variance		**0.004**	**0.203**	**0.002**	**0.003**	**0.135**	**0.005**	**0.004**	**0.576**	**0.007**	**0.004**	**1.011**	**0.006**	**0.005**	**0.322**	**0.002**	**0.006**	**0.150**	**0.137**
Mean - excluding zero		**5.348**	**8.397bce**	**2.694**	**4.580**	**7.859be**	**3.684**	**4.657**	**10.048**	**3.778**	**5.340n**	**9.114**	**3.065**	**5.788n**	**7.911**	**2.672**	**5.786kn**	**4.310**	**5.780**
Standard Deviation		**8.140**	**11.206**	**2.385**	**6.723**	**10.750**	**5.382**	**7.119**	**15.423**	**5.373**	**6.802**	**10.877**	**4.875**	**8.561**	**11.215**	**2.806**	**8.458**	**2.671**	**8.287**
Error Variance		**0.412**	**2.790**	**0.142**	**0.619**	**2.266**	**0.547**	**0.889**	**13.992**	**0.458**	**0.571**	**5.377**	**0.410**	**0.916**	**5.990**	**0.192**	**0.723**	**0.340**	**1.461**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
£0	(0)	1732	858	874	250	322	288	251	272	349	159	572	539	621
		81%	*83%*	*79%*	*83%*	87%efg	*76%*	*76%*	*79%*	84%ef	84%ef	85%k	*76%*	82%k
1p to £1.00	(0.5)	14	8	6	3	2	-	2	6	2	*	5	2	7
		1%	*1%*	*1%*	*1%*	*	-	*1%*	2%e	*	*	*1%*	*	*1%*
£1.01 to £2.00	(1.5)	16	10	6	3	2	4	2	5	1	*	4	6	5
		1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
£2.01 to £4.00	(3)	56	19	37	3	8	12	15	9	9	6	11	27	18
		3%	*2%*	*3%*	*1%*	*2%*	*3%*	4%c	*3%*	*2%*	*3%*	*2%*	4%j	*2%*
£4.01 to £6.00	(5)	65	25	39	10	6	18	13	9	9	3	15	32	18
		3%	*2%*	*4%*	*3%*	*1%*	5%dhi	*4%*	*2%*	*2%*	*1%*	*2%*	4%jl	*2%*
£6.01 to £10.00	(8)	60	23	37	13	8	16	12	5	6	1	21	29	11
		3%	*2%*	*3%*	4%hi	*2%*	4%ghi	4%hi	*1%*	*1%*	*1%*	3%l	4%l	*1%*
£10.01 to £20.00	(15)	40	20	20	1	6	11	9	9	4	-	7	20	13
		2%	*2%*	*2%*	*	2%i	3%chi	3%ci	3%ci	*1%*	-	*1%*	3%j	*2%*
£20.01 to £30.00	(25)	22	10	11	-	4	5	6	5	1	-	4	12	6
		1%	*1%*	*1%*	-	*1%*	*1%*	2%chi	*1%*	*	-	*1%*	*2%*	*1%*
£30.01 to £40.00	(35)	8	4	3	1	-	2	2	1	1	-	1	4	2
		*	*	*	*	-	*1%*	*1%*	*	*	-	*	*1%*	*
£40.01 to £50.00	(45)	1	-	1	-	-	1	-	-	-	-	-	1	-
		*	-	*	-	-	*	-	-	-	-	-	*	-
Over £50	(50)	7	5	2	1	-	-	1	5	-	-	1	1	5
		*	*	*	*	-	-	*	1%deh	-	-	*	*	*1%*
SUMMARY CODES														
1P-£10		211	85	126	31	25	51	44	33	26	11	56	96	59
		10%	*8%*	11%a	*10%*	*7%*	14%dhi	14%dhi	*10%*	*6%*	*6%*	*8%*	14%jl	*8%*
1P-£20		251	105	146	31	32	63	53	42	30	11	63	116	72
		12%	*10%*	13%a	10%i	*9%*	16%cdhi	16%dhi	12%hi	*7%*	*6%*	*9%*	16%jl	*9%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
OVER £20	38	20	18	2	4	9	9	11	3	-	6	18	14
	2%	*2%*	*2%*	*1%*	*1%*	2%hi	3%hi	3%hi	*1%*	-	*1%*	3%j	*2%*
Don't know	77	35	41	15	7	8	12	11	24	15	22	20	34
	4%	*3%*	*4%*	*5%*	*2%*	*2%*	*4%*	*3%*	6%de	8%defg	*3%*	*3%*	*5%*
Prefer not to say	42	22	20	4	7	12	3	7	9	5	11	15	17
	2%	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Mean - total population	**1.392**	**1.357**	**1.426**	**0.937i**	**0.886i**	**1.961cdhi**	**1.943cdhi**	**2.026dhi**	**0.678i**	**0.246**	**0.908**	**1.953jl**	**1.298**
Standard Deviation	**5.150**	**5.416**	**4.888**	**4.136**	**3.510**	**5.678**	**5.779**	**7.429**	**3.157**	**1.060**	**3.796**	**5.721**	**5.583**
Error Variance	**0.013**	**0.030**	**0.023**	**0.067**	**0.042**	**0.109**	**0.128**	**0.202**	**0.016**	**0.004**	**0.026**	**0.059**	**0.034**
Mean - excluding zero	**9.758**	**10.736**	**9.019**	**7.896**	**8.875**	**9.878**	**9.795**	**12.483**	**7.913**	**3.927**	**8.400**	**9.839**	**10.734**
Standard Deviation	**10.226**	**11.500**	**9.113**	**9.563**	**7.328**	**9.217**	**9.611**	**14.580**	**7.779**	**1.941**	**8.437**	**9.367**	**12.568**
Error Variance	**0.401**	**1.170**	**0.561**	**3.154**	**1.732**	**1.490**	**1.885**	**5.185**	**1.121**	**0.209**	**1.186**	**0.828**	**1.663**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
£0	(0)	1732	834	365	532	897	932	799	487	1245	366	1365
		81%	*78%*	*82%*	84%a	84%a	*80%*	*82%*	*77%*	83%g	86%j	*80%*
1p to £1.00	(0.5)	14	10	2	2	4	7	6	4	10	-	14
		1%	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*
£1.01 to £2.00	(1.5)	16	10	4	2	6	10	6	3	13	1	15
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
£2.01 to £4.00	(3)	56	35	12	10	22	26	30	19	37	8	48
		3%	3%c	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*
£4.01 to £6.00	(5)	65	41	15	9	24	40	25	26	38	7	58
		3%	4%cd	3%c	*1%*	*2%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*
£6.01 to £10.00	(8)	60	33	13	13	27	41	19	30	30	4	56
		3%	*3%*	*3%*	*2%*	*2%*	4%f	*2%*	5%h	*2%*	*1%*	3%i
£10.01 to £20.00	(15)	40	27	5	8	13	26	14	17	24	5	35
		2%	3%d	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*
£20.01 to £30.00	(25)	22	19	1	2	3	17	5	12	10	4	18
		1%	2%bcd	*	*	*	1%f	*	2%h	*1%*	*1%*	*1%*
£30.01 to £40.00	(35)	8	4	1	3	3	4	4	4	4	2	5
		*	*	*	*	*	*	*	*1%*	*	*1%*	*
£40.01 to £50.00	(45)	1	1	-	-	-	1	-	-	1	1	-
		*	*	-	-	-	*	-	-	*	*j	-
Over £50	(50)	7	3	1	3	4	3	4	-	7	1	6
		*	*	*	*	*	*	*	-	*	*	*
SUMMARY CODES												
1P-£10		211	128	46	36	82	124	87	82	128	20	191
		10%	12%cd	10%c	*6%*	*8%*	*11%*	*9%*	13%h	*9%*	*5%*	11%i
1P-£20		251	155	51	44	95	149	101	99	152	25	226
		12%	15%cd	11%c	*7%*	*9%*	*13%*	*10%*	16%h	*10%*	*6%*	13%i

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
OVER £20	38	28	3	7	10	25	13	15	22	8	29
	2%	*3%bcd*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*
Don't know	77	29	15	33	48	33	44	20	57	20	57
	4%	*3%*	*3%*	*5%a*	*4%a*	*3%*	*5%e*	*3%*	*4%*	*5%*	*3%*
Prefer not to say	42	18	10	14	24	20	23	12	31	8	34
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Mean - total population	**1.392**	**1.805bcd**	**0.949**	**0.989**	**0.973**	**1.591**	**1.151**	**1.842h**	**1.202**	**1.119**	**1.460**
Standard Deviation	**5.150**	**5.741**	**3.909**	**4.782**	**4.436**	**5.340**	**4.904**	**5.222**	**5.110**	**5.321**	**5.107**
Error Variance	**0.013**	**0.038**	**0.035**	**0.033**	**0.017**	**0.032**	**0.022**	**0.053**	**0.017**	**0.059**	**0.017**
Mean - excluding zero	**9.758**	**10.021**	**7.422**	**11.262**	**9.299**	**10.099**	**9.236**	**9.686**	**9.806**	**13.463j**	**9.276**
Standard Deviation	**10.226**	**10.048**	**8.515**	**12.125**	**10.563**	**9.769**	**10.912**	**8.230**	**11.372**	**13.382**	**9.669**
Error Variance	**0.401**	**0.669**	**1.394**	**2.535**	**1.014**	**0.697**	**0.960**	**0.728**	**0.770**	**4.840**	**0.417**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
£0	(0)	1732	1538	193	1390	341	1118	614	932	352	423	1422	310
		81%	*80%*	88%a	*81%*	*82%*	*82%*	*79%*	*77%*	86%g	85%g	82%k	*76%*
1p to £1.00	(0.5)	14	13	*	13	1	10	4	11	1	1	12	2
		1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*
£1.01 to £2.00	(1.5)	16	14	2	10	6	7	8	15	-	1	15	1
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	1%h	-	*	*1%*	*
£2.01 to £4.00	(3)	56	55	1	49	7	24	33	42	7	6	46	10
		3%	3%b	*1%*	*3%*	*2%*	*2%*	4%e	4%i	*2%*	*1%*	*3%*	*2%*
£4.01 to £6.00	(5)	65	65	-	57	7	36	29	45	9	9	47	18
		3%	3%b	-	*3%*	*2%*	*3%*	*4%*	*4%*	*2%*	*2%*	*3%*	*4%*
£6.01 to £10.00	(8)	60	58	2	44	16	36	24	36	11	13	51	9
		3%	*3%*	*1%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*
£10.01 to £20.00	(15)	40	37	3	33	7	24	16	24	7	8	37	3
		2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*
£20.01 to £30.00	(25)	22	22	-	21	*	12	10	18	1	3	15	7
		1%	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*
£30.01 to £40.00	(35)	8	7	1	6	2	5	2	6	-	2	8	-
		*	*	*	*	*	*	*	*	-	*	*	-
£40.01 to £50.00	(45)	1	1	-	1	-	1	-	-	1	-	1	-
		*	*	-	*	-	*	-	-	*	-	*	-
Over £50	(50)	7	7	-	6	1	4	3	4	1	2	6	1
		*	*	-	*	*	*	*	*	*	*	*	*
SUMMARY CODES													
1P-£10		211	205	6	173	37	112	98	149	29	31	170	40
		10%	11%b	*3%*	*10%*	*9%*	*8%*	13%e	12%hi	*7%*	*6%*	*10%*	*10%*
1P-£20		251	242	9	206	44	137	114	174	36	39	207	43
		12%	13%b	*4%*	*12%*	*11%*	*10%*	15%e	14%hi	*9%*	*8%*	*12%*	*11%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
OVER £20	38	37	1	35	3	23	15	27	4	7	29	9
	2%	*2%*	*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*
Don't know	77	65	12	60	17	56	21	46	11	20	43	33
	4%	*3%*	*6%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*8%*
Prefer not to say	42	38	4	34	9	28	14	25	8	8	28	15
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*
Mean - total population	**1.392**	**1.499b**	**0.433**	**1.469**	**1.071**	**1.292**	**1.565**	**1.640**	**1.062**	**1.131**	**1.403**	**1.343**
Standard Deviation	**5.150**	**5.343**	**2.717**	**5.346**	**4.221**	**5.062**	**5.298**	**5.453**	**4.686**	**4.870**	**5.200**	**4.922**
Error Variance	**0.013**	**0.017**	**0.025**	**0.017**	**0.047**	**0.019**	**0.041**	**0.026**	**0.062**	**0.047**	**0.017**	**0.062**
Mean - excluding zero	**9.758**	**9.765**	**9.550**	**9.946**	**8.800**	**10.362**	**9.013**	**9.259**	**10.444**	**11.506**	**9.847**	**9.356**
Standard Deviation	**10.226**	**10.273**	**9.170**	**10.468**	**8.928**	**10.588**	**9.750**	**9.886**	**10.976**	**11.139**	**10.345**	**9.753**
Error Variance	**0.401**	**0.422**	**7.644**	**0.505**	**1.812**	**0.742**	**0.864**	**0.546**	**3.442**	**2.697**	**0.514**	**1.795**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
£0	(0)	1732	83	213	146	118	154	169	213	258	112	1468	87	135	41	1487	239
		81%	88%il	86%il	80%i	80%i	84%il	84%il	79%i	84%il	*67%*	81%il	82%i	*74%*	85%i	*80%*	*85%*
1p to £1.00	(0.5)	14	-	2	3	-	2	1	1	-	*	9	-	4	-	13	1
		1%	-	*1%*	2%h	-	*1%*	*1%*	*	-	*	*1%*	-	2%hj	-	*1%*	*
£1.01 to £2.00	(1.5)	16	-	3	-	-	2	1	1	3	5	15	-	1	-	16	-
		1%	-	*1%*	-	-	*1%*	*1%*	*	*1%*	3%cj	*1%*	-	*	-	*1%*	-
£2.01 to £4.00	(3)	56	-	7	2	9	5	2	6	13	5	49	3	2	1	50	7
		3%	-	*3%*	*1%*	6%acfjl	*3%*	*1%*	*2%*	4%f	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*
£4.01 to £6.00	(5)	65	4	5	3	2	3	14	8	10	3	52	5	4	3	60	5
		3%	*4%*	*2%*	*2%*	*1%*	*2%*	7%bcdeij	*3%*	*3%*	*2%*	*3%*	*5%*	*2%*	*6%*	*3%*	*2%*
£6.01 to £10.00	(8)	60	5	6	5	6	3	3	9	6	6	49	3	7	1	51	9
		3%	*6%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*
£10.01 to £20.00	(15)	40	-	3	8	*	3	5	9	5	2	36	1	4	-	36	4
		2%	-	*1%*	5%bdj	*	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	-	*2%*	*1%*
£20.01 to £30.00	(25)	22	3	2	1	1	*	-	3	4	5	18	-	2	1	19	3
		1%	3%f	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	3%f	*1%*	-	*1%*	3%f	*1%*	*1%*
£30.01 to £40.00	(35)	8	-	-	1	-	4	-	-	-	2	7	-	-	1	7	1
		*	-	-	*1%*	-	2%bfghj	-	-	-	*1%*	*	-	-	1%h	*	*
£40.01 to £50.00	(45)	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-
		*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-
Over £50	(50)	7	-	-	-	2	1	2	1	-	-	6	1	-	-	5	2
		*	-	-	-	*1%*	*1%*	*1%*	*	-	-	*	*1%*	-	-	*	*1%*
SUMMARY CODES																	
1P-£10		211	9	23	13	17	15	21	25	32	19	176	11	19	5	190	21
		10%	*10%*	*9%*	*7%*	*11%*	*8%*	*11%*	*9%*	*11%*	*11%*	*10%*	*10%*	*10%*	*11%*	*10%*	*7%*
1P-£20		251	9	26	22	17	18	26	34	38	21	211	12	22	5	226	25
		12%	*10%*	*11%*	*12%*	*12%*	*10%*	*13%*	*13%*	*12%*	*12%*	*12%*	*11%*	*12%*	*11%*	*12%*	*9%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
OVER £20	38	3	2	2	3	5	2	5	4	6	32	1	2	2	32	5
	2%	*3%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*4%*	*2%*	*1%*	*1%*	*4%*	*2%*	*2%*
Don't know	77	-	-	9	3	5	3	10	9	19	57	4	15	-	70	7
	4%	-	-	5%b	*2%*	3%b	*2%*	4%b	3%b	11%abcdef ghjkm	3%b	4%b	8%abdefg hjm	-	*4%*	*3%*
Prefer not to say	42	-	7	3	7	-	-	8	-	9	34	2	7	-	37	4
	2%	-	3%efh	2%h	5%efhj	-	-	3%efh	-	5%aefhj	2%h	2%h	4%efh	-	*2%*	*1%*
Mean - total population	**1.392**	**1.384**	**0.829**	**1.535**	**1.569**	**1.711**	**1.376**	**1.692**	**1.047**	**2.007b**	**1.406**	**1.298**	**1.212**	**1.699**	**1.410**	**1.305**
Standard Deviation	**5.150**	**4.613**	**3.206**	**4.964**	**6.548**	**6.726**	**5.509**	**5.761**	**3.624**	**6.115**	**5.193**	**5.759**	**3.979**	**5.808**	**5.109**	**5.463**
Error Variance	**0.013**	**0.236**	**0.044**	**0.151**	**0.300**	**0.234**	**0.158**	**0.141**	**0.047**	**0.248**	**0.016**	**0.302**	**0.097**	**0.553**	**0.015**	**0.126**
Mean - excluding zero	**9.758**	**11.090**	**7.054**	**10.853**	**10.661**	**12.858**	**9.620**	**11.030**	**7.578**	**10.427**	**9.882**	**10.015**	**7.964**	**11.136**	**9.528**	**11.746**
Standard Deviation	**10.226**	**8.172**	**6.689**	**8.673**	**14.219**	**14.258**	**11.689**	**10.745**	**6.807**	**10.446**	**10.303**	**13.413**	**7.194**	**11.348**	**9.968**	**12.247**
Error Variance	**0.401**	**6.678**	**1.945**	**3.761**	**10.110**	**8.132**	**5.255**	**3.498**	**1.324**	**4.546**	**0.491**	**12.851**	**2.250**	**16.098**	**0.421**	**6.000**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
£0	(0)	1732	565	77	16	14	2	*	1662	1259	1339
		81%	72%bcdef	48%cdef	*6%*	*7%*	*5%*	*1%*	*82%*	*80%*	*81%*
1p to £1.00	(0.5)	14	9	2	6	4	2	-	12	11	7
		1%	*1%*	*1%*	*2%*	*2%*	*4%*	-	*1%*	*1%*	*
£1.01 to £2.00	(1.5)	16	11	1	14	13	1	-	13	12	15
		1%	*1%*	*1%*	5%ab	7%ab	*2%*	-	*1%*	*1%*	*1%*
£2.01 to £4.00	(3)	56	37	16	52	47	4	-	55	53	50
		3%	*5%*	10%a	19%abf	25%abef	*9%*	-	*3%*	*3%*	*3%*
£4.01 to £6.00	(5)	65	36	20	56	42	11	4	61	58	56
		3%	*5%*	12%a	20%a	23%ab	21%a	*9%*	*3%*	*4%*	*3%*
£6.01 to £10.00	(8)	60	37	18	60	35	11	13	60	50	48
		3%	*5%*	11%a	21%ab	19%a	22%a	33%ab	*3%*	*3%*	*3%*
£10.01 to £20.00	(15)	40	16	10	37	18	11	8	38	36	32
		2%	*2%*	6%a	13%ab	10%a	21%ab	21%ab	*2%*	*2%*	*2%*
£20.01 to £30.00	(25)	22	12	6	20	10	4	6	20	18	17
		1%	*2%*	*4%*	7%a	6%a	8%a	15%ab	*1%*	*1%*	*1%*
£30.01 to £40.00	(35)	8	2	1	6	2	2	3	8	6	8
		*	*	*1%*	2%a	*1%*	3%a	8%abd	*	*	*
£40.01 to £50.00	(45)	1	1	-	1	-	-	1	1	1	1
		*	*	-	*	-	-	3%abd	*	*	*
Over £50	(50)	7	3	3	6	-	2	4	7	6	6
		*	*	*2%*	2%a	-	4%ad	9%abcd	*	*	*
SUMMARY CODES											
1P-£10		211	131	56	188	142	29	16	200	184	176
		10%	*17%*	35%a	68%abf	76%abef	58%ab	41%a	*10%*	*12%*	*11%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
1P-£20	251	147	66	225	160	40	25	238	221	208
	12%	*19%*	41%a	81%abf	86%abf	79%ab	62%ab	*12%*	*14%*	*13%*
OVER £20	38	18	10	33	12	7	14	36	31	32
	2%	*2%*	6%a	12%a	6%a	15%a	36%abcde	*2%*	*2%*	*2%*
Don't know	77	29	6	3	1	1	1	61	40	46
	4%	4%c	*4%*	*1%*	*1%*	*1%*	*2%*	*3%*	*3%*	*3%*
Prefer not to say	42	20	2	-	-	-	-	35	25	26
	2%	3%cd	*1%*	-	-	-	-	*2%*	*2%*	*2%*
Mean - total population	**1.392**	**1.972**	**5.041a**	**9.310abd**	**6.714a**	**11.323abd**	**19.121**	**1.399**	**1.603**	**1.492**
Standard Deviation	**5.150**	**5.817**	**9.037**	**9.955**	**6.551**	**11.071**	**14.516**	**5.184**	**5.450**	**5.362**
Error Variance	**0.013**	**0.044**	**0.544**	**0.400**	**0.255**	**2.665**	**6.197**	**0.014**	**0.020**	**0.019**
Mean - excluding zero	**9.758**	**8.697**	**10.165d**	**9.903d**	**7.251**	**11.878d**	**19.298**	**9.888**	**9.618**	**9.830**
Standard Deviation	**10.226**	**9.543**	**10.631**	**9.977**	**6.515**	**11.044**	**14.464**	**10.311**	**10.068**	**10.379**
Error Variance	**0.401**	**0.599**	**1.662**	**0.429**	**0.274**	**2.772**	**6.340**	**0.430**	**0.445**	**0.499**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£0	(0)	1732	109	432	1135	171	535	989	73	520	1092	38	464	1167	58	440	1174	2	12
		81%	*49%*	86%ad	85%ad	65%a	83%ad	83%ad	65%m	80%gjm	84%ghjkm	*53%*	79%gjm	84%ghjkm	*45%*	83%gjm	84%ghjkm	*4%*	*6%*
1p to £1.00	(0.5)	14	-	8	6	-	7	7	-	8	6	-	8	6	-	9	5	-	6
		1%	-	2%c	*	-	*1%*	*1%*	-	1%o	*	-	1%lo	*	-	2%ilo	*	-	*3%*
£1.01 to £2.00	(1.5)	16	1	4	11	3	4	10	3	4	10	1	4	10	1	2	13	-	13
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%n	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	-	*6%*
£2.01 to £4.00	(3)	56	12	12	31	11	16	29	6	17	33	7	16	32	12	9	36	11	38
		3%	5%cf	*2%*	*2%*	*4%*	*2%*	*2%*	5%n	*3%*	*3%*	10%hiklno	*3%*	*2%*	9%hiklno	*2%*	*3%*	*17%*	*19%*
£4.01 to £6.00	(5)	65	23	14	25	19	21	22	9	25	31	7	23	35	11	18	36	14	42
		3%	10%bcef	*3%*	*2%*	7%bcef	*3%*	*2%*	8%ilno	*4%*	*2%*	9%ilno	*4%*	*3%*	9%hiklno	*3%*	*3%*	*21%*	*21%*
£6.01 to £10.00	(8)	60	34	8	18	27	16	17	11	15	34	8	16	36	21	12	26	14	45
		3%	15%bcef	*2%*	*1%*	10%bcef	*2%*	*1%*	10%hiklno	*2%*	*3%*	11%hiklno	*3%*	*3%*	17%hiklno	*2%*	*2%*	*20%*	*22%*
£10.01 to £20.00	(15)	40	18	4	16	8	15	17	4	21	15	3	18	19	13	11	15	12	25
		2%	8%bcdef	*1%*	*1%*	3%b	*2%*	*1%*	4%lo	3%ilo	*1%*	*4%*	3%ilo	*1%*	10%hiklno	*2%*	*1%*	*18%*	*12%*
£20.01 to £30.00	(25)	22	10	*	11	3	5	13	2	7	13	4	4	14	4	*	17	6	15
		1%	5%bcef	*	*1%*	1%b	*1%*	1%b	2%n	1%n	*1%*	5%hiklno	*1%*	*1%*	3%ikln	*	1%n	*8%*	*7%*
£30.01 to £40.00	(35)	8	3	-	5	1	1	5	1	2	5	1	2	5	2	1	5	1	5
		*	1%be	-	*	*	*	*	*1%*	*	*	*1%*	*	*	*1%*	*	*	*2%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
			Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£40.01 to £50.00	(45)	1	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-
		*	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	*2%*	-
Over £50	(50)	7	6	-	1	5	1	1	1	1	5	2	1	4	5	-	2	3	3
		*	3%bcef	-	*	2%bcef	*	*	1%n	*	*	3%hikln o	*	*	4%hikln o	-	*	*4%*	*1%*
SUMMARY CODES																			
1P-£10		211	70	45	92	60	63	86	29	68	113	23	66	120	45	50	115	39	144
		10%	31%bcef	*9%*	*7%*	23%bcef	10%c	*7%*	26%hikl no	*11%*	*9%*	32%hikl no	*11%*	*9%*	35%hikln o	*9%*	*8%*	*59%*	*71%*
1P-£20		251	88	50	108	68	78	103	33	89	128	26	85	139	59	61	130	51	169
		12%	39%bcde f	*10%*	*8%*	26%bcef	12%cf	*9%*	29%hikl no	14%ilo	*10%*	36%hikl no	14%ilo	*10%*	46%ghik lno	*11%*	*9%*	*77%*	*83%*
OVER £20		38	19	2	17	10	9	19	4	11	23	6	8	23	11	2	24	11	22
		2%	9%bcdef	*	*1%*	4%bcef	*1%*	2%b	4%n	*2%*	2%n	9%hikln o	*1%*	*2%*	9%hikln o	*	2%n	*17%*	*11%*
Don't know		77	6	16	46	8	19	46	1	23	37	1	21	35	1	20	36	1	1
		4%	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*1%*	*3%*	*3%*	*2%*	*4%*	*3%*	*1%*	*4%*	*3%*	*2%*	*
Prefer not to say		42	3	5	31	6	7	28	1	9	26	-	9	26	-	9	26	-	-
		2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*2%*	*2%*	-	*2%*	*2%*	-	-
Mean - total population		**1.392**	**6.261bc def**	**0.650**	**0.882**	**3.403bc ef**	**1.272b**	**1.049**	**3.280hi klno**	**1.546n**	**1.200**	**5.343hi klno**	**1.494**	**1.203**	**6.857gh iklno**	**0.951**	**1.085**	**12.172q**	**8.619**
Standard Deviation		**5.150**	**10.432**	**3.119**	**3.922**	**8.358**	**4.699**	**4.379**	**7.436**	**5.143**	**4.964**	**10.298**	**5.020**	**4.819**	**11.119**	**3.745**	**4.468**	**12.303**	**9.032**
Error Variance		**0.013**	**0.544**	**0.020**	**0.012**	**0.277**	**0.035**	**0.017**	**0.522**	**0.042**	**0.020**	**1.631**	**0.045**	**0.018**	**1.094**	**0.028**	**0.015**	**2.752**	**0.436**
Mean - excluding zero		**9.758**	**12.633bc e**	**6.116**	**8.885**	**10.885b**	**9.147**	**9.534b**	**9.701**	**9.557**	**9.906**	**11.662**	**9.016**	**9.855**	**12.540n**	**7.588**	**9.347**	**12.658q**	**9.145**
Standard Deviation		**10.226**	**11.805**	**7.686**	**9.190**	**11.956**	**9.353**	**9.693**	**10.124**	**9.357**	**10.850**	**12.626**	**9.213**	**10.271**	**12.461**	**7.894**	**9.761**	**12.299**	**9.041**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.1_3 In total, how much would you say you've spent on postage in the last month for Small or medium parcels (up to 2kg)
Please do not include any stamps that you've bought but not yet used.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Error Variance	**0.401**	**1.452**	**1.136**	**0.775**	**1.985**	**1.080**	**0.878**	**3.416**	**0.962**	**0.841**	**5.904**	**1.010**	**0.708**	**2.588**	**1.056**	**0.676**	**2.854**	**0.467**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2 Approximately how many of the following have you sent in the last month? Think about your personal use only, rather than the postal services you might use for work. - Summary table
Base: All Adults 16+ in UK

	Standard letters	Large letters	Small or medium parcels (up to 2kg)
Unweighted Base	2139	2139	2139
Weighted Base	2139	2139	2139
None	1227	1847	1736
	57%	*86%*	*81%*
1	226	81	130
	11%	*4%*	*6%*
2	185	35	58
	9%	*2%*	*3%*
3	92	9	33
	4%	*	*2%*
4	93	12	18
	4%	*1%*	*1%*
5	51	6	9
	2%	*	*
6	41	6	7
	2%	*	*
7	8	-	2
	*	-	*
8	16	2	5
	1%	*	*
9	1	*	*
	*	*	*
10	28	8	7
	1%	*	*
11	*	-	-
	*	-	-
12	11	-	1
	1%	-	*
13	2	-	-
	*	-	-
15	5	-	-
	*	-	-
16	1	-	-
	*	-	-

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2 Approximately how many of the following have you sent in the last month? Think about your personal use only, rather than the postal services you might use for work. - Summary table
Base: All Adults 16+ in UK

		Standard letters	Large letters	Small or medium parcels (up to 2kg)
Unweighted Base		2139	2139	2139
Weighted Base		2139	2139	2139
20		5 *	1 *	3 *
24		1 *	- -	- -
25		2 *	1 *	1 *
28		1 *	- -	- -
30		7 *	- -	1 *
34		- -	- -	2 *
50		1 *	- -	1 *
67		1 *	- -	- -
100		1 *	- -	1 *
150		- -	- -	1 *
SUMMARY CODES				
None	(0)	1227 *57%*	1847 *86%*	1736 *81%*
1-2		412 *19%*	116 *5%*	188 *9%*
3-4		185 *9%*	20 *1%*	51 *2%*
5-10		145 *7%*	22 *1%*	30 *1%*
11-20		24 *1%*	1 *	3 *
21+		13 *1%*	1 *	7 *

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2 Approximately how many of the following have you sent in the last month? Think about your personal use only, rather than the postal services you might use for work. - Summary table
Base: All Adults 16+ in UK

	Standard letters	Large letters	Small or medium parcels (up to 2kg)
Unweighted Base	2139	2139	2139
Weighted Base	2139	2139	2139
Don't know	133	132	125
	6%	*6%*	*6%*
Mean - total population	**1.521**	**0.209**	**0.544**
Standard Deviation	**4.052**	**1.113**	**4.533**
Error Variance	*	*	*
Mean - excluding none	**3.914**	**2.623**	**3.945**
Standard Deviation	**5.737**	**3.041**	**11.656**
Error Variance	*	**0.1**	**0.5**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
None	1227	654	572	227	270	240	167	155	168	71	498	406	323
	57%	63%b	*52%*	75%efghi	73%efghi	63%fghi	51%hi	*45%*	*40%*	*37%*	74%kl	57%l	*43%*
1	226	90	136	20	23	45	44	46	49	19	43	89	94
	11%	*9%*	12%a	*7%*	*6%*	12%cd	13%cd	13%cd	12%cd	*10%*	*6%*	13%j	12%j
2	185	80	106	10	18	24	43	38	53	28	28	67	91
	9%	*8%*	*10%*	*3%*	*5%*	*6%*	13%cde	11%cde	13%cde	15%cde	*4%*	9%j	12%j
3	92	34	58	3	13	8	19	20	28	14	16	27	48
	4%	*3%*	5%a	*1%*	*3%*	*2%*	6%ce	6%ce	7%cde	8%cde	*2%*	*4%*	6%jk
4	93	36	58	4	8	13	12	25	31	14	12	26	56
	4%	*3%*	*5%*	*1%*	*2%*	*4%*	*4%*	7%cd	7%cdef	7%cde	*2%*	*4%*	7%jk
5	51	18	32	3	7	8	7	16	9	7	10	16	25
	2%	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	5%c	*2%*	*3%*	*1%*	*2%*	3%j
6	41	20	21	2	3	3	7	7	19	9	6	10	26
	2%	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	5%cde	5%cdeg	*1%*	*1%*	3%jk
7	8	4	4	-	-	-	3	5	1	1	-	3	6
	*	*	*	-	-	-	*1%*	1%e	*	*	-	*	1%j
8	16	4	11	-	-	1	3	3	9	5	-	4	12
	1%	*	*1%*	-	-	*	*1%*	*1%*	2%cde	3%cde	-	*1%*	2%j
9	1	*	1	1	-	-	-	-	*	*	1	-	*
	*	*	*	*	-	-	-	-	*	*	*	-	*
10	28	8	19	-	3	5	4	8	8	2	3	10	16
	1%	*1%*	*2%*	-	*1%*	*1%*	*1%*	2%c	2%c	1%c	*	*1%*	2%j
11	*	*	-	-	-	-	-	-	*	*	-	-	*
	*	*	-	-	-	-	-	-	*	*	-	-	*
12	11	2	9	-	-	-	2	2	8	3	-	2	9
	1%	*	*1%*	-	-	-	*	*	2%cde	2%cde	-	*	1%jk
13	2	2	-	-	-	2	-	-	-	-	-	2	-
	*	*	-	-	-	*	-	-	-	-	-	*	-

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
15		5	3	2	-	2	1	-	-	2	1	2	1	2
		*	*	*	-	*	*	-	-	*	*	*	*	*
16		1	-	1	-	-	-	-	-	1	1	-	-	1
		*	-	*	-	-	-	-	-	*	*	-	-	*
20		5	2	3	-	-	2	-	-	4	3	-	2	4
		*	*	*	-	-	*	-	-	*1%*	2%cdfg	-	*	*
24		1	1	-	-	-	-	1	-	*	*	-	1	*
		*	*	-	-	-	-	*	-	*	*	-	*	*
25		2	2	-	-	2	-	-	-	-	-	2	-	-
		*	*	-	-	*	-	-	-	-	-	*	-	-
28		1	-	1	-	-	-	-	-	1	1	-	-	1
		*	-	*	-	-	-	-	-	*	*	-	-	*
30		7	5	1	-	2	2	2	-	1	*	2	4	1
		*	*	*	-	*	*	*1%*	-	*	*	*	*	*
50		1	1	-	-	-	1	-	-	-	-	-	1	-
		*	*	-	-	-	*	-	-	-	-	-	*	-
67		1	1	-	-	-	-	-	1	-	-	-	-	1
		*	*	-	-	-	-	-	*	-	-	-	-	*
100		1	-	1	-	-	-	-	-	1	-	-	-	1
		*	-	*	-	-	-	-	-	*	-	-	-	*
SUMMARY CODES														
None	(0)	1227	654	572	227	270	240	167	155	168	71	498	406	323
		57%	63%b	*52%*	75%efghi	73%efghi	63%fghi	51%hi	*45%*	*40%*	*37%*	74%kl	57%l	*43%*
1-2		412	170	242	31	40	68	87	83	102	47	71	156	185
		19%	*16%*	22%a	*10%*	*11%*	18%cd	27%cde	24%cd	25%cde	25%cde	*11%*	22%j	24%j
3-4		185	70	115	8	20	22	32	45	59	28	28	53	104
		9%	*7%*	10%a	*3%*	*5%*	*6%*	10%c	13%cde	14%cde	15%cde	*4%*	8%j	14%jk
5-10		145	55	90	7	12	18	24	38	47	24	19	42	84
		7%	*5%*	8%a	*2%*	*3%*	*5%*	7%cd	11%cde	11%cde	13%cdef	*3%*	6%j	11%jk

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
11-20	24	9	15	-	2	5	2	2	15	8	2	6	16
	1%	*1%*	*1%*	-	*	*1%*	*	*	4%cdefg	4%cdefg	*	*1%*	2%j
21+	13	10	3	-	3	3	3	1	3	2	3	6	4
	1%	1%b	*	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
Don't know	133	71	62	30	24	24	14	20	21	10	54	38	41
	6%	*7%*	*6%*	10%fh	*7%*	*6%*	*4%*	*6%*	*5%*	*5%*	*8%*	*5%*	*5%*
Mean - total population	**1.521**	**1.387**	**1.645**	**0.403**	**0.910c**	**1.344c**	**1.590cd**	**1.888cd**	**2.639cdefg**	**2.806cdefg**	**0.687**	**1.460j**	**2.300jk**
Standard Deviation	**4.052**	**4.278**	**3.827**	**1.178**	**3.123**	**4.280**	**3.322**	**4.219**	**5.638**	**4.425**	**2.476**	**3.859**	**5.058**
Error Variance	*	*	*	*	*	**0.1**	*	**0.1**	*	**0.1**	*	*	*
Mean - excluding none	**3.914**	**4.276**	**3.670**	**2.422**	**4.076**	**4.138**	**3.386**	**3.632**	**4.601**	**4.626cf**	**3.466**	**3.716**	**4.188**
Standard Deviation	**5.737**	**6.645**	**5.026**	**1.868**	**5.576**	**6.713**	**4.179**	**5.290**	**6.815**	**4.889**	**4.629**	**5.440**	**6.221**
Error Variance	*	**0.1**	**0.1**	**0.1**	**0.5**	**0.5**	**0.1**	**0.2**	**0.1**	**0.1**	**0.2**	**0.1**	**0.1**

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
None	1227	569	282	376	658	701	525	423	803	209	1018
	57%	*53%*	63%a	60%a	61%a	61%f	*54%*	67%h	*53%*	*49%*	59%i
1	226	117	42	67	109	132	94	66	160	46	181
	11%	*11%*	*10%*	*11%*	*10%*	*11%*	*10%*	*10%*	*11%*	*11%*	*11%*
2	185	97	41	48	89	91	94	37	148	55	130
	9%	*9%*	*9%*	*8%*	*8%*	*8%*	*10%*	*6%*	10%g	13%j	*8%*
3	92	59	14	18	32	41	50	18	74	18	73
	4%	6%cd	*3%*	*3%*	*3%*	*4%*	*5%*	*3%*	*5%*	*4%*	*4%*
4	93	55	18	20	38	41	52	18	76	22	72
	4%	*5%*	*4%*	*3%*	*4%*	*4%*	*5%*	*3%*	5%g	*5%*	*4%*
5	51	29	10	12	22	25	25	11	40	12	39
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*
6	41	20	11	11	21	19	22	6	35	10	31
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
7	8	6	1	1	2	2	6	3	6	-	8
	*	*1%*	*	*	*	*	*1%*	*	*	-	*
8	16	7	2	7	9	6	10	1	15	6	10
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
9	1	1	*	-	*	1	*	-	1	*	1
	*	*	*	-	*	*	*	-	*	*	*
10	28	20	2	6	8	15	13	5	23	9	19
	1%	2%d	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*
11	*	*	-	-	-	-	*	-	*	*	-
	*	*	-	-	-	-	*	-	*	*	-
12	11	9	-	2	2	-	11	2	8	4	7
	1%	*1%*	-	*	*	-	1%e	*	*1%*	*1%*	*
13	2	2	-	-	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	*	-	-	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
15		5	4	-	1	1	3	2	-	5	2	3
		*	*	-	*	*	*	*	-	*	1%	*
16		1	1	-	-	-	-	1	-	1	1	-
		*	*	-	-	-	-	*	-	*	*	-
20		5	3	1	1	2	2	4	-	5	2	3
		*	*	*	*	*	*	*	-	*	1%	*
24		1	*	-	1	1	1	*	-	1	1	-
		*	*	-	*	*	*	*	-	*	*j	-
25		2	2	-	-	-	2	-	-	2	-	2
		*	*	-	-	-	*	-	-	*	-	*
28		1	1	-	-	-	-	1	-	1	1	-
		*	*	-	-	-	-	*	-	*	*	-
30		7	4	2	1	3	4	2	3	3	-	7
		*	*	*	*	*	*	*	1%	*	-	*
50		1	-	1	-	1	1	-	1	-	-	1
		*	-	*	-	*	*	-	*	-	-	*
67		1	-	-	1	1	-	1	-	1	1	-
		*	-	-	*	*	-	*	-	*	*	-
100		1	-	-	1	1	-	1	-	1	-	1
		*	-	-	*	*	-	*	-	*	-	*
SUMMARY CODES												
None	(0)	1227	569	282	376	658	701	525	423	803	209	1018
		57%	53%	63%a	60%a	61%a	61%f	54%	67%h	53%	49%	59%i
1-2		412	214	83	115	198	224	188	104	308	101	311
		19%	20%	19%	18%	18%	19%	19%	16%	20%g	24%j	18%
3-4		185	114	32	39	71	82	103	35	150	40	145
		9%	11%bcd	7%	6%	7%	7%	10%e	6%	10%g	9%	8%
5-10		145	83	26	36	62	69	76	26	119	37	108
		7%	8%	6%	6%	6%	6%	8%	4%	8%g	9%	6%

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
11-20	24	19	1	4	5	6	18	4	20	10	14
	1%	*2%bcd*	*	*1%*	*	*1%*	*2%e*	*1%*	*1%*	*2%j*	*1%*
21+	13	7	3	3	7	8	5	4	9	3	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know	133	59	17	57	74	68	65	36	98	28	106
	6%	*6%*	*4%*	*9%ab*	*7%b*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*
Mean - total population	**1.521**	**1.732bd**	**1.256**	**1.347**	**1.308**	**1.304**	**1.778e**	**1.075**	**1.709g**	**2.052j**	**1.388**
Standard Deviation	**4.052**	**3.531**	**3.821**	**4.961**	**4.507**	**3.484**	**4.628**	**3.603**	**4.215**	**4.716**	**3.859**
Error Variance	*	*	*	*	*	*	*	*	*	*	*
Mean - excluding none	**3.914**	**3.986**	**3.698**	**3.915**	**3.823**	**3.655**	**4.173**	**3.700**	**3.976**	**4.296**	**3.790**
Standard Deviation	**5.737**	**4.441**	**5.837**	**7.852**	**7.060**	**5.045**	**6.348**	**5.925**	**5.686**	**6.083**	**5.620**
Error Variance	*	*	**0.2**	**0.2**	**0.1**	**0.1**	**0.1**	**0.2**	*	**0.2**	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
None	1227	1127	100	947	280	747	479	627	268	314	1010	216
	57%	*59%b*	*46%*	*55%*	*68%c*	*55%*	*62%e*	*52%*	*65%g*	*63%g*	*58%k*	*53%*
1	226	205	22	197	29	156	71	130	42	49	183	44
	11%	*11%*	*10%*	*11%d*	*7%*	*11%*	*9%*	*11%*	*10%*	*10%*	*11%*	*11%*
2	185	154	32	158	28	127	58	125	26	34	139	47
	9%	*8%*	*15%a*	*9%*	*7%*	*9%*	*7%*	*10%hi*	*6%*	*7%*	*8%*	*11%j*
3	92	83	8	80	12	52	39	72	12	8	66	26
	4%	*4%*	*4%*	*5%*	*3%*	*4%*	*5%*	*6%hi*	*3%*	*2%*	*4%*	*6%j*
4	93	80	14	83	11	61	32	67	11	15	79	14
	4%	*4%*	*6%*	*5%*	*3%*	*4%*	*4%*	*6%hi*	*3%*	*3%*	*5%*	*3%*
5	51	46	5	43	7	30	21	32	5	12	42	9
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*2%*
6	41	35	6	37	4	31	10	32	4	5	32	9
	2%	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	*3%i*	*1%*	*1%*	*2%*	*2%*
7	8	8	-	8	-	5	3	6	2	-	6	2
	*	*	-	*	-	*	*	*1%*	*	-	*	*1%*
8	16	10	5	13	3	10	6	10	2	4	11	5
	1%	*1%*	*2%a*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
9	1	1	*	1	-	1	-	1	-	*	1	-
	*	*	*	*	-	*	-	*	-	*	*	-
10	28	25	2	24	4	18	10	20	4	4	21	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*
11	*	-	*	*	-	*	-	-	*	-	*	-
	*	-	*a	*	-	*	-	-	*	-	*	-
12	11	7	4	10	1	5	5	10	-	1	8	3
	1%	*	*2%a*	*1%*	*	*	*1%*	*1%*	-	*	*	*1%*
13	2	2	-	2	-	2	-	-	-	2	2	-
	*	*	-	*	-	*	-	-	-	*	*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS: Any Internet access (a)	INTERNET ACCESS: No Internet access (b)	PRINCIPAL SHOPPER: Yes (c)	PRINCIPAL SHOPPER: No (d)	CHIEF INCOME EARNER: Yes (e)	CHIEF INCOME EARNER: No (f)	TENURE: Own\Mortgage (g)	TENURE: Rent Private (h)	TENURE: Rent LA (i)	AREA: Urban (j)	AREA: Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
15		5	4	1	4	1	5	-	5	-	-	4	*
		*	*	*	*	*	*	-	*	-	-	*	*
16		1	-	1	1	-	1	-	1	-	-	1	-
		*	-	*a	*	-	*	-	*	-	-	*	-
20		5	3	2	5	-	4	1	4	1	1	3	2
		*	*	1%a	*	-	*	*	*	*	*	*	1%
24		1	1	-	1	-	1	-	*	-	1	1	-
		*	*	-	*	-	*	-	*	-	*	*	-
25		2	2	-	2	-	2	-	2	-	-	2	-
		*	*	-	*	-	*	-	*	-	-	*	-
28		1	-	1	1	-	1	-	1	-	-	-	1
		*	-	*a	*	-	*	-	*	-	-	-	*
30		7	6	*	4	3	3	3	6	-	-	2	5
		*	*	*	*	1%	*	*	*	-	-	*	1%j
50		1	1	-	1	-	1	-	1	-	-	1	-
		*	*	-	*	-	*	-	*	-	-	*	-
67		1	1	-	1	-	1	-	1	-	-	1	-
		*	*	-	*	-	*	-	*	-	-	*	-
100		1	1	-	1	-	1	-	-	-	1	-	1
		*	*	-	*	-	*	-	-	-	*	-	*
SUMMARY CODES													
None	(0)	1227	1127	100	947	280	747	479	627	268	314	1010	216
		57%	59%b	*46%*	*55%*	68%c	*55%*	62%e	*52%*	65%g	63%g	58%k	*53%*
1-2		412	358	54	355	57	283	129	255	68	83	322	90
		19%	*19%*	24%a	21%d	*14%*	21%f	*17%*	21%i	*17%*	*17%*	*19%*	*22%*
3-4		185	163	22	162	23	113	72	139	23	23	145	40
		9%	*8%*	*10%*	9%d	*5%*	*8%*	*9%*	12%hi	*6%*	*5%*	*8%*	*10%*

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*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
5-10	145	126	19	127	18	95	50	101	17	25	114	31
	7%	*7%*	*9%*	*7%*	*4%*	*7%*	*6%*	*8%hi*	*4%*	*5%*	*7%*	*8%*
11-20	24	16	8	22	2	17	7	20	1	3	18	6
	1%	*1%*	*4%a*	*1%*	*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*
21+	13	12	1	10	3	10	3	11	-	2	7	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*	*	*2%j*
Don't know	133	118	15	101	32	95	39	51	34	48	113	20
	6%	*6%*	*7%*	*6%*	*8%*	*7%*	*5%*	*4%*	*8%g*	*10%g*	*7%*	*5%*
Mean - total population	**1.521**	**1.443**	**2.212a**	**1.636d**	**1.031**	**1.650**	**1.299**	**1.913hi**	**0.823**	**1.105**	**1.386**	**2.077j**
Standard Deviation	**4.052**	**4.046**	**4.046**	**4.231**	**3.141**	**4.547**	**3.012**	**4.343**	**1.918**	**4.399**	**3.453**	**5.894**
Error Variance	*	*	**0.1**	*	*	*	*	*	*	*	*	**0.1**
Mean - excluding none	**3.914**	**3.848**	**4.350**	**3.924**	**3.852**	**4.029**	**3.687**	**4.193h**	**2.844**	**3.657**	**3.699**	**4.667**
Standard Deviation	**5.737**	**5.869**	**4.792**	**5.829**	**5.112**	**6.398**	**4.119**	**5.640**	**2.644**	**7.414**	**4.825**	**8.133**
Error Variance	*	**0.1**	**0.2**	*	**0.2**	**0.1**	**0.1**	**0.1**	**0.1**	**0.3**	*	**0.3**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
None	1227	33	151	130	81	89	135	136	181	77	1013	56	123	34	1030	193
	57%	*35%*	61%aegi	72%abdeg hijk	55%a	49%a	67%adegi jk	51%a	59%aei	*46%*	56%ai	53%a	68%adegi jk	69%aegi	*56%*	69%n
1	226	12	18	12	16	25	18	34	37	22	195	14	11	7	194	31
	11%	*13%*	*7%*	*6%*	*11%*	14%bcl	*9%*	13%cl	*12%*	13%cl	*11%*	*13%*	*6%*	*14%*	*10%*	*11%*
2	185	5	29	8	14	19	20	20	26	18	158	15	8	4	172	14
	9%	*5%*	11%cl	*5%*	*9%*	10%l	*10%*	*7%*	*8%*	11%cl	*9%*	14%acl	*5%*	*8%*	9%o	*5%*
3	92	2	14	6	10	13	7	10	13	7	82	5	1	4	81	10
	4%	*2%*	6%l	*3%*	7%l	7%l	*3%*	*4%*	*4%*	*4%*	5%l	5%l	*1%*	8%l	*4%*	*4%*
4	93	5	20	4	9	12	3	11	11	7	82	3	8	1	90	4
	4%	*5%*	8%cfhj	*2%*	6%f	6%f	*2%*	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*1%*	5%o	*1%*
5	51	7	5	3	5	3	9	5	6	2	46	3	2	-	44	6
	2%	7%bceghi jl	*2%*	*2%*	*4%*	*2%*	5%i	*2%*	*2%*	*1%*	*3%*	*3%*	*1%*	-	*2%*	*2%*
6	41	1	2	1	4	6	2	6	6	7	33	3	5	-	41	-
	2%	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	4%bcj	*2%*	*2%*	*3%*	-	2%o	-
7	8	1	1	2	-	1	-	-	2	2	8	-	-	-	8	-
	*	*1%*	*	*1%*	-	*1%*	-	-	*1%*	*1%*	*	-	-	-	*	-
8	16	-	3	1	4	-	-	1	1	4	14	*	1	-	16	-
	1%	-	*1%*	*1%*	2%efj	-	-	*	*	3%efghj	*1%*	*	*1%*	-	*1%*	-
9	1	-	1	-	*	-	-	-	-	-	1	-	-	-	1	-
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-
10	28	2	1	4	1	5	1	3	2	4	23	3	2	-	28	-
	1%	*2%*	*	*2%*	*1%*	3%b	*	*1%*	*1%*	*3%*	*1%*	3%b	*1%*	-	*2%*	-
11	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-
12	11	-	-	-	-	3	1	3	1	2	11	-	-	-	11	-
	1%	-	-	-	-	*2%*	*	*1%*	*	*1%*	*1%*	-	-	-	*1%*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
13		2	-	-	-	-	-	-	2	-	-	2	-	-	-	-	2
		*	-	-	-	-	-	-	*1%*	-	-	*	-	-	-	-	1%n
15		5	*	-	2	-	*	-	-	1	1	4	-	*	-	3	2
		*	*	-	*1%*	-	*	-	-	*	*1%*	*	-	*	-	*	*1%*
16		1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-
		*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-
20		5	-	-	-	1	1	-	3	1	1	5	-	-	-	5	-
		*	-	-	-	*	*	-	*1%*	*	*	*	-	-	-	*	-
24		1	-	*	-	-	-	1	-	-	-	1	-	-	-	1	-
		*	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-
25		2	-	-	-	-	-	-	2	-	-	2	-	-	-	2	-
		*	-	-	-	-	-	-	*1%*	-	-	*	-	-	-	*	-
28		1	-	-	-	-	-	-	-	-	1	1	-	-	-	1	-
		*	-	-	-	-	-	-	-	-	*1%*	*	-	-	-	*	-
30		7	-	-	-	-	*	2	1	2	1	7	-	-	-	7	-
		*	-	-	-	-	*	*1%*	*	*1%*	*1%*	*	-	-	-	*	-
50		1	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-
		*	-	-	1%j	-	-	-	-	-	-	*	-	-	-	*	-
67		1	-	-	-	-	-	-	-	1	-	1	-	-	-	1	-
		*	-	-	-	-	-	-	-	*	-	*	-	-	-	*	-
100		1	-	-	-	-	-	-	-	-	1	1	-	-	-	1	-
		*	-	-	-	-	-	-	-	-	*	*	-	-	-	*	-
SUMMARY CODES																	
None	(0)	1227	33	151	130	81	89	135	136	181	77	1013	56	123	34	1030	193
		57%	*35%*	61%aegi	72%abdeg hijk	55%a	49%a	67%adegi jk	51%a	59%aei	*46%*	56%ai	53%a	68%adegi jk	69%aegi	*56%*	69%n

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
1-2	412	17	47	20	30	45	39	54	63	40	353	28	20	11	366	45
	19%	*18%*	19%cl	*11%*	20%cl	24%cl	19%cl	20%cl	20%cl	24%cl	20%cl	27%cl	*11%*	22%cl	*20%*	*16%*
3-4	185	7	34	9	19	24	10	21	25	14	163	8	10	4	170	14
	9%	*7%*	14%cfhjl	*5%*	13%cfl	13%cfl	*5%*	*8%*	*8%*	*8%*	*9%*	*7%*	*5%*	*9%*	9%o	*5%*
5-10	145	11	12	11	14	15	12	15	16	18	125	9	11	-	139	6
	7%	12%m	*5%*	*6%*	9%m	8%m	*6%*	*5%*	*5%*	11%bghm	7%m	8%m	*6%*	-	7%o	*2%*
11-20	24	*	-	2	1	4	1	8	3	4	23	-	1	-	21	3
	1%	*	-	*1%*	*	2%b	*	3%bj	*1%*	3%b	*1%*	-	*	-	*1%*	*1%*
21+	13	-	*	1	-	*	3	3	3	3	13	-	-	-	13	-
	1%	-	*	*1%*	-	*	*1%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Don't know	133	27	4	9	4	5	2	32	18	11	111	5	17	-	113	19
	6%	28%bcdefg hijklm	*1%*	5%f	*3%*	*3%*	*1%*	12%bcdefh jkm	6%bf	6%bf	6%bf	5%f	10%bdefm	-	*6%*	*7%*
Mean - total population	**1.521**	**1.781lm**	**1.183m**	**1.307**	**1.472m**	**1.859blm**	**1.271**	**1.868blm**	**1.480**	**2.752bfh jlm**	**1.618**	**1.305m**	**0.930**	**0.583**	**1.647o**	**0.698**
Standard Deviation	**4.052**	**2.616**	**2.055**	**4.784**	**2.458**	**3.262**	**3.744**	**4.234**	**4.815**	**7.729**	**4.318**	**2.181**	**2.158**	**1.015**	**4.276**	**1.888**
Error Variance	*	**0.1**	*	**0.1**	*	**0.1**	**0.1**	**0.1**	**0.1**	**0.4**	*	*	*	*	*	*
Mean - excluding none	**3.914**	**3.463**	**3.074**	**5.280b**	**3.362**	**3.728**	**3.908**	**4.398**	**3.938**	**5.450b**	**4.039**	**2.938**	**3.691**	**1.869**	**4.042**	**2.672**
Standard Deviation	**5.737**	**2.739**	**2.273**	**8.522**	**2.732**	**3.797**	**5.752**	**5.586**	**7.230**	**10.205**	**6.065**	**2.437**	**2.897**	**0.946**	**5.935**	**2.904**
Error Variance	*	**0.2**	**0.1**	**1.4**	**0.1**	**0.1**	**0.5**	**0.3**	**0.5**	**1.2**	**0.1**	**0.1**	**0.2**	*	*	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
None	1227	-	37	104	71	17	17	1176	850	947
	57%	-	23%a	38%ab	38%ab	33%a	44%ab	58%h	*54%*	*57%*
1	226	226	26	37	30	4	2	218	181	189
	11%	29%bcdef	*16%*	*13%*	*16%*	*8%*	*5%*	*11%*	*12%*	*11%*
2	185	185	19	32	29	4	-	177	154	151
	9%	24%bcdef	12%f	12%f	15%f	*7%*	-	*9%*	*10%*	*9%*
3	92	92	14	20	14	4	2	91	77	72
	4%	*12%*	*9%*	*7%*	*7%*	*8%*	*5%*	*4%*	*5%*	*4%*
4	93	93	21	25	15	7	4	90	79	75
	4%	*12%*	*13%*	*9%*	*8%*	*13%*	*9%*	*4%*	*5%*	*5%*
5	51	51	8	15	8	3	4	50	45	39
	2%	*7%*	*5%*	*5%*	*4%*	*7%*	*10%*	*2%*	*3%*	*2%*
6	41	41	10	12	3	3	6	40	35	30
	2%	5%d	6%d	*4%*	*2%*	*6%*	16%acd	*2%*	*2%*	*2%*
7	8	8	2	3	-	3	-	8	7	8
	*	*1%*	*1%*	*1%*	-	6%acd	-	*	*	*
8	16	16	2	3	3	-	-	16	16	13
	1%	*2%*	*1%*	*1%*	*2%*	-	-	*1%*	*1%*	*1%*
9	1	1	*	-	-	-	-	1	-	-
	*	*	*	-	-	-	-	*	-	-
10	28	28	11	12	5	6	1	27	21	20
	1%	*4%*	*7%*	*4%*	*3%*	11%ad	*2%*	*1%*	*1%*	*1%*
11	*	*	-	-	-	-	-	*	*	*
	*	*	-	-	-	-	-	*	*	*
12	11	11	4	2	1	1	-	11	8	5
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
13		2	2	2	2	-	-	2	2	2	2
		*	*	*1%*	*1%*	-	-	4%ad	*	*	*
15		5	5	*	*	-	-	*	5	3	2
		*	*1%*	*	*	-	-	*1%*	*	*	*
16		1	1	-	1	1	-	-	1	1	1
		*	*	-	*	*	-	-	*	*	*
20		5	5	-	-	-	-	-	5	3	5
		*	*1%*	-	-	-	-	-	*	*	*
24		1	1	-	-	-	-	-	1	1	1
		*	*	-	-	-	-	-	*	*	*
25		2	2	-	-	-	-	-	2	2	2
		*	*	-	-	-	-	-	*	*	*
28		1	1	-	-	-	-	-	1	1	1
		*	*	-	-	-	-	-	*	*	*
30		7	7	*	-	-	-	-	6	5	5
		*	*1%*	*	-	-	-	-	*	*	*
50		1	1	1	1	-	-	1	1	1	1
		*	*	*1%*	*	-	-	3%ad	*	*	*
67		1	1	-	-	-	-	-	1	1	1
		*	*	-	-	-	-	-	*	*	*
100		1	1	-	-	-	-	-	1	1	1
		*	*	-	-	-	-	-	*	*	*
SUMMARY CODES											
None	(0)	1227	-	37	104	71	17	17	1176	850	947
		57%	-	23%a	38%ab	38%ab	33%a	44%ab	58%h	*54%*	*57%*
1-2		412	412	45	69	59	8	2	394	335	339
		19%	53%bcdef	28%f	25%f	31%ef	*15%*	*5%*	*19%*	*21%*	*21%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
3-4	185	185	35	45	29	11	6	181	156	147
	9%	24%cd	*22%*	*16%*	*15%*	*21%*	*14%*	*9%*	*10%*	*9%*
5-10	145	145	33	45	19	15	11	142	124	110
	7%	19%d	20%d	*16%*	*10%*	30%cd	27%d	*7%*	*8%*	*7%*
11-20	24	24	6	5	2	1	2	24	17	15
	1%	*3%*	*4%*	*2%*	*1%*	*1%*	*5%*	*1%*	*1%*	*1%*
21+	13	13	2	1	-	-	1	12	12	11
	1%	*2%*	*1%*	*	-	-	3%d	*1%*	*1%*	*1%*
Don't know	133	-	3	9	8	-	1	101	81	82
	6%	-	2%a	3%a	4%a	-	2%a	*5%*	*5%*	*5%*
Mean - total population	**1.521**	**3.914cd**	**3.692cd**	**2.597**	**1.970**	**3.365d**	**4.488**	**1.535**	**1.701**	**1.516**
Standard Deviation	**4.052**	**5.737**	**5.515**	**4.413**	**2.672**	**3.433**	**9.078**	**4.073**	**4.375**	**4.213**
Error Variance	*	*	**0.2**	**0.1**	*	**0.3**	**2.4**	*	*	*
Mean - excluding none	**3.914**	**3.914**	**4.821d**	**4.243**	**3.247**	**4.993**	**8.074**	**3.929**	**3.945**	**3.824**
Standard Deviation	**5.737**	**5.737**	**5.858**	**4.987**	**2.761**	**3.047**	**11.005**	**5.751**	**5.964**	**5.998**
Error Variance	*	*	**0.3**	**0.2**	**0.1**	**0.3**	**6.4**	*	**0.1**	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
None	1227	88	283	815	68	344	788	40	335	810	29	309	842	55	287	838	19	80
	57%	39%d	56%ad	61%ade	*26%*	53%ad	67%abcde	*36%*	51%g	62%ghjkmn	*41%*	53%g	61%ghjkmn	*43%*	54%gm	60%ghjkmn	*29%*	*39%*
1	226	25	62	135	35	85	106	12	84	129	6	75	139	11	68	142	8	27
	11%	*11%*	12%f	*10%*	13%f	13%f	*9%*	*11%*	*13%*	*10%*	*8%*	*13%*	*10%*	*9%*	*13%*	*10%*	*13%*	*13%*
2	185	21	57	101	40	70	74	10	76	99	5	72	105	12	60	111	7	25
	9%	*9%*	11%cf	*8%*	15%cf	11%cf	*6%*	*9%*	12%ilo	*8%*	*7%*	12%ilo	*8%*	*9%*	11%ilo	*8%*	*11%*	*12%*
3	92	19	19	52	21	33	35	7	32	51	2	31	56	9	27	53	9	11
	4%	8%bcf	*4%*	*4%*	8%bcf	5%f	*3%*	*6%*	*5%*	*4%*	*2%*	*5%*	*4%*	*7%*	*5%*	*4%*	*14%*	*5%*
4	93	25	27	38	30	33	28	6	42	45	7	29	54	13	28	50	5	20
	4%	11%bcef	5%cf	*3%*	12%bcef	5%cf	*2%*	*5%*	7%ilo	*3%*	10%ilo	*5%*	*4%*	10%ilo	*5%*	*4%*	*8%*	*10%*
5	51	13	13	22	17	20	12	10	16	25	5	13	32	9	12	29	3	12
	2%	6%bcf	3%f	*2%*	7%bcef	3%f	*1%*	9%hiklno	*2%*	*2%*	7%iklo	*2%*	*2%*	7%hiklno	*2%*	*2%*	*5%*	*6%*
6	41	11	9	20	15	14	12	5	14	22	4	8	29	7	9	25	6	6
	2%	5%bcef	*2%*	*2%*	6%bcef	*2%*	*1%*	*4%*	*2%*	*2%*	5%k	*1%*	*2%*	5%ikno	*2%*	*2%*	*9%*	*3%*
7	8	2	3	4	3	3	2	3	5	*	3	4	1	2	4	3	2	2
	*	*1%*	*1%*	*	*1%*	*1%*	*	2%ilo	1%il	*	4%iklno	1%il	*	1%il	1%il	*	*2%*	*1%*
8	16	-	3	12	4	6	6	3	6	7	3	3	9	1	3	10	-	3
	1%	-	*1%*	*1%*	*2%*	*1%*	*	3%iklo	*1%*	*1%*	4%iklno	*1%*	*1%*	*1%*	*1%*	*1%*	-	*2%*
9	1	-	-	1	-	1	*	-	1	*	-	1	-	-	1	-	-	-
	*	-	-	*	-	*	*	-	*	*	-	*	-	-	*	-	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
10	28	6	6	16	11	8	9	5	7	15	2	7	19	1	7	20	2	10
	1%	*3%f*	*1%*	*1%*	*4%bcef*	*1%*	*1%*	*4%hikln o*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*5%*
11	*	-	-	*	-	-	*	*	-	-	-	-	*	-	-	*	-	-
	*	-	-	*	-	-	*	*	-	-	-	-	*	-	-	*	-	-
12	11	2	-	9	3	-	8	1	1	9	-	-	11	2	-	9	1	1
	1%	*1%*	-	*1%e*	*1%be*	-	*1%*	*1%*	*	*1%*	-	-	*1%k*	*1%kn*	-	*1%*	*1%*	*1%*
13	2	-	-	2	-	-	2	2	-	-	2	-	-	2	-	-	2	-
	*	-	-	*	-	-	*	*1%hikln o*	-	-	*2%hikln o*	-	-	*1%hikln o*	-	-	*2%*	-
15	5	1	-	4	1	1	3	-	1	4	-	3	2	2	-	3	-	*
	*	*	-	*	*	*	*	-	*	*	-	*	*	*1%ln*	-	*	-	*
16	1	-	-	1	1	-	-	-	-	1	-	-	1	-	-	1	-	1
	*	-	-	*	*	-	-	-	-	*	-	-	*	-	-	*	-	*
20	5	1	1	3	2	2	1	-	2	3	-	2	3	-	1	4	-	-
	*	*	*	*	*1%f*	*	*	-	*	*	-	*	*	-	*	*	-	-
24	1	-	-	1	1	-	*	1	-	*	-	-	1	-	-	1	-	-
	*	-	-	*	*	-	*	*1%hik*	-	*	-	-	*	-	-	*	-	-
25	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-
	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-
28	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-
	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-
30	7	-	2	5	1	2	4	1	3	3	-	2	3	-	2	3	-	-
	*	-	*	*	*	*	*	*1%*	*	*	-	*	*	-	*	*	-	-

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
			Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
50		1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-
		*	-	-	*	-	-	*	-	*	-	-	*	-	-	*	-	*2%*	-
67		1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-
		*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-
100		1	-	-	1	1	-	-	1	-	-	-	-	1	-	-	1	-	-
		*	-	-	*	*	-	-	1%i	-	-	-	-	*	-	-	*	-	-
SUMMARY CODES																			
None	(0)	1227	88	283	815	68	344	788	40	335	810	29	309	842	55	287	838	19	80
		57%	39%d	56%ad	61%ade	*26%*	53%ad	67%abcde	*36%*	51%g	62%ghjkmn	*41%*	53%g	61%ghjkmn	*43%*	54%gm	60%ghjkmn	*29%*	*39%*
1-2		412	46	119	236	75	154	180	22	160	227	11	147	244	23	128	252	16	52
		19%	*20%*	24%cf	*18%*	28%cf	24%cf	*15%*	*20%*	25%ilo	*17%*	*15%*	25%ilo	*18%*	*18%*	24%ilo	*18%*	*24%*	*25%*
3-4		185	43	47	90	51	66	64	13	74	96	9	61	110	22	55	103	14	31
		9%	19%bcef	9%f	*7%*	19%bcef	10%cf	*5%*	*11%*	11%ilo	*7%*	*13%*	10%io	*8%*	17%ilo	*10%*	*7%*	*22%*	*15%*
5-10		145	32	34	77	49	52	41	26	49	70	16	37	90	19	36	88	12	32
		7%	14%bcef	7%f	6%f	19%bcef	8%f	*3%*	23%hiklno	*7%*	*5%*	22%hiklno	*6%*	*6%*	15%hiklno	*7%*	*6%*	*19%*	*16%*
11-20		24	3	1	19	7	3	14	3	4	17	2	5	18	5	1	18	2	3
		1%	*2%*	*	*1%*	3%be	*	*1%*	3%n	*1%*	*1%*	2%n	*1%*	*1%*	4%hklno	*	*1%*	*4%*	*1%*
21+		13	-	2	11	2	2	9	2	4	6	-	3	9	-	3	9	1	-
		1%	-	*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	-	*1%*	*1%*	-	*1%*	*1%*	*2%*	-
Don't know		133	12	19	89	11	26	89	7	25	79	5	25	79	5	21	84	1	6
		6%	*5%*	*4%*	7%be	*4%*	*4%*	7%be	*6%*	*4%*	*6%*	*7%*	*4%*	*6%*	*4%*	*4%*	*6%*	*1%*	*3%*
Mean - total population		**1.521**	**2.234bcef**	**1.356**	**1.498**	**3.358abcef**	**1.473**	**1.146**	**3.703hiklno**	**1.674i**	**1.298**	**2.663iklno**	**1.568**	**1.453**	**2.358ilno**	**1.518**	**1.454**	**3.698**	**2.303**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_1 Approximately how many of the following have you sent in the last month? - Standard letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Standard Deviation	**4.052**	**2.892**	**2.879**	**4.640**	**6.246**	**2.880**	**3.922**	**8.744**	**3.788**	**3.515**	**3.290**	**3.742**	**4.200**	**3.183**	**3.727**	**4.230**	**7.151**	**3.017**
Error Variance	*	*	*	*	**0.2**	*	*	**0.7**	*	*	**0.2**	*	*	**0.1**	*	*	**0.9**	*
Mean - excluding none	**3.914**	**3.807**	**3.237**	**4.316e**	**4.594be**	**3.300**	**4.083**	**5.975hi kn**	**3.594**	**3.818**	**4.733**	**3.491**	**4.055**	**4.243**	**3.466**	**4.048**	**5.267**	**3.874**
Standard Deviation	**5.737**	**2.875**	**3.705**	**7.067**	**6.909**	**3.545**	**6.549**	**10.504**	**4.893**	**5.173**	**3.067**	**4.950**	**6.223**	**3.199**	**5.002**	**6.274**	**8.054**	**3.038**
Error Variance	*	**0.1**	**0.1**	**0.1**	**0.2**	*	**0.1**	**1.7**	**0.1**	**0.1**	**0.3**	**0.1**	**0.1**	**0.2**	**0.1**	**0.1**	**1.6**	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
None		1847	895	952	266	323	322	277	297	362	167	589	599	660
		86%	*86%*	*87%*	*88%*	*87%*	*85%*	*85%*	*87%*	*87%*	*88%*	*87%*	*85%*	*87%*
1		81	37	44	4	14	15	16	15	17	6	18	31	32
		4%	*4%*	*4%*	*1%*	*4%*	*4%*	5%c	4%c	4%c	*3%*	*3%*	*4%*	*4%*
2		35	18	17	1	3	9	11	1	9	5	4	20	11
		2%	*2%*	*2%*	*	*1%*	2%g	3%cdg	*	2%cg	3%cg	*1%*	3%j	*1%*
3		9	1	8	-	1	-	3	3	2	1	1	3	5
		*	*	1%a	-	*	-	*1%*	*1%*	*1%*	*	*	*	*1%*
4		12	6	6	3	1	2	1	4	1	-	4	3	5
		1%	*1%*	*1%*	*1%*	*	*	*	*1%*	*	-	*1%*	*	*1%*
5		6	1	5	-	-	3	2	1	-	-	-	5	1
		*	*	*	-	-	*1%*	*1%*	*	-	-	-	*1%*	*
6		6	2	4	-	3	1	-	1	*	*	3	1	2
		*	*	*	-	*1%*	*	-	*	*	*	*	*	*
8		2	2	-	-	2	-	-	-	*	-	2	-	*
		*	*	-	-	*	-	-	-	*	-	*	-	*
9		*	*	-	-	-	-	-	-	*	*	-	-	*
		*	*	-	-	-	-	-	-	*	*	-	-	*
10		8	6	1	*	-	3	3	-	2	-	*	5	2
		*	*1%*	*	*	-	*1%*	*1%*	-	*	-	*	*1%*	*
20		1	1	-	-	-	-	1	-	-	-	-	1	-
		*	*	-	-	-	-	*	-	-	-	-	*	-
25		1	-	1	-	-	-	1	-	-	-	-	1	-
		*	-	*	-	-	-	*	-	-	-	-	*	-
SUMMARY CODES														
None	(0)	1847	895	952	266	323	322	277	297	362	167	589	599	660
		86%	*86%*	*87%*	*88%*	*87%*	*85%*	*85%*	*87%*	*87%*	*88%*	*87%*	*85%*	*87%*

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
1-2	116	55	62	5	17	24	27	17	26	11	22	52	43
	5%	*5%*	*6%*	*2%*	*5%*	6%c	8%c	*5%*	6%c	6%c	*3%*	7%j	6%j
3-4	20	7	14	3	2	2	4	7	3	1	5	6	10
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*
5-10	22	11	10	*	4	7	5	2	3	1	5	12	5
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
11-20	1	1	-	-	-	-	1	-	-	-	-	1	-
	*	*	-	-	-	-	*	-	-	-	-	*	-
21+	1	-	1	-	-	-	1	-	-	-	-	1	-
	*	-	*	-	-	-	*	-	-	-	-	*	-
Don't know	132	70	62	28	26	25	13	20	20	10	54	38	40
	6%	*7%*	*6%*	9%fh	*7%*	*6%*	*4%*	*6%*	*5%*	*5%*	*8%*	*5%*	*5%*
Mean - total population	**0.209**	**0.219**	**0.200**	**0.080**	**0.168**	**0.254c**	**0.389c**	**0.165**	**0.187**	**0.135**	**0.129**	**0.318jl**	**0.177**
Standard Deviation	**1.113**	**1.185**	**1.042**	**0.603**	**0.856**	**1.138**	**1.930**	**0.711**	**0.911**	**0.659**	**0.755**	**1.561**	**0.826**
Error Variance	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean - excluding none	**2.623**	**2.886**	**2.399**	**2.646**	**2.451**	**2.753**	**3.269**	**2.102**	**2.270**	**1.945**	**2.502**	**3.029**	**2.196**
Standard Deviation	**3.041**	**3.305**	**2.798**	**2.426**	**2.302**	**2.704**	**4.726**	**1.562**	**2.345**	**1.710**	**2.296**	**3.898**	**2.025**
Error Variance	**0.1**	**0.1**	**0.1**	**0.8**	**0.3**	**0.3**	**0.7**	**0.1**	**0.1**	**0.1**	**0.2**	**0.3**	**0.1**

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
None		1847	905	405	538	942	996	851	552	1296	371	1476
		86%	*85%*	*91%ac*	*85%*	*88%*	*86%*	*87%*	*87%*	*86%*	*87%*	*86%*
1		81	54	11	16	27	49	33	25	56	13	69
		4%	*5%bcd*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*
2		35	20	6	10	16	18	17	11	25	6	29
		2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
3		9	6	1	2	3	5	4	3	6	1	8
		*	*1%*	*	*	*	*	*	*	*	*	*
4		12	10	1	-	1	9	3	2	10	1	10
		1%	*1%cd*	*	-	*	*1%*	*	*	*1%*	*	*1%*
5		6	3	2	1	3	4	2	1	5	-	6
		*	*	*	*	*	*	*	*	*	-	*
6		6	6	-	-	-	4	2	2	4	1	4
		*	*1%d*	-	-	-	*	*	*	*	*	*
8		2	2	-	-	-	2	*	-	2	-	2
		*	*	-	-	-	*	*	-	*	-	*
9		*	-	*	-	*	-	*	-	*	*	-
		*	-	*	-	*	-	*	-	*	*	-
10		8	4	1	3	4	6	2	5	3	2	6
		*	*	*	*	*	*	*	*1%*	*	*	*
20		1	-	-	1	1	-	1	-	1	-	1
		*	-	-	*	*	-	*	-	*	-	*
25		1	-	-	1	1	-	1	-	1	1	-
		*	-	-	*	*	-	*	-	*	*	-
SUMMARY CODES												
None	(0)	1847	905	405	538	942	996	851	552	1296	371	1476
		86%	*85%*	*91%ac*	*85%*	*88%*	*86%*	*87%*	*87%*	*86%*	*87%*	*86%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
1-2	116	73	17	26	43	66	50	36	81	19	97
	5%	*7%bcd*	*4%*	*4%*	*4%*	*6%*	*5%*	*6%*	*5%*	*4%*	*6%*
3-4	20	16	3	2	4	14	6	5	16	2	18
	1%	*2%cd*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
5-10	22	14	4	4	7	15	6	7	14	4	18
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
11-20	1	-	-	1	1	-	1	-	1	-	1
	*	-	-	*	*	-	*	-	*	-	*
21+	1	-	-	1	1	-	1	-	1	1	-
	*	-	-	*	*	-	*	-	*	*	-
Don't know	132	56	16	59	76	67	65	33	99	31	101
	6%	*5%*	*4%*	*9%ab*	*7%b*	*6%*	*7%*	*5%*	*7%*	*7%*	*6%*
Mean - total population	**0.209**	**0.250**	**0.136**	**0.191**	**0.167**	**0.228**	**0.187**	**0.204**	**0.211**	**0.212**	**0.208**
Standard Deviation	**1.113**	**1.024**	**0.788**	**1.425**	**1.194**	**1.034**	**1.200**	**1.029**	**1.147**	**1.437**	**1.018**
Error Variance	*	*	*	*	*	*	*	*	*	*	*
Mean - excluding none	**2.623**	**2.438**	**2.491**	**3.292**	**2.961**	**2.599**	**2.658**	**2.573**	**2.644**	**3.292**	**2.496**
Standard Deviation	**3.041**	**2.219**	**2.398**	**5.046**	**4.150**	**2.468**	**3.755**	**2.726**	**3.176**	**4.770**	**2.595**
Error Variance	**0.1**	**0.1**	**0.2**	**0.6**	**0.3**	**0.1**	**0.2**	**0.2**	**0.1**	**0.8**	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
			Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
None		1847	1652	195	1483	364	1159	688	1040	356	425	1486	361
		86%	*86%*	*89%*	*86%*	*88%*	*85%*	*88%*	*86%*	*87%*	*85%*	*86%*	*88%*
1		81	77	4	68	13	56	26	58	13	9	68	14
		4%	*4%*	*2%*	*4%*	*3%*	*4%*	*3%*	5%i	*3%*	*2%*	*4%*	*3%*
2		35	34	1	29	6	27	9	27	2	6	21	14
		2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	2%h	*1%*	*1%*	*1%*	3%j
3		9	9	-	9	-	3	5	7	2	-	8	1
		*	*	-	*1%*	-	*	*1%*	*1%*	*1%*	-	*	*
4		12	10	1	11	*	8	3	8	3	1	11	*
		1%	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*
5		6	6	-	5	1	3	3	4	2	-	6	-
		*	*	-	*	*	*	*	*	*	-	*	-
6		6	6	-	6	-	*	5	6	-	-	6	-
		*	*	-	*	-	*	1%e	*	-	-	*	-
8		2	2	-	2	-	*	2	*	2	-	2	-
		*	*	-	*	-	*	*	*	*	-	*	-
9		*	-	*	*	-	*	-	-	-	*	*	-
		*	-	*a	*	-	*	-	-	-	*	*	-
10		8	8	-	8	-	8	-	4	*	3	7	1
		*	*	-	*	-	*1%*	-	*	*	*1%*	*	*
20		1	1	-	1	-	1	-	-	-	1	-	1
		*	*	-	*	-	*	-	-	-	*	-	*
25		1	1	-	1	-	-	1	1	-	-	1	-
		*	*	-	*	-	-	*	*	-	-	*	-
SUMMARY CODES													
None	(0)	1847	1652	195	1483	364	1159	688	1040	356	425	1486	361
		86%	*86%*	*89%*	*86%*	*88%*	*85%*	*88%*	*86%*	*87%*	*85%*	*86%*	*88%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
1-2	116	111	5	97	19	82	34	85	15	16	89	27
	5%	*6%b*	*2%*	*6%*	*5%*	*6%*	*4%*	*7%hi*	*4%*	*3%*	*5%*	*7%*
3-4	20	19	1	20	*	12	9	14	5	1	19	1
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
5-10	22	21	*	21	1	12	10	14	4	3	21	1
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*
11-20	1	1	-	1	-	1	-	-	-	1	-	1
	*	*	-	*	-	*	-	-	-	*	-	*
21+	1	1	-	1	-	-	1	1	-	-	1	-
	*	*	-	*	-	-	*	*	-	-	*	-
Don't know	132	115	17	102	29	95	37	49	30	52	113	19
	6%	*6%*	*8%*	*6%*	*7%*	*7%*	*5%*	*4%*	*7%g*	*10%g*	*7%*	*5%*
Mean - total population	**0.209**	**0.224b**	**0.075**	**0.239d**	**0.085**	**0.212**	**0.204**	**0.242**	**0.164**	**0.173**	**0.216**	**0.182**
Standard Deviation	**1.113**	**1.158**	**0.545**	**1.219**	**0.425**	**1.088**	**1.154**	**1.144**	**0.855**	**1.249**	**1.112**	**1.117**
Error Variance	*	*	*	*	*	*	*	*	*	*	*	*
Mean - excluding none	**2.623**	**2.643**	**2.171**	**2.777**	**1.583**	**2.523**	**2.821**	**2.456**	**2.595**	**3.627**	**2.689**	**2.342**
Standard Deviation	**3.041**	**3.079**	**2.170**	**3.208**	**1.024**	**2.885**	**3.350**	**2.810**	**2.338**	**4.594**	**2.971**	**3.363**
Error Variance	**0.1**	**0.1**	**0.4**	**0.1**	*	**0.1**	**0.2**	**0.1**	**0.2**	**0.9**	**0.1**	**0.3**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
None	1847	61	232	163	132	161	187	216	261	146	1559	94	152	42	1587	254
	86%	*64%*	93%aghjl	90%ag	89%ag	88%ag	93%aghjl	80%a	85%a	88%a	87%ag	88%a	83%a	86%a	*86%*	91%n
1	81	2	4	4	2	9	7	13	20	5	67	6	5	3	76	5
	4%	*2%*	*2%*	*2%*	*2%*	*5%*	*4%*	*5%*	7%bdj	*3%*	*4%*	6%b	*3%*	6%b	*4%*	*2%*
2	35	1	3	3	3	6	5	-	1	2	23	2	7	4	34	1
	2%	*1%*	*1%*	*2%*	2%g	3%ghj	2%g	-	*	*1%*	*1%*	*1%*	4%ghj	7%bcghij	*2%*	*
3	9	1	2	1	1	-	-	2	1	-	7	1	*	-	9	-
	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*	-	*	*1%*	*	-	*	-
4	12	-	2	-	1	2	1	1	2	3	12	-	-	-	12	-
	1%	-	*1%*	-	*1%*	*1%*	*	*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
5	6	-	3	-	1	-	1	-	1	-	6	-	-	-	6	-
	*	-	*1%*	-	*1%*	-	*	-	*	-	*	-	-	-	*	-
6	6	-	-	-	2	-	-	-	2	1	5	-	*	-	6	-
	*	-	-	-	2%j	-	-	-	*1%*	*1%*	*	-	*	-	*	-
8	2	-	-	-	-	-	-	2	-	-	2	-	*	-	2	-
	*	-	-	-	-	-	-	*1%*	-	-	*	-	*	-	*	-
9	*	-	-	-	*	-	-	-	-	-	*	-	-	-	*	-
	*	-	-	-	*	-	-	-	-	-	*	-	-	-	*	-
10	8	-	-	2	1	-	-	3	2	-	8	-	-	-	6	2
	*	-	-	*1%*	*	-	-	*1%*	*1%*	-	*	-	-	-	*	*1%*
20	1	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	*	-	-	-	-	-	-	*	-	-	-	*	-
25	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	GOVERNMENT REGIONS													ETHNIC ORIGIN	
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
SUMMARY CODES																	
None	(0)	1847	61	232	163	132	161	187	216	261	146	1559	94	152	42	1587	254
		86%	*64%*	93%aghjl	90%ag	89%ag	88%ag	93%aghjl	80%a	85%a	88%a	87%ag	88%a	83%a	86%a	*86%*	91%n
1-2		116	3	7	7	5	15	12	13	22	7	90	8	11	7	110	7
		5%	*3%*	*3%*	*4%*	*3%*	8%b	*6%*	*5%*	7%b	*4%*	*5%*	8%b	*6%*	14%abcdgij	6%o	*2%*
3-4		20	1	4	1	2	2	1	3	3	3	19	1	*	-	20	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*	-	*1%*	-
5-10		22	-	3	2	4	-	1	4	5	1	21	-	1	-	20	2
		1%	-	*1%*	*1%*	3%e	-	*	*2%*	*2%*	*1%*	*1%*	-	*	-	*1%*	*1%*
11-20		1	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-
		*	-	-	*	-	-	-	-	-	-	*	-	-	-	*	-
21+		1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-
		*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-
Don't know		132	30	4	7	4	5	*	32	17	10	110	4	17	-	113	18
		6%	31%bcdefghijklm	*1%*	4%f	3%f	3%f	*	12%bcdefhjkm	6%bf	6%bf	6%bf	4%f	10%bdefm	-	*6%*	*6%*
Mean - total population		**0.209**	**0.104**	**0.145**	**0.305**	**0.301**	**0.157**	**0.125**	**0.344**	**0.248**	**0.170**	**0.220**	**0.119**	**0.154**	**0.211**	**0.227**	**0.094**
Standard Deviation		**1.113**	**0.458**	**0.707**	**1.800**	**1.258**	**0.565**	**0.558**	**1.918**	**1.108**	**0.787**	**1.185**	**0.434**	**0.671**	**0.566**	**1.152**	**0.813**
Error Variance		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean - excluding none		**2.623**	**1.755**	**2.726**	**4.572**	**3.806**	**1.683**	**1.828**	**3.843**	**2.407**	**2.543**	**2.822**	**1.372**	**2.005**	**1.536**	**2.606**	**2.918**
Standard Deviation		**3.041**	**0.880**	**1.589**	**5.616**	**2.680**	**0.950**	**1.239**	**5.375**	**2.625**	**1.876**	**3.280**	**0.694**	**1.513**	**0.541**	**3.012**	**3.736**
Error Variance		**0.1**	**0.2**	**0.2**	**2.6**	**0.6**	*	**0.1**	**1.8**	**0.3**	**0.4**	**0.1**	*	**0.2**	*	**0.1**	**2.3**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
None	1847	649	-	195	135	35	25	1777	1351	1425
	86%	83%bcdef	-	70%b	72%b	69%b	63%b	*87%*	*86%*	*86%*
1	81	63	81	32	27	6	-	78	75	72
	4%	*8%*	51%acdef	12%f	14%af	*11%*	-	*4%*	*5%*	*4%*
2	35	26	35	18	13	5	*	35	28	30
	2%	*3%*	22%acdf	7%a	7%a	9%a	*1%*	*2%*	*2%*	*2%*
3	9	7	9	2	*	-	1	8	7	7
	*	*1%*	5%acd	*1%*	*	-	*3%*	*	*	*
4	12	7	12	7	2	1	4	12	12	11
	1%	*1%*	7%acd	*3%*	*1%*	*2%*	10%acd	*1%*	*1%*	*1%*
5	6	2	6	4	2	1	1	6	6	6
	*	*	4%a	*1%*	*1%*	*2%*	3%a	*	*	*
6	6	6	6	6	1	3	2	6	5	5
	*	*1%*	4%a	*2%*	*1%*	6%ad	*4%*	*	*	*
8	2	*	2	*	-	*	-	2	2	2
	*	*	1%a	*	-	*1%*	-	*	*	*
9	*	*	*	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	-
10	8	7	8	6	-	*	5	7	7	7
	*	*1%*	5%ad	*2%*	-	*1%*	13%acde	*	*	*
20	1	-	1	-	-	-	-	1	1	1
	*	-	*	-	-	-	-	*	*	*
25	1	1	1	-	-	-	-	1	1	1
	*	*	*	-	-	-	-	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
			Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
SUMMARY CODES											
None	(0)	1847	649	-	195	135	35	25	1777	1351	1425
		86%	83%bcdef	-	70%b	72%b	69%b	63%b	*87%*	*86%*	*86%*
1-2		116	89	116	51	40	10	*	113	103	102
		5%	*11%*	73%acdef	18%af	21%af	20%f	*1%*	*6%*	*7%*	*6%*
3-4		20	14	20	9	3	1	5	20	19	18
		1%	*2%*	13%acde	*3%*	*2%*	*2%*	14%acd	*1%*	*1%*	*1%*
5-10		22	16	22	15	3	5	8	20	20	20
		1%	*2%*	14%acd	6%a	*2%*	9%ad	19%acd	*1%*	*1%*	*1%*
11-20		1	-	1	-	-	-	-	1	1	1
		*	-	*	-	-	-	-	*	*	*
21+		1	1	1	-	-	-	-	1	1	1
		*	*	*	-	-	-	-	*	*	*
Don't know		132	10	-	8	7	-	1	100	82	85
		6%	*1%*	-	*3%*	3%b	-	3%b	*5%*	*5%*	*5%*
Mean - total population		**0.209**	**0.400**	**2.623acde**	**0.797ad**	**0.444**	**0.952ad**	**2.266**	**0.205**	**0.252**	**0.239**
Standard Deviation		**1.113**	**1.505**	**3.041**	**1.873**	**0.983**	**1.938**	**3.578**	**1.095**	**1.235**	**1.206**
Error Variance		*	*	**0.1**	*	*	**0.1**	**0.4**	*	*	*
Mean - excluding none		**2.623**	**2.563**	**2.623**	**2.863d**	**1.753**	**3.031**	**6.446**	**2.573**	**2.638**	**2.659**
Standard Deviation		**3.041**	**3.007**	**3.041**	**2.595**	**1.241**	**2.406**	**3.035**	**2.995**	**3.119**	**3.131**
Error Variance		**0.1**	**0.1**	**0.1**	**0.1**	*	**0.4**	**0.7**	**0.1**	**0.1**	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
None	1847	173	450	1169	212	569	1031	91	566	1144	45	506	1230	101	469	1213	37	152
	86%	*77%*	89%ad	87%ad	*80%*	88%ad	87%ad	81%j	87%jm	88%jm	*63%*	86%jm	88%gjm	78%j	88%jm	87%jm	*56%*	75%p
1	81	18	17	40	20	24	34	8	32	39	6	31	43	11	23	46	10	23
	4%	8%bcef	*3%*	*3%*	7%bcef	*4%*	*3%*	7%i	5%il	*3%*	8%ilo	5%il	*3%*	8%ilo	*4%*	*3%*	*15%*	*11%*
2	35	8	10	17	7	12	17	1	12	23	2	11	22	1	7	27	4	14
	2%	3%c	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*6%*	*7%*
3	9	1	3	5	2	3	4	-	4	5	1	4	4	-	2	7	-	2
	*	*	*1%*	*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*	-	*	*1%*	-	*1%*
4	12	6	3	3	5	5	1	-	5	7	2	3	6	2	2	7	2	5
	1%	3%bcf	*1%*	*	2%cf	1%f	*	-	*1%*	*1%*	3%iklno	*1%*	*	*2%*	*	*1%*	*4%*	*2%*
5	6	3	-	3	1	3	2	3	1	2	2	2	2	1	2	3	3	1
	*	1%bcf	-	*	*	*	*	2%hiklno	*	*	3%hiklno	*	*	*1%*	*	*	*4%*	*1%*
6	6	4	-	1	4	-	1	3	-	2	3	-	2	4	-	1	5	*
	*	2%bcef	-	*	2%bcef	-	*	3%hiklno	-	*	5%hiklno	-	*	3%hiklno	-	*	8%q	*
8	2	-	*	2	-	2	-	-	2	-	2	*	-	-	*	2	-	*
	*	-	*	*	-	*	-	-	*	-	2%hiklno	*	-	-	*	*	-	*
9	*	-	-	*	-	-	*	-	-	*	-	*	-	-	*	-	-	-
	*	-	-	*	-	-	*	-	-	*	-	*	-	-	*	-	-	-
10	8	2	1	5	3	1	3	2	4	1	4	3	1	3	3	1	4	2
	*	*1%*	*	*	*1%*	*	*	1%ilo	1%ilo	*	5%hiklno	*	*	3%iklno	*	*	6%q	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
			Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
20		1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-
		*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-
25		1	1	-	-	1	-	-	-	-	1	-	-	1	-	-	1	-	-
		*	*	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-
SUMMARY CODES																			
None	(0)	1847	173	450	1169	212	569	1031	91	566	1144	45	506	1230	101	469	1213	37	152
		86%	*77%*	89%ad	87%ad	*80%*	88%ad	87%ad	81%j	87%jm	88%jm	*63%*	86%jm	88%gjm	78%j	88%jm	87%jm	*56%*	75%o
1-2		116	26	27	57	26	36	51	8	44	62	8	42	65	12	31	72	14	37
		5%	12%bcef	*5%*	*4%*	10%bcef	*6%*	*4%*	*7%*	*7%*	*5%*	11%il	7%il	*5%*	9%il	*6%*	*5%*	*21%*	*18%*
3-4		20	7	6	8	7	8	6	-	9	12	3	7	10	2	4	14	2	7
		1%	3%cf	*1%*	*1%*	3%cf	*1%*	*	-	*1%*	*1%*	4%gilno	*1%*	*1%*	*2%*	*1%*	*1%*	*4%*	*3%*
5-10		22	9	2	11	8	6	7	8	7	6	11	5	5	9	5	7	12	4
		1%	4%bcef	*	*1%*	3%bcef	*1%*	*1%*	7%hikln o	*1%*	*	15%hikln o	*1%*	*	7%hikln o	*1%*	*1%*	18%q	*2%*
11-20		1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-
		*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-
21+		1	1	-	-	1	-	-	-	-	1	-	-	1	-	-	1	-	-
		*	*	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	-
Don't know		132	9	20	91	9	28	90	6	26	80	5	26	79	5	23	83	1	5
		6%	*4%*	*4%*	7%bde	*3%*	*4%*	8%bde	*5%*	*4%*	*6%*	*7%*	*4%*	*6%*	*4%*	*4%*	*6%*	*2%*	*2%*
Mean - total population		**0.209**	**0.630bc** ef	**0.150**	**0.164**	**0.550bc** ef	**0.192**	**0.144**	**0.551hi** klno	**0.239**	**0.164**	**1.528gh** iklmno	**0.211**	**0.145**	**0.705hi** klno	**0.180**	**0.177**	**1.707q**	**0.524**
Standard Deviation		**1.113**	**2.099**	**0.746**	**0.990**	**2.020**	**0.880**	**0.924**	**1.762**	**1.079**	**1.044**	**2.903**	**0.934**	**0.973**	**2.030**	**0.924**	**1.048**	**2.841**	**1.341**
Error Variance		*	*	*	*	*	*	*	*	*	*	**0.1**	*	*	*	*	*	**0.1**	*
Mean - excluding none		**2.623**	**3.203**	**2.108**	**2.657**	**3.282**	**2.377**	**2.458**	**3.676**	**2.494**	**2.474**	**4.732**	**2.180**	**2.322**	**3.778**	**2.322**	**2.437**	**3.961**	**2.213**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_2 Approximately how many of the following have you sent in the last month? - Large letters
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Standard Deviation	**3.041**	**3.794**	**1.951**	**3.063**	**3.955**	**2.115**	**3.001**	**3.102**	**2.568**	**3.289**	**3.326**	**2.189**	**3.201**	**3.281**	**2.485**	**3.115**	**3.141**	**1.973**
Error Variance	**0.1**	**0.4**	**0.1**	**0.1**	**0.4**	**0.1**	**0.2**	**0.7**	**0.1**	**0.1**	**0.6**	**0.1**	**0.1**	**0.6**	**0.1**	**0.1**	**0.4**	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
None	1736	865	871	242	315	289	248	277	364	170	558	538	640
	81%	83%b	*79%*	*80%*	85%ef	*76%*	*76%*	*81%*	88%cefg	89%cefg	83%k	*76%*	85%k
1	130	50	79	15	13	34	34	20	15	6	27	68	34
	6%	*5%*	7%a	*5%*	*3%*	9%dhi	10%cdhi	*6%*	*4%*	*3%*	*4%*	10%jl	*5%*
2	58	18	40	7	12	14	9	10	5	2	20	24	15
	3%	*2%*	4%a	*2%*	3%h	4%hi	*3%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*
3	33	12	21	5	1	8	6	7	7	-	6	13	13
	2%	*1%*	*2%*	*2%*	*	2%i	*2%*	2%i	2%i	-	*1%*	*2%*	*2%*
4	18	11	7	2	5	2	4	3	2	1	7	6	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
5	9	4	4	2	-	-	5	1	1	-	2	5	2
	*	*	*	*1%*	-	-	1%de	*	*	-	*	*1%*	*
6	7	3	3	-	-	4	3	-	*	*	-	6	*
	*	*	*	-	-	*1%*	*1%*	-	*	*	-	1%jl	*
7	2	-	2	-	-	1	1	-	-	-	-	2	-
	*	-	*	-	-	*	*	-	-	-	-	*	-
8	5	-	5	1	-	-	2	2	-	-	1	2	2
	*	-	*a	*	-	-	*1%*	*	-	-	*	*	*
9	*	*	-	-	-	-	-	-	*	-	-	-	*
	*	*	-	-	-	-	-	-	*	-	-	-	*
10	7	3	4	3	-	3	-	-	1	*	3	3	1
	*	*	*	*1%*	-	*1%*	-	-	*	*	*	*	*
12	1	1	-	1	-	-	-	-	-	-	1	-	-
	*	*	-	*	-	-	-	-	-	-	*	-	-
20	3	3	-	-	-	2	-	1	-	-	-	2	1
	*	*	-	-	-	*	-	*	-	-	-	*	*
25	1	1	-	-	-	-	-	1	-	-	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	-	*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
30		1	1	-	-	-	-	-	1	-	-	-	-	1
		*	*	-	-	-	-	-	*	-	-	-	-	*
34		2	2	-	-	-	-	2	-	-	-	-	2	-
		*	*	-	-	-	-	1%	-	-	-	-	*	-
50		1	-	1	-	-	1	-	-	-	-	-	1	-
		*	-	*	-	-	*	-	-	-	-	-	*	-
100		1	-	1	-	-	-	-	1	-	-	-	-	1
		*	-	*	-	-	-	-	*	-	-	-	-	*
150		1	-	1	-	-	-	-	1	-	-	-	-	1
		*	-	*	-	-	-	-	*	-	-	-	-	*
SUMMARY CODES														
None	(0)	1736	865	871	242	315	289	248	277	364	170	558	538	640
		81%	83%b	79%	80%	85%ef	76%	76%	81%	88%cefg	89%cefg	83%k	76%	85%k
1-2		188	69	119	22	25	48	43	29	20	8	47	91	49
		9%	7%	11%a	7%	7%	13%cdhi	13%cdhi	9%hi	5%	4%	7%	13%jl	6%
3-4		51	23	28	6	7	10	10	9	9	1	13	20	18
		2%	2%	3%	2%	2%	3%	3%i	3%	2%	*	2%	3%	2%
5-10		30	11	18	6	-	8	10	3	3	1	6	18	5
		1%	1%	2%	2%d	-	2%d	3%dhi	1%	1%	*	1%	3%jl	1%
11-20		3	3	-	1	-	2	-	1	-	-	1	2	1
		*	*	-	*	-	*	-	*	-	-	*	*	*
21+		7	4	3	-	-	1	2	4	-	-	-	3	4
		*	*	*	-	-	*	1%	1%h	-	-	-	*	*
Don't know		125	65	61	25	25	21	15	21	19	10	50	36	40
		6%	6%	6%	8%h	7%	5%	5%	6%	5%	5%	7%	5%	5%
Mean - total population		**0.544**	**0.423**	**0.658**	**0.387dhi**	**0.180**	**0.709dhi**	**0.646dhi**	**1.226h**	**0.190**	**0.113**	**0.272**	**0.680j**	**0.655**
Standard Deviation		**4.533**	**2.340**	**5.887**	**1.455**	**0.654**	**3.530**	**2.747**	**10.171**	**0.861**	**0.695**	**1.089**	**3.188**	**6.860**
Error Variance		*	*	*	*	*	*	*	**0.4**	*	*	*	*	**0.1**
Mean - excluding none		**3.945**	**3.766**	**4.062**	**3.040**	**1.974**	**3.679**	**3.140**	**8.608**	**2.379**	**2.079**	**2.536**	**3.419**	**6.074**
Standard Deviation		**11.656**	**6.032**	**14.183**	**2.957**	**1.076**	**7.374**	**5.402**	**25.986**	**2.053**	**2.299**	**2.318**	**6.480**	**20.202**
Error Variance		**0.5**	**0.4**	**1.3**	**0.3**	*	**1.0**	**0.6**	**18.3**	**0.1**	**0.3**	**0.1**	**0.4**	**4.6**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
None	1736	834	381	521	902	926	809	494	1242	360	1375
	81%	*78%*	86%a	83%a	84%a	*80%*	*83%*	*78%*	82%g	*84%*	*80%*
1	130	78	28	24	52	75	55	45	84	18	111
	6%	7%cd	6%c	*4%*	*5%*	*6%*	*6%*	*7%*	*6%*	*4%*	*7%*
2	58	39	6	13	19	37	21	27	31	6	52
	3%	4%bd	*1%*	*2%*	*2%*	*3%*	*2%*	4%h	*2%*	*1%*	*3%*
3	33	21	5	7	12	16	16	11	21	5	27
	2%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
4	18	12	2	4	6	13	5	7	11	2	16
	1%	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
5	9	4	3	2	4	6	3	5	4	-	9
	*	*	*1%*	*	*	*1%*	*	*1%*	*	-	*1%*
6	7	5	2	-	2	4	3	5	2	-	7
	*	*	*	-	*	*	*	1%h	*	-	*
7	2	-	1	1	2	2	-	2	-	-	2
	*	-	*	*	*	*	-	*h	-	-	*
8	5	5	-	-	-	3	2	2	3	-	5
	*	*d	-	-	-	*	*	*	*	-	*
9	*	-	*	-	*	-	*	-	*	*	-
	*	-	*	-	*	-	*	-	*	*	-
10	7	6	-	1	1	6	1	3	3	1	6
	*	1%d	-	*	*	*	*	*1%*	*	*	*
12	1	1	-	-	-	1	-	-	1	-	1
	*	*	-	-	-	*	-	-	*	-	*
20	3	3	-	-	-	3	-	1	2	-	3
	*	*	-	-	-	*	-	*	*	-	*
25	1	1	-	-	-	1	-	-	1	-	1
	*	*	-	-	-	*	-	-	*	-	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
30		1	-	-	1	1	-	1	-	1	1	-
		*	-	-	*	*	-	*	-	*	*	-
34		2	2	-	-	-	2	-	-	2	2	-
		*	*	-	-	-	*	-	-	*	*j	-
50		1	1	-	-	-	1	-	-	1	1	-
		*	*	-	-	-	*	-	-	*	*j	-
100		1	-	-	1	1	1	-	-	1	-	1
		*	-	-	*	*	*	-	-	*	-	*
150		1	1	-	-	-	-	1	-	1	-	1
		*	*	-	-	-	-	*	-	*	-	*
SUMMARY CODES												
None	(0)	1736	834	381	521	902	926	809	494	1242	360	1375
		81%	*78%*	86%a	83%a	84%a	*80%*	*83%*	*78%*	82%g	*84%*	*80%*
1-2		188	116	35	36	71	112	76	73	115	24	163
		9%	11%cd	*8%*	*6%*	*7%*	*10%*	*8%*	11%h	*8%*	*6%*	10%i
3-4		51	33	7	11	18	29	21	18	32	8	43
		2%	3%d	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*
5-10		30	20	6	3	9	21	9	17	13	1	29
		1%	2%c	*1%*	*1%*	*1%*	*2%*	*1%*	3%h	*1%*	*	2%i
11-20		3	3	-	-	-	3	-	1	2	-	3
		*	*	-	-	-	*	-	*	*	-	*
21+		7	5	-	2	2	5	2	-	7	4	3
		*	*	-	*	*	*	*	-	*	1%j	*
Don't know		125	53	16	57	73	62	63	30	96	30	95
		6%	*5%*	*4%*	9%ab	7%b	*5%*	*6%*	*5%*	*6%*	*7%*	*6%*
Mean - total population		**0.544**	**0.773d**	**0.233**	**0.373**	**0.313**	**0.626**	**0.447**	**0.493**	**0.567**	**0.544**	**0.545**
Standard Deviation		**4.533**	**5.624**	**0.876**	**3.950**	**3.042**	**3.828**	**5.253**	**1.555**	**5.319**	**3.942**	**4.667**
Error Variance		*	*	*	*	*	*	*	*	*	*	*
Mean - excluding none		**3.945**	**4.398**	**2.096**	**4.091**	**3.140**	**4.032**	**3.809**	**2.731**	**4.725**	**5.838**	**3.654**
Standard Deviation		**11.656**	**12.833**	**1.742**	**12.597**	**9.202**	**9.006**	**14.964**	**2.710**	**14.744**	**11.798**	**11.632**
Error Variance		**0.5**	**1.1**	**0.1**	**2.7**	**0.8**	**0.6**	**1.9**	**0.1**	**1.3**	**3.4**	**0.6**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
None	1736	1542	194	1390	345	1117	619	967	340	403	1396	340
	81%	*80%*	89%a	*81%*	*83%*	*82%*	*79%*	*80%*	*83%*	*81%*	*81%*	*83%*
1	130	125	4	107	23	67	62	85	21	22	106	23
	6%	7%b	*2%*	*6%*	*5%*	*5%*	8%e	*7%i*	*5%*	*4%*	*6%*	*6%*
2	58	57	*	50	8	29	29	38	8	12	46	12
	3%	3%b	*	*3%*	*2%*	*2%*	4%e	*3%*	*2%*	*2%*	*3%*	*3%*
3	33	30	2	23	9	21	12	26	3	3	26	6
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	2%i	*1%*	*1%*	*2%*	*2%*
4	18	18	-	16	3	12	6	15	-	3	14	4
	1%	*1%*	-	*1%*	*1%*	*1%*	*1%*	1%h	-	*1%*	*1%*	*1%*
5	9	9	-	7	2	5	4	5	2	2	6	3
	*	*	-	*	*	*	*1%*	*	*1%*	*	*	*1%*
6	7	7	-	7	-	3	4	7	-	-	5	2
	*	*	-	*	-	*	*1%*	*1%*	-	-	*	*1%*
7	2	2	-	2	-	-	2	1	1	-	2	-
	*	*	-	*	-	-	*	*	*	-	*	-
8	5	5	-	5	-	1	4	4	1	-	5	-
	*	*	-	*	-	*	*	*	*	-	*	-
9	*	*	-	*	-	*	-	-	-	*	-	*
	*	*	-	*	-	*	-	-	-	*	-	*
10	7	5	2	7	-	7	-	2	1	4	7	-
	*	*	*1%*	*	-	*	-	*	*	*1%*	*	-
12	1	1	-	-	1	-	1	-	-	1	1	-
	*	*	-	-	*	-	*	-	-	*	*	-
20	3	3	-	2	1	3	-	1	2	-	2	1
	*	*	-	*	*	*	-	*	*	-	*	*
25	1	1	-	1	-	1	-	1	-	-	1	-
	*	*	-	*	-	*	-	*	-	-	*	-

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS: Any Internet access (a)	INTERNET ACCESS: No Internet access (b)	PRINCIPAL SHOPPER: Yes (c)	PRINCIPAL SHOPPER: No (d)	CHIEF INCOME EARNER: Yes (e)	CHIEF INCOME EARNER: No (f)	TENURE: Own\Mortgage (g)	TENURE: Rent Private (h)	TENURE: Rent LA (i)	AREA: Urban (j)	AREA: Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
30		1	1	-	1	-	1	-	-	-	1	1	-
		*	*	-	*	-	*	-	-	-	*	*	-
34		2	2	-	2	-	2	-	2	-	-	2	-
		*	*	-	*	-	*	-	*	-	-	*	-
50		1	1	-	1	-	1	-	-	1	-	1	-
		*	*	-	*	-	*	-	-	*	-	*	-
100		1	1	-	1	-	1	-	-	-	1	1	-
		*	*	-	*	-	*	-	-	-	*	*	-
150		1	1	-	1	-	-	1	1	-	-	1	-
		*	*	-	*	-	-	*	*	-	-	*	-
SUMMARY CODES													
None	(0)	1736	1542	194	1390	345	1117	619	967	340	403	1396	340
		81%	*80%*	89%a	*81%*	*83%*	*82%*	*79%*	*80%*	*83%*	*81%*	*81%*	*83%*
1-2		188	183	5	157	31	96	91	124	29	33	152	35
		9%	10%b	*2%*	*9%*	*7%*	*7%*	12%e	10%i	*7%*	*7%*	*9%*	*9%*
3-4		51	49	2	39	12	33	18	42	3	6	41	10
		2%	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	3%hi	*1%*	*1%*	*2%*	*2%*
5-10		30	28	2	28	2	16	14	18	6	6	24	5
		1%	*1%*	*1%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
11-20		3	3	-	2	2	3	1	1	2	1	2	1
		*	*	-	*	*	*	*	*	*	*	*	*
21+		7	7	-	7	-	6	1	4	1	2	7	-
		*	*	-	*	-	*	*	*	*	*	*	-
Don't know		125	109	16	103	23	90	35	48	30	47	107	19
		6%	*6%*	*7%*	*6%*	*5%*	*7%*	*5%*	*4%*	7%g	9%g	*6%*	*5%*
Mean - total population		**0.544**	**0.588**	**0.151**	**0.605**	**0.294**	**0.520**	**0.586**	**0.586**	**0.487**	**0.517**	**0.596**	**0.331**
Standard Deviation		**4.533**	**4.765**	**1.019**	**5.007**	**1.322**	**3.628**	**5.761**	**4.913**	**3.347**	**4.532**	**5.006**	**1.334**
Error Variance		*	*	*	*	*	*	*	*	*	*	*	*
Mean - excluding none		**3.945**	**3.962**	**3.446**	**4.237**	**2.485**	**4.311**	**3.496**	**3.608**	**4.564**	**4.837**	**4.271**	**2.514**
Standard Deviation		**11.656**	**11.831**	**3.704**	**12.679**	**3.086**	**9.660**	**13.747**	**11.763**	**9.398**	**13.210**	**12.827**	**2.855**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Error Variance	**0.5**	**0.6**	**1.4**	**0.8**	**0.2**	**0.6**	**1.8**	**0.8**	**2.5**	**3.6**	**0.8**	**0.1**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
None	1736	56	218	155	123	152	173	200	254	130	1461	90	144	41	1495	236
	81%	*59%*	88%agijl	85%ag	83%a	83%ag	86%agi	74%a	82%ag	78%a	81%ag	84%ag	79%a	85%a	*81%*	*84%*
1	130	4	13	8	11	12	11	19	17	14	109	9	6	6	114	14
	6%	*5%*	*5%*	*4%*	*8%*	*7%*	*6%*	*7%*	*5%*	*8%*	*6%*	*8%*	*3%*	12%cl	*6%*	*5%*
2	58	3	10	2	4	2	6	9	10	4	50	2	5	1	50	8
	3%	*3%*	*4%*	*1%*	*3%*	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*
3	33	2	1	2	2	3	6	2	5	5	26	1	5	-	31	1
	2%	*2%*	*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*1%*	*3%*	-	*2%*	*
4	18	*	-	3	1	3	3	-	4	-	15	-	2	1	15	3
	1%	*	-	2%g	*1%*	2%g	*2%*	-	*1%*	-	*1%*	-	*1%*	2%bg	*1%*	*1%*
5	9	-	-	2	1	3	-	-	3	-	9	-	-	-	9	-
	*	-	-	*1%*	*	2%g	-	-	*1%*	-	*	-	-	-	*	-
6	7	-	-	2	-	1	-	-	2	-	4	1	2	-	6	1
	*	-	-	*1%*	-	*	-	-	*1%*	-	*	*1%*	*1%*	-	*	*
7	2	-	1	-	-	1	-	-	-	-	2	-	-	-	2	-
	*	-	*	-	-	*1%*	-	-	-	-	*	-	-	-	*	-
8	5	2	-	-	-	-	-	1	2	-	5	-	-	-	5	-
	*	2%bj	-	-	-	-	-	*	*1%*	-	*	-	-	-	*	-
9	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-
	*	-	-	-	-	-	-	-	-	-	-	*j	-	-	*	-
10	7	-	-	-	-	1	-	3	-	3	6	-	*	-	5	2
	*	-	-	-	-	*	-	*1%*	-	2%hj	*	-	*	-	*	*1%*
12	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	*	1%j	-	-	-	-	-	-	-	-	*	-	-	-	*	-
20	3	-	2	-	-	-	1	-	-	-	3	-	-	-	3	-
	*	-	*1%*	-	-	-	*	-	-	-	*	-	-	-	*	-

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	GOVERNMENT REGIONS													ETHNIC ORIGIN	
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
25		1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-
		*	-	-	-	1%j	-	-	-	-	-	*	-	-	-	*	-
30		1	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
		*	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-
34		2	-	-	-	-	-	-	-	-	2	2	-	-	-	2	-
		*	-	-	-	-	-	-	-	-	1%j	*	-	-	-	*	-
50		1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-
		*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-
100		1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	1
		*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*n
150		1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-
		*	-	-	-	1%j	-	-	-	-	-	*	-	-	-	*	-
SUMMARY CODES																	
None	(0)	1736	56	218	155	123	152	173	200	254	130	1461	90	144	41	1495	236
		81%	*59%*	88%agijl	85%ag	83%a	83%ag	86%agi	74%a	82%ag	78%a	81%ag	84%ag	79%a	85%a	*81%*	*84%*
1-2		188	7	23	9	15	15	17	28	26	18	159	11	11	6	164	22
		9%	*8%*	*9%*	*5%*	*10%*	*8%*	*8%*	*10%*	*9%*	*11%*	*9%*	*10%*	*6%*	13%c	*9%*	*8%*
3-4		51	2	1	6	3	6	9	2	9	5	41	1	8	1	47	4
		2%	*2%*	*	*3%*	*2%*	3%bg	4%bg	*1%*	*3%*	*3%*	*2%*	*1%*	4%bg	*2%*	*3%*	*1%*
5-10		30	2	1	4	1	5	-	4	6	3	26	1	2	-	27	2
		1%	*2%*	*	*2%*	*	3%bf	-	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
11-20		3	1	2	-	-	-	1	-	-	-	3	-	-	-	3	-
		*	*1%*	*1%*	-	-	-	*	-	-	-	*	-	-	-	*	-
21+		7	-	-	-	2	-	1	2	-	2	7	-	-	-	6	1
		*	-	-	-	*1%*	-	*	*1%*	-	*1%*	*	-	-	-	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Don't know	125	26	4	9	4	5	*	33	13	10	104	4	17	-	110	15
	6%	28%bcdefg hijklm	*1%*	5%f	3%f	*3%*	*	12%bcdefh ijkm	4%f	6%bf	6%bf	4%f	10%bdefhm	-	*6%*	*5%*
Mean - total population	**0.544**	**0.625**	**0.318**	**0.296**	**1.488**	**0.399**	**0.495**	**0.956**	**0.353**	**0.758**	**0.592**	**0.236**	**0.343**	**0.226**	**0.546**	**0.546**
Standard Deviation	**4.533**	**1.929**	**1.772**	**1.032**	**13.025**	**1.264**	**2.577**	**6.938**	**1.109**	**3.726**	**4.917**	**0.900**	**1.110**	**0.673**	**4.375**	**5.506**
Error Variance	*	**0.1**	*	*	**1.1**	*	*	**0.2**	*	**0.1**	*	*	*	*	*	**0.1**
Mean - excluding none	**3.945**	**3.431**	**2.876**	**2.769**	**10.360**	**2.711**	**3.600**	**6.262**	**2.516**	**4.437**	**4.243**	**1.886**	**2.715**	**1.481**	**3.844**	**4.886**
Standard Deviation	**11.656**	**3.376**	**4.668**	**1.802**	**33.704**	**2.169**	**6.184**	**16.992**	**1.836**	**8.179**	**12.585**	**1.891**	**1.851**	**1.101**	**11.073**	**16.049**
Error Variance	**0.5**	**1.1**	**1.0**	**0.2**	**54.1**	**0.2**	**1.5**	**10.0**	**0.1**	**2.7**	**0.8**	**0.2**	**0.2**	**0.2**	**0.5**	**10.3**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
None	1736	604	82	-	-	-	-	1672	1252	1337
	81%	77%bcdef	51%cdef	-	-	-	-	82%h	*79%*	*81%*
1	130	74	27	130	130	-	-	122	115	111
	6%	9%e	17%aef	47%abef	69%abcef	-	-	*6%*	*7%*	*7%*
2	58	35	19	58	58	-	-	53	54	47
	3%	*5%*	12%aef	21%abef	31%abcef	-	-	*3%*	*3%*	*3%*
3	33	21	9	33	-	33	-	31	28	27
	2%	3%d	5%d	12%abdf	-	64%abcdf	-	*2%*	*2%*	*2%*
4	18	13	7	18	-	18	-	18	17	16
	1%	*2%*	5%ad	7%ad	-	36%abcdf	-	*1%*	*1%*	*1%*
5	9	4	4	9	-	-	9	9	8	7
	*	*1%*	3%ad	3%ad	-	-	22%abcde	*	*	*
6	7	3	2	7	-	-	7	7	7	7
	*	*	*1%*	2%a	-	-	17%abcde	*	*	*
7	2	-	1	2	-	-	2	2	2	2
	*	-	1%a	1%a	-	-	5%acd	*	*	*
8	5	5	-	5	-	-	5	5	1	1
	*	*1%*	-	*2%*	-	-	12%abcde	*	*	*
9	*	-	-	*	-	-	*	*	-	*
	*	-	-	*	-	-	1%a	*	-	*
10	7	5	5	7	-	-	7	7	6	5
	*	*1%*	3%ad	2%a	-	-	17%abcde	*	*	*
12	1	-	-	1	-	-	1	1	1	1
	*	-	-	*	-	-	2%a	*	*	*
20	3	1	-	3	-	-	3	3	3	3
	*	*	-	*1%*	-	-	7%abcd	*	*	*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
			Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
25		1	1	1	1	-	-	1	1	1	1
		*	*	1%	*	-	-	2%a	*	*	*
30		1	-	-	1	-	-	1	1	1	1
		*	-	-	*	-	-	2%a	*	*	*
34		2	-	-	2	-	-	2	2	2	2
		*	-	-	1%	-	-	4%abd	*	*	*
50		1	1	-	1	-	-	1	1	1	1
		*	*	-	*	-	-	3%abd	*	*	*
100		1	-	-	1	-	-	1	1	1	1
		*	-	-	*	-	-	2%a	*	*	*
150		1	1	1	1	-	-	1	1	1	1
		*	*	1%	*	-	-	3%a	*	*	*
SUMMARY CODES											
None	(0)	1736	604	82	-	-	-	-	1672	1252	1337
		81%	77%bcdef	51%cdef	-	-	-	-	82%h	79%	81%
1-2		188	109	46	188	188	-	-	176	169	157
		9%	14%ef	29%aef	67%abef	100%abcef	-	-	9%	11%	10%
3-4		51	34	16	51	-	51	-	49	45	43
		2%	4%d	10%ad	18%abdf	-	100%abcdf	-	2%	3%	3%
5-10		30	17	11	30	-	-	30	30	24	22
		1%	2%	7%ad	11%ade	-	-	74%abcde	1%	2%	1%
11-20		3	1	-	3	-	-	3	3	3	3
		*	*	-	1%a	-	-	9%abcd	*	*	*
21+		7	3	2	7	-	-	7	7	7	7
		*	*	1%	2%a	-	-	17%abcde	*	*	*
Don't know		125	11	3	-	-	-	-	95	76	81
		6%	1%	2%c	-	-	-	-	5%	5%	5%

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Mean - total population	**0.544**	**0.855**	**2.466a**	**3.945ad**	**1.309**	**3.357ad**	**17.181abcde**	**0.555**	**0.675**	**0.620**
Standard Deviation	**4.533**	**6.166**	**12.529**	**11.656**	**0.463**	**0.484**	**27.550**	**4.619**	**5.220**	**5.095**
Error Variance	*	*	**1.0**	**0.5**	*	*	**21.7**	*	*	*
Mean - excluding none	**3.945**	**3.992d**	**5.142d**	**3.945d**	**1.309**	**3.357d**	**17.181abcde**	**4.066**	**4.090**	**4.181**
Standard Deviation	**11.656**	**12.874**	**17.765**	**11.656**	**0.463**	**0.484**	**27.550**	**11.937**	**12.315**	**12.679**
Error Variance	**0.5**	**1.1**	**4.6**	**0.5**	*	*	**21.7**	**0.6**	**0.7**	**0.8**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
None	1736	110	442	1128	182	540	980	73	538	1078	36	478	1157	50	457	1165	-	-
	81%	*49%*	87%adf	84%ad	69%a	83%ad	83%ad	65%m	82%gjm	83%gjm	*50%*	81%gjm	83%gjm	*39%*	86%gjm	84%gjm	-	-
1	130	36	24	66	32	35	61	14	41	75	10	39	80	25	24	80	15	108
	6%	16%bcef	*5%*	*5%*	12%bcef	*5%*	*5%*	12%hilno	*6%*	*6%*	13%hilno	*7%*	*6%*	20%hikln o	*5%*	*6%*	*22%*	53%p
2	58	26	7	24	18	15	25	7	17	34	6	16	36	12	9	36	11	47
	3%	12%bcef	*1%*	*2%*	7%bcef	*2%*	*2%*	7%hilno	*3%*	*3%*	8%hikln o	*3%*	*3%*	9%hikln o	*2%*	*3%*	*17%*	*23%*
3	33	13	5	15	7	10	15	6	9	17	6	8	18	11	6	16	9	23
	2%	6%bcef	*1%*	*1%*	*3%*	*2%*	*1%*	5%hikln o	*1%*	*1%*	8%hikln o	*1%*	*1%*	9%hikln o	*1%*	*1%*	*14%*	*11%*
4	18	8	1	8	7	4	7	2	6	10	3	6	10	7	3	8	10	8
	1%	4%bcef	*	*1%*	3%bcef	*1%*	*1%*	*1%*	*1%*	*1%*	4%ilno	*1%*	*1%*	5%hikln o	*1%*	*1%*	15%q	*4%*
5	9	4	3	2	3	3	2	2	5	2	3	3	2	4	3	2	3	6
	*	2%cf	*1%*	*	1%cf	*1%*	*	1%ilo	1%o	*	4%hikln o	*1%*	*	3%hikln o	*1%*	*	*5%*	*3%*
6	7	3	*	3	2	1	4	2	3	2	1	3	3	3	2	2	2	4
	*	2%bcef	*	*	*1%*	*	*	2%ilno	*	*	*1%*	*	*	3%hikln o	*	*	*4%*	*2%*
7	2	2	-	-	-	2	-	-	2	-	1	1	-	2	-	-	2	-
	*	1%cf	-	-	-	*	-	-	*	-	1%ilno	*	-	2%iklno	-	-	3%q	-
8	5	5	-	-	1	4	-	1	4	-	-	2	3	3	-	2	3	2
	*	2%bcf	-	-	*cf	1%cf	-	1%ino	1%i	-	-	*	*	2%iklno	-	*	*5%*	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
9	*	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-
	*	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-
10	7	4	1	2	4	1	2	2	1	3	4	1	2	4	1	2	4	3
	*	2%cef	*	*	1%cef	*	*	2%hikln o	*	*	5%hikln o	*	*	3%hikln o	*	*	*6%*	*1%*
12	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	1	-
	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	*1%*	-
20	3	2	-	1	-	3	-	-	3	-	-	3	-	2	1	-	3	-
	*	1%cf	-	*	-	*f	-	-	*ilo	-	-	*ilo	-	1%ilo	*	-	4%q	-
25	1	1	-	-	1	-	-	-	-	1	1	-	-	1	-	-	1	-
	*	*cf	-	-	*c	-	-	-	-	*	1%hikln o	-	-	1%lo	-	-	*1%*	-
30	1	1	-	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1
	*	*cf	-	-	-	*	-	-	*	-	-	*	-	1%ilo	-	-	-	*
34	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	2
	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	*1%*
50	1	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-
	*	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	*2%*	-
100	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1
	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	*
150	1	1	-	-	1	-	-	-	-	1	-	-	1	1	-	-	1	-
	*	*cf	-	-	*cf	-	-	-	-	*	-	-	*	1%hko	-	-	*2%*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.2_3 Approximately how many of the following have you sent in the last month? - Small or medium parcels (up to 2kg)
Think about your personal use only, rather than the postal services you might use for work.
Base: All Adults 16+ in UK

		Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
			Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
SUMMARY CODES																			
None	(0)	1736	110	442	1128	182	540	980	73	538	1078	36	478	1157	50	457	1165	-	-
		81%	*49%*	87%adf	84%ad	69%a	83%ad	83%ad	65%m	82%gjm	83%gjm	*50%*	81%gjm	83%gjm	*39%*	86%gjm	84%gjm	-	-
1-2		188	62	32	89	50	50	86	21	57	109	15	55	116	37	33	116	26	155
		9%	28%bcdef	*6%*	*7%*	19%bcef	*8%*	*7%*	19%hikln o	*9%*	*8%*	21%hikln o	*9%*	*8%*	29%hikln o	*6%*	*8%*	*39%*	76%p
3-4		51	21	6	23	13	14	22	8	15	28	9	14	28	18	9	24	19	31
		2%	9%bcef	*1%*	*2%*	5%bcef	*2%*	*2%*	7%hikln o	*2%*	*2%*	12%hikln o	*2%*	*2%*	14%hikln o	*2%*	*2%*	29%q	*15%*
5-10		30	18	5	6	10	12	8	7	15	7	9	11	10	16	6	8	14	15
		1%	8%bcef	*1%*	*	4%bcf	2%cf	*1%*	6%hikln o	2%ilo	*1%*	12%hikln o	2%io	*1%*	12%hikln o	*1%*	*1%*	22%q	*7%*
11-20		3	2	-	2	-	3	1	-	3	1	-	3	1	2	1	1	3	-
		*	1%f	-	*	-	*	*	-	*	*	-	*	*	1%ilo	*	*	5%q	-
21+		7	3	1	2	2	2	2	-	2	4	1	2	3	3	1	2	3	3
		*	1%cf	*	*	*1%*	*	*	-	*	*	*1%*	*	*	2%hikln o	*	*	*5%*	*2%*
Don't know		125	8	19	86	6	27	86	3	22	78	3	24	76	3	24	76	-	-
		6%	*4%*	*4%*	6%bde	*2%*	*4%*	7%bde	*3%*	*3%*	6%h	*4%*	*4%*	*5%*	*2%*	*4%*	*5%*	-	-
Mean - total population		**0.544**	**2.484bc** ef	**0.325**	**0.316**	**1.438bc** f	**0.552**	**0.346**	**0.975o**	**0.591**	**0.503**	**1.967gh** iklno	**0.603**	**0.472**	**3.719hi** klno	**0.391**	**0.327**	**7.861q**	**2.764**
Standard Deviation		**4.533**	**10.993**	**2.721**	**2.941**	**9.834**	**3.078**	**3.087**	**2.008**	**3.080**	**5.335**	**3.750**	**3.208**	**5.120**	**14.282**	**2.821**	**2.840**	**19.925**	**7.144**
Error Variance		*	**0.6**	*	*	**0.4**	*	*	*	*	*	**0.2**	*	*	**1.8**	*	*	**7.0**	**0.3**
Mean - excluding none		**3.945**	**5.056**	**3.562**	**3.222**	**4.946**	**4.205**	**3.187**	**2.938**	**4.031**	**4.138**	**4.074**	**3.993**	**3.914**	**6.188**	**3.885**	**2.858**	**7.861q**	**2.764**
Standard Deviation		**11.656**	**15.299**	**8.430**	**8.912**	**17.841**	**7.581**	**8.902**	**2.540**	**7.165**	**14.844**	**4.554**	**7.429**	**14.324**	**18.048**	**8.165**	**7.985**	**19.925**	**7.144**
Error Variance		**0.5**	**2.5**	**1.6**	**0.7**	**4.8**	**0.7**	**0.7**	**0.2**	**0.6**	**1.6**	**0.8**	**0.7**	**1.4**	**5.0**	**1.3**	**0.5**	**7.0**	**0.3**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Summary table
Base: All Adults 16+ in UK

	Standard letters	Large letters	Small or medium parcels (up to 2kg)
Unweighted Base	2139	2139	2139
Weighted Base	2139	2139	2139
More often than two years ago	113	72	128
	5%	*3%*	*6%*
Less often than two years ago	652	586	532
	30%	*27%*	*25%*
No change	1306	1391	1391
	61%	*65%*	*65%*
Don't know	68	90	88
	3%	*4%*	*4%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_1 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Standard letters
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
More often than two years ago	113	49	64	31	22	19	14	12	14	5	53	34	26
	5%	*5%*	*6%*	10%efghi	*6%*	*5%*	*4%*	*3%*	*3%*	*3%*	8%kl	*5%*	*3%*
Less often than two years ago	652	305	347	41	96	115	119	131	149	70	137	235	280
	30%	*29%*	*32%*	*14%*	26%c	30%c	36%cd	38%cd	36%cd	37%cd	*20%*	33%j	37%j
No change	1306	648	658	206	238	235	190	195	242	109	445	425	436
	61%	*62%*	*60%*	68%fghi	*64%*	*62%*	*58%*	*57%*	*58%*	*58%*	66%l	*60%*	*58%*
Don't know	68	37	31	24	16	10	4	5	9	5	40	13	14
	3%	*4%*	*3%*	8%efghi	4%f	*3%*	*1%*	*2%*	*2%*	*3%*	6%kl	*2%*	*2%*

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_1 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Standard letters
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
More often than two years ago	113	59	21	33	54	55	58	31	82	19	94
	5%	*6%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	*5%*
Less often than two years ago	652	347	136	169	305	357	294	206	445	119	533
	30%	*33%c*	*31%*	*27%*	*28%*	*31%*	*30%*	*33%*	*30%*	*28%*	*31%*
No change	1306	642	269	395	664	712	594	366	940	276	1030
	61%	*60%*	*61%*	*63%*	*62%*	*61%*	*61%*	*58%*	*62%*	*65%*	*60%*
Don't know	68	17	18	33	51	34	34	29	39	13	55
	3%	*2%*	*4%a*	*5%a*	*5%a*	*3%*	*3%*	*5%h*	*3%*	*3%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_1 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Standard letters
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
More often than two years ago	113	108	5	90	23	61	52	57	28	24	93	20
	5%	*6%b*	*2%*	*5%*	*6%*	*4%*	*7%e*	*5%*	*7%*	*5%*	*5%*	*5%*
Less often than two years ago	652	588	64	536	116	411	241	399	99	152	518	134
	30%	*31%*	*29%*	*31%*	*28%*	*30%*	*31%*	*33%h*	*24%*	*31%h*	*30%*	*33%*
No change	1306	1162	144	1046	260	844	462	724	265	300	1065	241
	61%	*61%*	*66%*	*61%*	*63%*	*62%*	*59%*	*60%*	*65%*	*60%*	*62%*	*59%*
Don't know	68	63	6	53	15	44	24	22	19	21	53	15
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*5%g*	*4%g*	*3%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_1 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Standard letters
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
More often than two years ago	113	4	13	10	13	14	14	12	17	8	104	7	2	-	96	17
	5%	*4%*	*5%*	*6%*	*9%lm*	*8%lm*	*7%lm*	*4%*	*5%l*	*5%*	*6%l*	*6%l*	*1%*	-	*5%*	*6%*
Less often than two years ago	652	14	87	42	43	57	77	81	101	50	551	30	57	14	573	75
	30%	*14%*	*35%ac*	*23%*	*29%a*	*31%a*	*38%acj*	*30%a*	*33%ac*	*30%a*	*31%a*	*28%a*	*31%a*	*29%a*	*31%*	*27%*
No change	1306	75	144	121	88	112	101	157	186	104	1089	68	114	35	1133	170
	61%	*79%bdefg hijkl*	*58%*	*67%f*	*60%*	*61%f*	*50%*	*58%*	*60%f*	*62%f*	*60%f*	*64%f*	*63%f*	*71%f*	*61%*	*61%*
Don't know	68	2	4	9	3	-	9	20	4	5	58	2	8	-	50	19
	3%	*3%e*	*2%*	*5%eh*	*2%*	-	*5%eh*	*7%bdehjk m*	*1%*	*3%e*	*3%e*	*2%*	*5%eh*	-	*3%*	*7%n*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_1 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Standard letters
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
More often than two years ago	113	66	16	36	21	8	7	109	99	92
	5%	*8%*	*10%*	13%a	*11%*	*15%*	*18%*	*5%*	*6%*	*6%*
Less often than two years ago	652	292	60	92	57	15	20	627	509	517
	30%	*37%*	*38%*	*33%*	*31%*	*30%*	50%d	*31%*	*32%*	*31%*
No change	1306	417	81	149	109	28	13	1242	935	1008
	61%	54%f	*51%*	54%f	58%f	*55%*	*32%*	*61%*	*59%*	*61%*
Don't know	68	4	2	-	-	-	-	54	31	34
	3%	*1%*	*2%*	-	-	-	-	*3%*	*2%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_1 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Standard letters
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
More often than two years ago	113	53	6	51	79	10	22	113	-	-	58	3	46	60	5	43	18	19
	5%	24%bcef	*1%*	4%bef	30%bcef	*2%*	*2%*	100%hijkl mno	-	-	81%hiklm no	1%i	3%hikn	47%hikln o	1%hi	3%hikn	27%q	*9%*
Less often than two years ago	652	56	410	170	31	534	79	-	652	-	7	568	68	32	514	97	22	68
	30%	25%cdf	81%acdf	13%f	12%f	83%acdf	*7%*	-	100%gijkl mno	-	9%gi	97%gijlm o	5%gi	25%gijl o	97%gijlm o	7%gil	*33%*	*33%*
No change	1306	114	87	1079	151	101	1041	-	-	1306	7	14	1276	37	12	1251	27	117
	61%	51%be	*17%*	81%abde	57%be	*16%*	88%abcde	-	-	100%ghjk lmno	10%ghkn	2%h	92%ghjk mn	28%ghjkn	2%h	90%ghjk mn	*40%*	57%p
Don't know	68	2	2	38	2	3	42	-	-	-	-	1	-	-	1	1	-	-
	3%	*1%*	*	3%be	*1%*	*	4%abde	-	-	-	-	*	-	-	*	*	-	-

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_2 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Large letters
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
More often than two years ago	72	36	37	19	15	9	12	9	8	2	33	22	17
	3%	*3%*	*3%*	6%eghi	*4%*	*2%*	*4%*	*3%*	*2%*	*1%*	5%l	*3%*	*2%*
Less often than two years ago	586	280	306	37	90	109	110	117	123	55	127	219	240
	27%	*27%*	*28%*	*12%*	24%c	29%c	34%cd	34%cd	30%c	29%c	*19%*	31%j	32%j
No change	1391	674	717	218	248	248	200	209	268	124	466	447	477
	65%	*65%*	*65%*	72%fgh	*67%*	*65%*	*61%*	*61%*	*65%*	*65%*	69%kl	*63%*	*63%*
Don't know	90	49	41	28	20	13	6	8	15	8	48	19	23
	4%	*5%*	*4%*	9%efghi	5%f	*3%*	*2%*	*2%*	*4%*	*4%*	7%kl	*3%*	*3%*

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_2 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Large letters
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
More often than two years ago	72	41	11	21	31	37	35	25	47	12	60
	3%	*4%*	*2%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*
Less often than two years ago	586	309	123	154	278	326	260	185	401	107	479
	27%	*29%*	*28%*	*24%*	*26%*	*28%*	*27%*	*29%*	*27%*	*25%*	*28%*
No change	1391	692	286	412	699	750	640	387	1004	290	1100
	65%	*65%*	*64%*	*65%*	*65%*	*65%*	*65%*	*61%*	67%g	*68%*	*64%*
Don't know	90	23	24	43	67	45	45	35	54	18	72
	4%	*2%*	6%a	7%a	6%a	*4%*	*5%*	*6%*	*4%*	*4%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_2 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Large letters
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
More often than two years ago	72	69	3	63	9	42	30	41	17	14	61	11
	3%	*4%b*	*1%*	*4%*	*2%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*
Less often than two years ago	586	542	45	476	110	370	217	354	90	140	468	118
	27%	*28%b*	*20%*	*28%*	*27%*	*27%*	*28%*	*29%h*	*22%*	*28%h*	*27%*	*29%*
No change	1391	1229	162	1116	275	891	500	775	281	315	1134	257
	65%	*64%*	*74%a*	*65%*	*66%*	*65%*	*64%*	*64%*	*68%*	*63%*	*66%*	*63%*
Don't know	90	81	9	70	20	58	32	33	23	28	67	23
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*6%g*	*6%g*	*4%*	*6%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_2 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Large letters
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
More often than two years ago	72	3	9	4	5	7	10	9	15	6	68	4	*	-	62	10
	3%	*3%*	4%l	*2%*	3%l	4%l	5%l	3%l	5%l	4%l	4%l	3%l	*	-	*3%*	*4%*
Less often than two years ago	586	13	80	36	38	53	72	71	86	43	492	26	57	12	511	73
	27%	*14%*	32%ac	*20%*	26%a	29%a	36%acjk	26%a	28%a	26%a	27%ac	*24%*	32%ac	*24%*	*28%*	*26%*
No change	1391	77	156	133	98	122	105	166	203	104	1164	74	116	37	1212	175
	65%	81%bdefg hijl	63%f	73%bfgij	66%f	67%f	*52%*	*62%*	66%f	*63%*	65%f	69%f	64%f	76%fg	*65%*	*62%*
Don't know	90	2	4	9	7	1	14	23	5	13	78	3	8	-	67	23
	4%	*3%*	*1%*	5%eh	5%e	*	7%behm	9%behjm	*2%*	8%behjm	4%eh	*3%*	5%e	-	*4%*	8%n

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_2 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Large letters
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
More often than two years ago	72	38	22	33	15	9	9	70	66	65
	3%	*5%*	14%a	12%a	*8%*	17%a	24%ad	*3%*	*4%*	*4%*
Less often than two years ago	586	252	54	85	55	14	15	561	463	469
	27%	*32%*	*34%*	*31%*	*29%*	*28%*	*39%*	*28%*	*29%*	*28%*
No change	1391	470	82	158	116	28	15	1326	1007	1066
	65%	60%bf	*51%*	57%f	62%f	*55%*	*37%*	*65%*	*64%*	*65%*
Don't know	90	19	2	1	1	-	-	74	40	51
	4%	*2%*	*2%*	*	*1%*	-	-	*4%*	*3%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_2 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Large letters
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
More often than two years ago	72	49	5	18	53	5	14	58	7	7	72	-	-	62	1	9	20	13
	3%	22%bcef	*1%*	*1%*	20%bcef	*1%*	*1%*	52%hikln o	1%kl	1%l	100%ghikl mno	-	-	49%hikln o	*	1%l	31%q	*6%*
Less often than two years ago	586	48	398	129	26	481	73	3	568	14	-	586	-	27	515	42	21	62
	27%	21%cdf	79%acdf	10%f	*10%*	74%acdf	*6%*	3%l	87%gijlm o	1%l	-	100%ghijl mno	-	21%gijl o	97%ghijl mo	3%il	*32%*	*30%*
No change	1391	123	99	1137	175	149	1050	46	68	1276	-	-	1391	39	16	1337	25	129
	65%	55%be	*20%*	85%abde	67%abe	*23%*	89%abcd e	41%hjkn	10%jkn	98%ghjkm no	-	-	100%ghij kmno	30%hjkn	3%k	96%ghjk mn	*37%*	63%p
Don't know	90	4	2	53	9	13	48	5	9	8	-	-	-	-	-	3	-	-
	4%	*2%*	*	4%be	3%b	2%b	4%be	5%hiklm no	1%klno	1%l	-	-	-	-	-	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Small or medium parcels (up to 2kg)
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
More often than two years ago	128	56	72	30	21	22	24	20	11	3	51	46	31
	6%	*5%*	*7%*	10%hi	6%hi	6%hi	7%hi	6%hi	*3%*	*2%*	8%l	*7%*	*4%*
Less often than two years ago	532	252	280	41	74	95	102	106	114	51	115	197	220
	25%	*24%*	*25%*	*13%*	*20%*	25%c	31%cd	31%cd	27%cd	27%c	*17%*	28%j	29%j
No change	1391	684	707	205	257	249	197	209	275	128	461	446	484
	65%	*66%*	*64%*	*68%*	69%fg	*66%*	*60%*	*61%*	*66%*	*67%*	*68%*	*63%*	*64%*
Don't know	88	47	41	28	20	13	5	8	14	8	48	18	22
	4%	*5%*	*4%*	9%efghi	5%f	*3%*	*1%*	*2%*	*3%*	4%l	7%kl	*3%*	*3%*

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Small or medium parcels (up to 2kg)
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
More often than two years ago	128	80	23	26	48	72	56	48	80	17	112
	6%	*7%cd*	*5%*	*4%*	*5%*	*6%*	*6%*	*8%*	*5%*	*4%*	*7%i*
Less often than two years ago	532	275	120	137	257	295	237	162	370	101	431
	25%	*26%*	*27%c*	*22%*	*24%*	*25%*	*24%*	*26%*	*25%*	*24%*	*25%*
No change	1391	686	279	426	705	749	641	386	1005	293	1098
	65%	*64%*	*63%*	*68%*	*66%*	*65%*	*65%*	*61%*	*67%g*	*68%*	*64%*
Don't know	88	24	23	41	64	42	46	36	52	17	71
	4%	*2%*	*5%a*	*7%a*	*6%a*	*4%*	*5%*	*6%h*	*3%*	*4%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Small or medium parcels (up to 2kg)
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
More often than two years ago	128	126	3	105	23	68	61	81	27	20	107	21
	6%	*7%b*	*1%*	*6%*	*6%*	*5%*	*8%e*	*7%i*	*7%*	*4%*	*6%*	*5%*
Less often than two years ago	532	489	43	430	102	332	200	317	84	130	430	102
	25%	*25%b*	*20%*	*25%*	*25%*	*24%*	*26%*	*26%h*	*20%*	*26%*	*25%*	*25%*
No change	1391	1227	164	1121	270	906	485	774	275	321	1126	265
	65%	*64%*	*75%a*	*65%*	*65%*	*67%*	*62%*	*64%*	*67%*	*65%*	*65%*	*65%*
Don't know	88	79	9	68	20	55	33	32	24	26	66	22
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*6%g*	*5%g*	*4%*	*5%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Small or medium parcels (up to 2kg)
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
More often than two years ago	128	3	17	15	7	12	14	13	24	8	114	9	5	-	107	20
	6%	*4%*	*7%*	*8%lm*	*5%*	*7%*	*7%*	*5%*	*8%lm*	*5%*	*6%*	*9%lm*	*3%*	-	*6%*	*7%*
Less often than two years ago	532	8	79	30	37	44	62	66	83	40	450	20	55	7	461	70
	25%	*9%*	*32%acjkm*	*16%*	*25%a*	*24%a*	*31%ackm*	*25%a*	*27%ac*	*24%a*	*25%ac*	*19%*	*30%ackm*	*15%*	*25%*	*25%*
No change	1391	81	149	129	97	126	109	168	196	108	1162	74	113	41	1219	168
	65%	*85%bcdef ghijkl*	*60%*	*71%bf*	*66%f*	*69%f*	*54%*	*62%*	*64%*	*65%f*	*64%f*	*69%f*	*62%*	*85%bcdef ghijkl*	*66%*	*60%*
Don't know	88	2	4	9	7	1	16	22	5	11	76	3	8	-	65	23
	4%	*3%*	*1%*	*5%eh*	*5%e*	*	*8%behjm*	*8%behjm*	*2%*	*6%beh*	*4%eh*	*3%*	*5%e*	-	*4%*	*8%n*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Small or medium parcels (up to 2kg)
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
More often than two years ago	128	69	23	75	37	18	20	124	113	107
	6%	*9%*	14%a	27%ab	20%a	35%abd	51%abcd	*6%*	*7%*	*6%*
Less often than two years ago	532	224	39	51	33	9	8	508	416	421
	25%	29%cd	*25%*	*18%*	*18%*	*18%*	*21%*	*25%*	*26%*	*26%*
No change	1391	469	95	150	116	24	11	1328	1005	1072
	65%	60%f	59%f	54%f	62%f	*47%*	*28%*	*65%*	*64%*	*65%*
Don't know	88	17	2	1	1	-	-	72	41	50
	4%	*2%*	*2%*	*	*1%*	-	-	*4%*	*3%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.3_3 Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? - Small or medium parcels (up to 2kg)
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
More often than two years ago	128	98	7	21	60	31	36	60	32	37	62	27	39	128	-	-	33	43
	6%	44%bcdef	*1%*	*2%*	23%bcef	5%bc	3%c	53%hikln o	5%ilno	3%no	86%ghikl no	5%lno	3%no	100%ghijk lno	-	-	49%q	*21%*
Less often than two years ago	532	21	394	106	21	436	68	5	514	12	1	515	16	-	532	-	12	37
	25%	*9%*	78%acdef	8%f	*8%*	67%acdf	*6%*	5%ilmo	79%gijlm o	1%o	1%o	88%ghijl mo	1%o	-	100%ghijk lmo	-	*18%*	*18%*
No change	1391	101	101	1160	173	167	1036	43	97	1251	9	42	1337	-	-	1391	22	123
	65%	45%be	*20%*	87%abde	66%abe	26%b	87%abde	38%hjkm n	15%kmn	96%ghjk mn	12%mn	7%mn	96%ghjkm n	-	-	100%ghij klmn	*33%*	61%o
Don't know	88	4	2	50	8	14	45	5	9	7	-	1	-	-	-	-	-	1
	4%	*2%*	*	4%b	3%b	2%b	4%b	5%hiklm no	1%klno	1%lo	-	*	-	-	-	-	-	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.4 Why do you send some mail items more often than you did two years ago?
Base: All who send more mail than they did two years ago

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	174	76	98	38	27	27	24	25	33	11	65	51	58
Weighted Base	186	82*	104*	42*	33**	33**	28**	29**	21*	6**	75*	61*	50*
I have an increased need to send mail in the post	114	44	71	27	15	18	21	21	12	3	41	40	33
	62%	*54%*	*68%*	*64%*	*44%*	*55%*	*76%*	*74%*	*59%*	*46%*	*55%*	*65%*	*67%*
Convenience	22	13	9	5	5	7	3	1	2	-	10	10	2
	12%	*16%*	*9%*	*13%*	*15%*	*20%*	*10%*	*3%*	*7%*	-	*14%*	*16%*	*5%*
I prefer to send mail in the post where I can	19	8	11	3	3	5	1	4	3	*	6	6	7
	10%	*10%*	*11%*	*7%*	*10%*	*15%*	*3%*	*14%*	*14%*	*8%*	*9%*	*10%*	*14%*
I like to have physical evidence of post sent	10	5	5	3	1	1	-	3	1	-	4	1	4
	5%	*6%*	*5%*	*7%*	*4%*	*4%*	-	*10%*	*7%*	-	*6%*	*2%*	*9%*
Less\no alternatives available to me	5	4	2	2	1	1	-	1	1	-	3	1	2
	3%	*4%*	*2%*	*4%*	*3%*	*4%*	-	*3%*	*3%*	-	*3%*	*2%*	*3%*
Cheaper\lower prices	4	2	2	-	2	2	-	-	-	-	2	2	-
	2%	*2%*	*2%*	-	*7%*	*5%*	-	-	-	-	*3%*	*3%*	-
Less need to economise\save money	2	2	1	-	-	-	-	1	1	1	-	-	2
	1%	*2%*	*1%*	-	-	-	-	*4%*	*5%*	*18%*	-	-	*4%*
It seems more secure than other means	1	-	1	-	1	-	-	-	-	-	1	-	-
	*	-	*1%*	-	*3%*	-	-	-	-	-	*1%*	-	-
Other	11	4	7	5	2	2	-	-	2	1	6	2	2
	6%	*5%*	*7%*	*11%*	*5%*	*7%*	-	-	*11%*	*13%*	*9%*	*4%*	*4%*
Don't know	11	8	3	2	4	-	3	-	2	1	6	3	2
	6%	*10%*	*3%*	*5%*	*12%*	-	*10%*	-	*11%*	*15%*	*8%*	*5%*	*5%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.4 Why do you send some mail items more often than you did two years ago?
Base: All who send more mail than they did two years ago

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	174	88	34	52	86	79	95	51	123	33	141
Weighted Base	186	108*	35*	43*	78*	98*	88*	59*	127	27**	159
I have an increased need to send mail in the post	114	73	20	21	41	56	58	40	75	17	98
	62%	68%c	*59%*	*48%*	*53%*	*58%*	*66%*	*67%*	*59%*	*60%*	*62%*
Convenience	22	10	6	7	12	15	7	11	12	4	19
	12%	*9%*	*17%*	*16%*	*16%*	*16%*	*8%*	*18%*	*9%*	*13%*	*12%*
I prefer to send mail in the post where I can	19	12	3	5	8	10	10	6	13	2	17
	10%	*11%*	*9%*	*11%*	*10%*	*10%*	*11%*	*11%*	*10%*	*8%*	*11%*
I like to have physical evidence of post sent	10	5	3	3	5	5	4	-	10	1	9
	5%	*4%*	*8%*	*6%*	*7%*	*6%*	*5%*	-	8%g	*3%*	*6%*
Less\no alternatives available to me	5	-	3	3	5	4	2	-	5	3	3
	3%	-	8%a	6%a	7%a	*4%*	*2%*	-	*4%*	*9%*	*2%*
Cheaper\lower prices	4	3	-	1	1	3	1	1	3	-	4
	2%	*3%*	-	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	-	*2%*
Less need to economise\save money	2	-	2	*	2	-	2	-	2	*	2
	1%	-	5%a	*1%*	*3%*	-	*3%*	-	*2%*	*2%*	*1%*
It seems more secure than other means	1	-	-	1	1	-	1	1	-	-	1
	*	-	-	*2%*	*1%*	-	*1%*	*2%*	-	-	*1%*
Other	11	6	3	2	5	7	4	4	7	1	9
	6%	*6%*	*7%*	*5%*	*6%*	*7%*	*4%*	*7%*	*5%*	*5%*	*6%*
Don't know	11	7	*	4	5	6	5	2	9	2	10
	6%	*6%*	*1%*	*10%*	*6%*	*6%*	*6%*	*3%*	*7%*	*6%*	*6%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.4 Why do you send some mail items more often than you did two years ago?
Base: All who send more mail than they did two years ago

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	174	166	8	140	34	98	76	94	41	34	144	30
Weighted Base	186	181	5**	149	37*	99*	87*	104*	45*	34*	155	31**
I have an increased need to send mail in the post	114	111	3	91	23	58	56	74	24	16	92	22
	62%	*62%*	*60%*	*62%*	*62%*	*59%*	*65%*	71%i	*54%*	*47%*	*59%*	*72%*
Convenience	22	22	-	18	4	13	9	10	3	9	19	3
	12%	*12%*	-	*12%*	*11%*	*13%*	*11%*	*9%*	*8%*	27%ch	*12%*	*11%*
I prefer to send mail in the post where I can	19	19	-	17	2	12	8	8	7	3	15	4
	10%	*11%*	-	*12%*	*5%*	*12%*	*9%*	*8%*	*16%*	*8%*	*10%*	*14%*
I like to have physical evidence of post sent	10	10	-	6	4	2	8	8	-	2	8	2
	5%	*5%*	-	*4%*	*11%*	*2%*	*9%*	*8%*	-	*5%*	*5%*	*7%*
Less\no alternatives available to me	5	4	1	4	2	3	3	2	1	3	4	2
	3%	*2%*	*17%*	*3%*	*4%*	*3%*	*3%*	*1%*	*2%*	*8%*	*2%*	*5%*
Cheaper\lower prices	4	4	-	4	-	3	1	-	1	3	4	-
	2%	*2%*	-	*3%*	-	*3%*	*1%*	-	*3%*	8%g	*2%*	-
Less need to economise\save money	2	2	-	2	-	*	2	1	1	-	1	1
	1%	*1%*	-	*1%*	-	*	*2%*	*1%*	*3%*	-	*1%*	*4%*
It seems more secure than other means	1	1	-	1	-	-	1	-	1	-	1	-
	*	*1%*	-	*1%*	-	-	*1%*	-	*2%*	-	*1%*	-
Other	11	10	1	5	6	6	5	8	2	-	11	-
	6%	*6%*	*14%*	*3%*	16%c	*6%*	*6%*	*7%*	*3%*	-	*7%*	-
Don't know	11	11	*	10	1	10	1	5	5	1	10	1
	6%	*6%*	*9%*	*7%*	*2%*	11%f	*1%*	*5%*	*11%*	*3%*	*7%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.4 Why do you send some mail items more often than you did two years ago?
Base: All who send more mail than they did two years ago

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	174	6	19	18	16	20	17	15	29	13	153	14	7	-	150	23
Weighted Base	186	6**	22**	20**	17**	20**	20**	18**	32**	11**	166	14**	6**	-**	158	27**
I have an increased need to send mail in the post	114	4	14	12	8	13	16	4	25	8	105	7	3	-	102	11
	62%	*68%*	*62%*	*62%*	*46%*	*66%*	*83%*	*23%*	*77%*	*74%*	*63%*	*49%*	*51%*	-	*64%*	*43%*
Convenience	22	1	2	1	4	4	3	4	2	-	20	2	-	-	13	9
	12%	*16%*	*9%*	*5%*	*21%*	*20%*	*13%*	*22%*	*6%*	-	*12%*	*17%*	-	-	*9%*	*34%*
I prefer to send mail in the post where I can	19	-	3	-	2	-	2	5	4	2	18	-	2	-	16	3
	10%	-	*12%*	-	*10%*	-	*12%*	*29%*	*11%*	*18%*	*11%*	-	*27%*	-	*10%*	*11%*
I like to have physical evidence of post sent	10	-	-	-	1	3	1	3	-	1	8	1	1	-	8	1
	5%	-	-	-	*6%*	*13%*	*4%*	*15%*	-	*6%*	*5%*	*6%*	*22%*	-	*5%*	*5%*
Less\no alternatives available to me	5	-	-	1	-	2	-	1	-	-	4	1	-	-	3	2
	3%	-	-	*5%*	-	*11%*	-	*5%*	-	-	*2%*	*9%*	-	-	*2%*	*8%*
Cheaper\lower prices	4	1	-	-	3	-	-	-	-	-	4	-	-	-	4	-
	2%	*16%*	-	-	*16%*	-	-	-	-	-	*2%*	-	-	-	*2%*	-
Less need to economise\save money	2	-	-	-	-	-	-	*	1	-	1	1	-	-	2	-
	1%	-	-	-	-	-	-	*3%*	*2%*	-	*1%*	*8%*	-	-	*1%*	-
It seems more secure than other means	1	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	*5%*	-	-	-	*1%*	-	-	-	*1%*	-
Other	11	-	2	3	-	2	2	-	1	1	10	-	1	-	10	1
	6%	-	*8%*	*14%*	-	*8%*	*8%*	-	*2%*	*13%*	*6%*	-	*19%*	-	*6%*	*4%*
Don't know	11	-	2	3	1	1	-	2	*	-	10	1	-	-	10	2
	6%	-	*11%*	*14%*	*5%*	*6%*	-	*11%*	*2%*	-	*6%*	*11%*	-	-	*6%*	*6%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
**** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.4 Why do you send some mail items more often than you did two years ago?
Base: All who send more mail than they did two years ago

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	174	96	28	70	37	16	17	167	149	137
Weighted Base	186	103*	32**	82*	44*	18**	20**	179	161	152
I have an increased need to send mail in the post	114	63	23	59	31	16	12	112	98	95
	62%	*61%*	*70%*	*73%*	*71%*	*90%*	*60%*	*63%*	*61%*	*63%*
Convenience	22	10	3	9	5	-	4	20	21	19
	12%	*10%*	*9%*	*11%*	*11%*	-	*20%*	*11%*	*13%*	*13%*
I prefer to send mail in the post where I can	19	10	5	6	4	-	2	18	17	14
	10%	*10%*	*15%*	*7%*	*10%*	-	*8%*	*10%*	*10%*	*9%*
I like to have physical evidence of post sent	10	8	2	5	3	-	3	10	10	6
	5%	*8%*	*7%*	*6%*	*6%*	-	*13%*	*6%*	*6%*	*4%*
Less\no alternatives available to me	5	3	-	3	1	-	2	5	5	3
	3%	*3%*	-	*3%*	*3%*	-	*7%*	*3%*	*3%*	*2%*
Cheaper\lower prices	4	2	-	-	-	-	-	4	4	4
	2%	*2%*	-	-	-	-	-	*2%*	*2%*	*2%*
Less need to economise\save money	2	1	-	-	-	-	-	2	1	1
	1%	*1%*	-	-	-	-	-	*1%*	*1%*	*
It seems more secure than other means	1	-	-	1	1	-	-	1	1	1
	*	-	-	*1%*	*2%*	-	-	*1%*	*1%*	*1%*
Other	11	5	1	-	-	-	-	11	10	9
	6%	*5%*	*3%*	-	-	-	-	*6%*	*6%*	*6%*
Don't know	11	7	-	3	-	2	1	11	8	8
	6%	*7%*	-	*4%*	-	*10%*	*6%*	*6%*	*5%*	*5%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.4 Why do you send some mail items more often than you did two years ago?
Base: All who send more mail than they did two years ago

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	174	95	10	65	88	38	45	109	29	36	66	26	78	114	4	52	27	43
Weighted Base	186	108*	11**	62*	96*	41*	45*	113*	34**	39*	72*	30**	79*	128	5**	47*	34**	47*
I have an increased need to send mail in the post	114	76	8	25	62	26	23	62	26	27	46	21	45	85	5	22	22	37
	62%	*71%cf*	*76%*	*41%*	*65%c*	*64%c*	*51%*	*54%*	*76%*	*70%o*	*64%*	*71%*	*57%*	*66%o*	*100%*	*46%*	*65%*	*78%*
Convenience	22	8	1	12	9	3	10	16	-	6	9	-	12	14	-	6	6	2
	12%	*8%*	*8%*	*18%*	*9%*	*8%*	*23%ad*	*15%*	-	*16%*	*13%*	-	*15%*	*11%*	-	*14%*	*19%*	*5%*
I prefer to send mail in the post where I can	19	10	-	7	10	4	4	12	5	3	8	2	8	10	-	7	3	3
	10%	*10%*	-	*12%*	*10%*	*10%*	*9%*	*10%*	*14%*	*7%*	*11%*	*6%*	*11%*	*8%*	-	*15%*	*9%*	*6%*
I like to have physical evidence of post sent	10	5	-	5	9	1	-	8	-	2	5	-	5	7	-	3	3	3
	5%	*4%*	-	*8%*	*9%*	*2%*	-	*7%*	-	*6%*	*6%*	-	*7%*	*5%*	-	*6%*	*7%*	*5%*
Less\no alternatives available to me	5	2	-	4	3	-	3	5	-	-	2	-	3	2	-	3	2	1
	3%	*1%*	-	*6%*	*3%*	-	*6%*	*5%*	-	-	*3%*	-	*4%*	*2%*	-	*7%*	*4%*	*3%*
Cheaper\lower prices	4	2	-	2	2	1	1	4	-	-	1	-	-	1	-	-	-	-
	2%	*1%*	-	*4%*	*2%*	*3%*	*2%*	*3%*	-	-	*1%*	-	-	*1%*	-	-	-	-
Less need to economise\save money	2	2	-	*	1	*	1	2	-	-	1	*	1	1	-	2	-	-
	1%	*2%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	*2%*	*1%*	*	-	*3%*	-	-
It seems more secure than other means	1	1	-	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1
	*	*1%*	-	-	-	*2%*	-	-	*3%*	-	-	*3%*	-	*1%*	-	-	-	*2%*
Other	11	4	2	5	6	2	3	9	2	-	3	3	5	7	-	4	-	-
	6%	*4%*	*16%*	*8%*	*6%*	*4%*	*8%*	*8%*	*5%*	-	*4%*	*9%*	*7%*	*5%*	-	*9%*	-	-
Don't know	11	7	-	4	5	3	4	7	1	4	4	3	5	10	-	2	1	2
	6%	*6%*	-	*6%*	*5%*	*7%*	*8%*	*6%*	*2%*	*10%*	*5%*	*9%*	*6%*	*8%*	-	*3%*	*4%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.5 Why do you send some mail items less often than you did two years ago?
Base: All who send less mail than they did two years ago

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	689	321	368	42	81	101	97	115	253	121	123	198	368
Weighted Base	678	317	361	47*	99*	118*	124*	136	154	73	147	242	289
I am communicating more through other means (e.g. e-mail, social media, text message etc)	315	142	173	18	52	74	47	68	56	18	70	121	124
	47%	*45%*	*48%*	*37%*	52%hi	63%cfhi	*38%i*	50%hi	*36%i*	*25%*	*47%*	*50%*	*43%*
Less need to send mail in the post	270	133	137	13	48	42	52	49	66	37	61	94	115
	40%	*42%*	*38%*	*28%*	48%c	*35%*	*42%*	*36%*	*43%*	51%ceg	*41%*	*39%*	*40%*
Increased availability of alternatives	81	36	45	7	12	18	17	16	12	5	19	35	27
	12%	*11%*	*12%*	*14%*	*12%*	16%h	*13%*	*12%*	*8%*	*7%*	*13%*	*15%*	*9%*
Postage prices have become too expensive	80	27	53	4	4	10	17	21	25	11	8	27	46
	12%	*9%*	15%a	*8%*	*4%*	*9%*	13%d	15%d	17%d	16%d	*5%*	*11%*	16%j
More need to economise\save money	38	15	23	3	4	3	8	9	10	5	7	12	20
	6%	*5%*	*6%*	*6%*	*4%*	*3%*	*7%*	*7%*	*7%*	*7%*	*4%*	*5%*	*7%*
It is not as reliable as other alternatives	21	11	10	2	6	3	3	5	3	2	8	5	8
	3%	*3%*	*3%*	*3%*	*6%*	*2%*	*2%*	*4%*	*2%*	*3%*	*5%*	*2%*	*3%*
It takes too long to arrive	1	*	1	-	-	-	1	-	*	*	-	1	*
	*	*	*	-	-	-	*1%*	-	*	*1%*	-	*	*
Other	20	11	9	1	2	5	2	4	6	3	2	7	11
	3%	*4%*	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*4%*	*4%*	*2%*	*3%*	*4%*
Don't know	27	17	10	6	3	5	4	3	6	4	9	9	9
	4%	*5%*	*3%*	12%fgh	*3%*	*4%*	*3%*	*2%*	*4%*	*5%*	*6%*	*4%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.5 Why do you send some mail items less often than you did two years ago?
Base: All who send less mail than they did two years ago

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	689	324	147	218	365	298	391	179	510	158	531
Weighted Base	678	360	141	177	318	367	311	210	467	130	548
I am communicating more through other means (e.g. e-mail, social media, text message etc)	315	180	58	77	135	188	127	108	208	48	267
	47%	*50%*	*41%*	*44%*	*43%*	51%f	*41%*	*51%*	*44%*	*37%*	49%i
Less need to send mail in the post	270	141	50	79	129	143	127	87	183	54	216
	40%	*39%*	*35%*	*45%*	*41%*	*39%*	*41%*	*41%*	*39%*	*41%*	*39%*
Increased availability of alternatives	81	44	17	21	37	52	29	29	53	10	71
	12%	*12%*	*12%*	*12%*	*12%*	*14%*	*9%*	*14%*	*11%*	*8%*	*13%*
Postage prices have become too expensive	80	37	19	24	43	40	40	17	63	22	59
	12%	*10%*	*13%*	*14%*	*14%*	*11%*	*13%*	*8%*	*13%*	*17%*	*11%*
More need to economise\save money	38	20	8	10	18	16	22	5	33	7	31
	6%	*6%*	*6%*	*6%*	*6%*	*4%*	*7%*	*2%*	7%g	*6%*	*6%*
It is not as reliable as other alternatives	21	4	4	12	16	11	10	10	11	4	17
	3%	*1%*	*3%*	7%a	5%a	*3%*	*3%*	*5%*	*2%*	*3%*	*3%*
It takes too long to arrive	1	1	*	-	*	1	*	1	*	*	1
	*	*	*	-	*	*	*	*	*	*	*
Other	20	7	8	5	14	6	14	5	15	3	17
	3%	*2%*	6%a	*3%*	*4%*	*2%*	5%e	*3%*	*3%*	*2%*	*3%*
Don't know	27	14	6	7	13	10	17	8	18	5	22
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*3%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.5 Why do you send some mail items less often than you did two years ago?
Base: All who send less mail than they did two years ago

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	689	600	89	566	123	451	238	429	92	165	540	149
Weighted Base	678	614	64*	560	118	429	249	414	106*	155	540	137
I am communicating more through other means (e.g. e-mail, social media, text message etc)	315	301	14	256	60	203	112	191	56	68	239	76
	47%	49%b	*21%*	*46%*	*50%*	*47%*	*45%*	*46%*	*53%*	*44%*	*44%*	55%j
Less need to send mail in the post	270	238	32	222	47	168	102	157	38	73	215	54
	40%	*39%*	*49%*	*40%*	*40%*	*39%*	*41%*	*38%*	*36%*	*47%*	*40%*	*39%*
Increased availability of alternatives	81	78	3	70	11	46	35	46	16	19	70	12
	12%	13%b	*5%*	*12%*	*10%*	*11%*	*14%*	*11%*	*15%*	*13%*	*13%*	*8%*
Postage prices have become too expensive	80	72	9	73	7	52	29	54	5	21	61	20
	12%	*12%*	*14%*	*13%*	*6%*	*12%*	*11%*	13%h	*4%*	14%h	*11%*	*14%*
More need to economise\save money	38	33	5	30	8	21	17	26	4	8	28	11
	6%	*5%*	*8%*	*5%*	*7%*	*5%*	*7%*	*6%*	*3%*	*5%*	*5%*	*8%*
It is not as reliable as other alternatives	21	19	1	17	4	13	8	9	5	7	19	2
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*5%*	*4%*	*3%*	*1%*
It takes too long to arrive	1	1	*	1	-	*	1	1	-	*	*	1
	*	*	*1%*	*	-	*	*	*	-	*	*	*1%*
Other	20	17	3	15	5	12	9	11	6	3	19	1
	3%	*3%*	*5%*	*3%*	*4%*	*3%*	*3%*	*3%*	*5%*	*2%*	*3%*	*1%*
Don't know	27	23	4	19	8	15	12	17	4	6	24	3
	4%	*4%*	*7%*	*3%*	*7%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.5 Why do you send some mail items less often than you did two years ago?
Base: All who send less mail than they did two years ago

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	689	14	93	39	47	70	82	79	97	55	576	36	61	16	619	67
Weighted Base	678	15**	91*	45*	45*	60*	78*	84*	105*	52*	574	31*	59*	14**	598	77*
I am communicating more through other means (e.g. e-mail, social media, text message etc)	315	7	41	16	24	33	48	27	46	31	271	15	18	11	279	35
	47%	*47%*	*45%*	*35%*	53%gl	55%gl	61%bcghjl	*32%*	*44%*	59%cgl	47%gl	*49%*	*31%*	*76%*	*47%*	*46%*
Less need to send mail in the post	270	7	32	14	15	15	28	44	52	25	233	11	18	8	238	30
	40%	*50%*	*35%*	*32%*	*34%*	*26%*	*35%*	52%befl	50%el	49%e	41%e	*37%*	*30%*	*55%*	*40%*	*39%*
Increased availability of alternatives	81	-	10	1	5	5	15	16	9	12	73	1	8	-	71	10
	12%	-	*11%*	*2%*	*11%*	*8%*	20%chk	19%chk	*8%*	24%bcehjk	*13%*	*2%*	*13%*	-	*12%*	*13%*
Postage prices have become too expensive	80	4	11	4	8	11	7	6	9	9	69	-	12	-	75	6
	12%	*24%*	*12%*	*9%*	18%k	19%k	*9%*	*8%*	*8%*	18%k	12%k	-	20%k	-	*12%*	*8%*
More need to economise\save money	38	1	4	3	4	3	3	3	5	5	30	-	8	-	35	3
	6%	*5%*	*5%*	*6%*	*8%*	*5%*	*3%*	*4%*	*5%*	*9%*	*5%*	-	13%fjk	-	*6%*	*3%*
It is not as reliable as other alternatives	21	-	1	1	2	2	9	3	2	1	20	-	1	-	19	2
	3%	-	*1%*	*2%*	*5%*	*3%*	11%bhjl	*3%*	*2%*	*2%*	*3%*	-	*1%*	-	*3%*	*2%*
It takes too long to arrive	1	-	-	-	*	-	-	-	-	-	*	1	-	-	1	-
	*	-	-	-	*1%*	-	-	-	-	-	*	3%j	-	-	*	-
Other	20	*	4	1	1	4	2	3	4	-	18	1	1	-	16	4
	3%	*2%*	*4%*	*3%*	*2%*	*6%*	*2%*	*3%*	*3%*	-	*3%*	*3%*	*2%*	-	*3%*	*6%*
Don't know	27	-	3	7	2	1	1	4	2	2	23	3	1	-	23	3
	4%	-	*3%*	16%befhjl	*4%*	*2%*	*2%*	*5%*	*2%*	*4%*	*4%*	*9%*	*2%*	-	*4%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.5 Why do you send some mail items less often than you did two years ago?
Base: All who send less mail than they did two years ago

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	689	323	70	90	58	15	17	660	527	531
Weighted Base	678	308	68*	97*	63*	15**	20**	651	532	533
I am communicating more through other means (e.g. e-mail, social media, text message etc)	315	134	30	45	31	4	10	305	257	262
	47%	*43%*	*45%*	*46%*	*49%*	*28%*	*52%*	*47%*	*48%*	*49%*
Less need to send mail in the post	270	120	25	34	23	4	7	259	215	220
	40%	*39%*	*37%*	*35%*	*37%*	*27%*	*35%*	*40%*	*40%*	*41%*
Increased availability of alternatives	81	35	4	6	3	1	3	80	61	64
	12%	*11%*	*5%*	*7%*	*5%*	*5%*	*13%*	*12%*	*12%*	*12%*
Postage prices have become too expensive	80	57	11	16	9	5	2	78	68	59
	12%	*18%*	*16%*	*16%*	*15%*	*33%*	*9%*	*12%*	*13%*	*11%*
More need to economise\save money	38	21	3	2	-	2	-	36	28	29
	6%	*7%*	*4%*	*2%*	-	*13%*	-	*6%*	*5%*	*5%*
It is not as reliable as other alternatives	21	10	2	1	1	-	-	21	9	18
	3%	*3%*	*2%*	*1%*	*1%*	-	-	*3%*	*2%*	*3%*
It takes too long to arrive	1	1	*	-	-	-	-	1	1	1
	*	*	*1%*	-	-	-	-	*	*	*
Other	20	6	5	7	5	-	1	20	16	17
	3%	*2%*	*7%a*	*7%a*	*8%a*	-	*7%*	*3%*	*3%*	*3%*
Don't know	27	15	3	4	1	2	1	26	17	13
	4%	*5%*	*4%*	*4%*	*2%*	*10%*	*6%*	*4%*	*3%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.5 Why do you send some mail items less often than you did two years ago?
Base: All who send less mail than they did two years ago

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	689	55	429	188	41	554	87	6	664	18	6	593	79	31	537	111	21	66
Weighted Base	678	61*	421	180	38*	544	88*	7**	652	19**	8**	586	75*	36**	532	101*	24**	72*
I am communicating more through other means (e.g. e-mail, social media, text message etc)	315	31	190	81	12	259	39	2	308	5	1	284	26	20	244	46	9	35
	47%	*51%*	*45%*	*45%*	*31%*	*48%*	*44%*	*25%*	*47%*	*26%*	*13%*	48%l	*35%*	*56%*	*46%*	*46%*	*38%*	*48%*
Less need to send mail in the post	270	23	172	70	17	217	34	3	260	7	5	235	28	12	213	43	3	30
	40%	*38%*	*41%*	*39%*	*45%*	*40%*	*38%*	*38%*	*40%*	*37%*	*67%*	*40%*	*37%*	*33%*	*40%*	*43%*	*14%*	*43%*
Increased availability of alternatives	81	1	60	13	1	70	8	-	79	2	-	75	3	1	69	7	2	4
	12%	*2%*	14%ac	*7%*	*2%*	13%a	*10%*	-	*12%*	*10%*	-	*13%*	*5%*	*3%*	13%l	*7%*	*8%*	*6%*
Postage prices have become too expensive	80	11	54	15	11	63	6	-	78	2	2	69	8	3	65	11	5	10
	12%	*18%*	*13%*	*8%*	30%bcef	*12%*	*7%*	-	*12%*	*11%*	*20%*	*12%*	*11%*	*9%*	*12%*	*11%*	*23%*	*15%*
More need to economise\save money	38	2	26	10	2	29	7	-	37	1	-	36	2	-	37	1	-	2
	6%	*3%*	*6%*	*6%*	*6%*	*5%*	*8%*	-	*6%*	*7%*	-	*6%*	*2%*	-	7%o	*1%*	-	*3%*
It is not as reliable as other alternatives	21	1	16	2	1	19	1	-	20	1	-	18	1	-	16	3	-	1
	3%	*1%*	*4%*	*1%*	*2%*	*4%*	*1%*	-	*3%*	*5%*	-	*3%*	*1%*	-	*3%*	*3%*	-	*1%*
It takes too long to arrive	1	-	-	*	-	1	*	-	1	*	-	1	-	-	1	-	-	-
	*	-	-	*	-	*	*	-	*	*2%*	-	*	-	-	*	-	-	-
Other	20	-	13	7	-	15	5	1	19	-	-	16	4	-	18	2	3	4
	3%	-	*3%*	*4%*	-	*3%*	*6%*	*13%*	*3%*	-	-	*3%*	*5%*	-	*3%*	*2%*	*12%*	*5%*
Don't know	27	1	10	15	3	15	8	2	21	4	-	15	9	2	17	4	1	2
	4%	*2%*	*2%*	8%be	*7%*	*3%*	9%be	*25%*	*3%*	*24%*	-	*3%*	12%hkn	*7%*	*3%*	*4%*	*5%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.6 Thinking of the amount of money you spend on postage sending letters, would you say you now spend more or less on letters than you did 2 years ago?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Spend more on postage for letters than two years ago	263	105	158	36	41	39	41	40	66	32	77	80	106
	12%	*10%*	14%a	*12%*	*11%*	*10%*	*13%*	*12%*	16%de	17%de	*11%*	*11%*	*14%*
Spend less on postage for letters than I did two years ago	648	298	349	50	102	118	113	125	139	65	152	231	264
	30%	*29%*	*32%*	*17%*	27%c	31%c	35%c	37%cd	34%c	34%c	*23%*	33%j	35%j
No change	1185	613	572	205	220	213	167	175	205	90	425	380	380
	55%	59%b	*52%*	68%defghi	59%hi	56%i	*51%*	*51%*	*50%*	*47%*	63%kl	*54%*	*50%*
Don't know	43	23	20	12	9	9	7	3	4	2	20	16	7
	2%	*2%*	*2%*	4%ghi	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	3%l	2%l	*1%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.6 Thinking of the amount of money you spend on postage sending letters, would you say you now spend more or less on letters than you did 2 years ago?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Spend more on postage for letters than two years ago	263	145	50	69	118	133	130	65	198	59	204
	12%	*14%*	*11%*	*11%*	*11%*	*11%*	*13%*	*10%*	*13%*	*14%*	*12%*
Spend less on postage for letters than I did two years ago	648	349	130	169	299	351	296	194	454	125	523
	30%	*33%cd*	*29%*	*27%*	*28%*	*30%*	*30%*	*31%*	*30%*	*29%*	*31%*
No change	1185	555	255	375	630	647	539	356	830	239	946
	55%	*52%*	*57%*	*60%a*	*59%a*	*56%*	*55%*	*56%*	*55%*	*56%*	*55%*
Don't know	43	16	10	17	27	28	16	17	26	5	39
	2%	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.6 Thinking of the amount of money you spend on postage sending letters, would you say you now spend more or less on letters than you did 2 years ago?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Spend more on postage for letters than two years ago	263	229	34	220	43	162	101	155	51	51	213	50
	12%	*12%*	*15%*	*13%*	*10%*	*12%*	*13%*	*13%*	*12%*	*10%*	*12%*	*12%*
Spend less on postage for letters than I did two years ago	648	587	61	541	107	391	257	389	120	136	520	127
	30%	*31%*	*28%*	31%d	*26%*	*29%*	*33%*	*32%*	*29%*	*27%*	*30%*	*31%*
No change	1185	1065	121	933	252	782	403	639	224	306	953	232
	55%	*55%*	*55%*	*54%*	61%c	57%f	*52%*	*53%*	*55%*	61%g	*55%*	*57%*
Don't know	43	39	4	31	12	25	18	20	15	5	43	*
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	4%gi	*1%*	2%k	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.6 Thinking of the amount of money you spend on postage sending letters, would you say you now spend more or less on letters than you did 2 years ago?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Spend more on postage for letters than two years ago	263	11	32	18	19	24	17	34	39	21	215	15	25	8	232	31
	12%	*12%*	*13%*	*10%*	*13%*	*13%*	*8%*	*13%*	*13%*	*12%*	*12%*	*14%*	*14%*	*17%*	*13%*	*11%*
Spend less on postage for letters than I did two years ago	648	12	86	40	46	55	76	99	95	46	555	37	48	8	567	76
	30%	*13%*	35%acm	*22%*	31%am	30%am	38%aclm	37%aclm	31%am	28%a	31%acm	34%acm	27%a	*16%*	*31%*	*27%*
No change	1185	70	129	123	81	102	95	124	169	98	990	54	108	33	1021	161
	55%	73%bdefg hijkl	*52%*	68%bdefg hjk	*55%*	*56%*	*47%*	*46%*	*55%*	58%fg	55%g	*51%*	59%fg	67%bfgk	*55%*	*58%*
Don't know	43	2	2	1	2	2	13	12	5	3	41	1	1	-	31	12
	2%	*2%*	*1%*	*1%*	*1%*	*1%*	7%bcdehi jkl	4%bcl	*2%*	*2%*	*2%*	*1%*	*	-	*2%*	4%n

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.6 Thinking of the amount of money you spend on postage sending letters, would you say you now spend more or less on letters than you did 2 years ago?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Spend more on postage for letters than two years ago	263	185	43	75	50	13	12	254	223	211
	12%	*24%*	*27%*	*27%*	*26%*	*26%*	*30%*	*13%*	*14%*	*13%*
Spend less on postage for letters than I did two years ago	648	277	50	81	50	14	17	628	507	518
	30%	36%d	*31%*	*29%*	*27%*	*28%*	*42%*	*31%*	*32%*	*31%*
No change	1185	308	64	119	86	22	11	1110	824	890
	55%	*40%*	*40%*	*43%*	*46%*	*44%*	*28%*	*55%*	*52%*	*54%*
Don't know	43	9	3	2	2	1	-	39	21	31
	2%	*1%*	*2%*	*1%*	*1%*	*1%*	-	*2%*	*1%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.6 Thinking of the amount of money you spend on postage sending letters, would you say you now spend more or less on letters than you did 2 years ago?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Spend more on postage for letters than two years ago	263	151	13	94	263	-	-	79	31	151	53	26	175	60	21	173	22	52
	12%	68%bcef	2%ef	7%bef	100%abcef	-	-	70%hiklm no	*5%*	12%hkn	74%hiklm no	*4%*	13%hkn	47%hikln o	*4%*	12%hkn	*34%*	*26%*
Spend less on postage for letters than I did two years ago	648	39	474	122	-	648	-	10	534	101	5	481	149	31	436	167	17	63
	30%	17%cdf	94%acdf	9%df	-	100%abcdf	-	*9%*	82%gijlm o	*8%*	*7%*	82%gijl mo	11%i	24%gijl o	82%gijl mo	12%i	*25%*	*31%*
No change	1185	34	18	1118	-	-	1185	22	79	1041	14	73	1050	36	68	1036	27	87
	55%	15%bde	4%de	84%abde	-	-	100%abcd e	20%h	*12%*	80%ghjk lmno	*19%*	*13%*	76%ghjk mn	28%hkn	*13%*	75%ghjk mn	*41%*	*43%*
Don't know	43	-	1	3	-	-	-	2	7	13	-	6	16	2	6	15	-	2
	2%	-	*	*	-	-	-	*2%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.7 Now thinking about the amount of money you spend on postage sending small or medium parcels (up to 2kg), would you say you now spend more or less on small or medium parcels than you did 2 years ago?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Spend more on postage for small/ medium parcels than two years ago	224	86	138	32	39	40	41	40	33	12	71	80	73
	10%	*8%*	13%a	*11%*	*10%*	*11%*	12%hi	12%i	*8%*	*6%*	*11%*	*11%*	*10%*
Spend less on postage for small/ medium parcels than I did two years ago	505	234	271	41	85	92	90	91	107	48	126	182	197
	24%	*23%*	*25%*	*14%*	23%c	24%c	27%c	26%c	26%c	25%c	*19%*	26%j	26%j
No change	1337	678	659	212	234	231	186	208	267	126	446	417	475
	63%	65%b	*60%*	70%efg	*63%*	*61%*	*57%*	*61%*	64%f	66%f	66%k	*59%*	*63%*
Don't know	73	41	31	18	15	16	12	5	8	4	33	28	12
	3%	*4%*	*3%*	6%ghi	*4%*	4%g	*4%*	*1%*	*2%*	*2%*	5%l	4%l	*2%*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.7 Now thinking about the amount of money you spend on postage sending small or medium parcels (up to 2kg), would you say you now spend more or less on small or medium parcels than you did 2 years ago?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Spend more on postage for small/ medium parcels than two years ago	224	143	37	45	81	133	91	74	151	32	193
	10%	*13%bcd*	*8%*	*7%*	*8%*	*12%*	*9%*	*12%*	*10%*	*7%*	*11%i*
Spend less on postage for small/ medium parcels than I did two years ago	505	256	106	143	249	273	232	144	361	100	405
	24%	*24%*	*24%*	*23%*	*23%*	*24%*	*24%*	*23%*	*24%*	*23%*	*24%*
No change	1337	641	285	411	697	712	625	382	955	286	1051
	63%	*60%*	*64%*	*65%a*	*65%a*	*61%*	*64%*	*60%*	*63%*	*67%j*	*61%*
Don't know	73	25	16	31	47	40	32	33	40	10	63
	3%	*2%*	*4%*	*5%a*	*4%a*	*3%*	*3%*	*5%h*	*3%*	*2%*	*4%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.7 Now thinking about the amount of money you spend on postage sending small or medium parcels (up to 2kg), would you say you now spend more or less on small or medium parcels than you did 2 years ago?
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Spend more on postage for small/ medium parcels than two years ago	224	212	12	192	32	131	93	139	51	33	179	45
	10%	11%b	*6%*	*11%*	*8%*	*10%*	*12%*	12%i	12%i	*7%*	*10%*	*11%*
Spend less on postage for small/ medium parcels than I did two years ago	505	463	43	409	96	299	206	288	97	118	410	95
	24%	*24%*	*19%*	*24%*	*23%*	*22%*	26%e	*24%*	*24%*	*24%*	*24%*	*23%*
No change	1337	1181	156	1068	269	885	453	744	238	333	1077	260
	63%	*61%*	71%a	*62%*	*65%*	65%f	*58%*	*62%*	*58%*	67%h	*62%*	*63%*
Don't know	73	65	8	56	17	45	28	32	24	14	63	9
	3%	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	6%gi	*3%*	*4%*	*2%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.7 Now thinking about the amount of money you spend on postage sending small or medium parcels (up to 2kg), would you say you now spend more or less on small or medium parcels than you did 2 years ago?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Spend more on postage for small/ medium parcels than two years ago	224	10	32	16	13	20	17	32	34	15	188	12	17	8	194	29
	10%	*11%*	*13%*	*9%*	*9%*	*11%*	*8%*	*12%*	*11%*	*9%*	*10%*	*11%*	*10%*	*15%*	*10%*	*10%*
Spend less on postage for small/ medium parcels than I did two years ago	505	8	77	32	36	47	58	79	68	31	435	18	45	7	428	74
	24%	*8%*	31%achijkm	*18%*	24%a	25%a	29%acikm	29%acikm	22%a	18%a	24%a	*17%*	25%a	*14%*	*23%*	*26%*
No change	1337	74	137	133	97	115	106	143	197	112	1113	72	118	35	1172	162
	63%	78%befghj	*55%*	73%bfgj	66%fg	*63%*	*53%*	*53%*	64%fg	67%bfg	62%fg	67%bfg	65%fg	71%bfg	*63%*	*58%*
Don't know	73	3	3	2	2	2	20	15	10	10	66	5	2	-	58	15
	3%	*3%*	*1%*	*1%*	*2%*	*1%*	10%bcdehjlm	6%bcel	*3%*	6%bcel	*4%*	5%bce	*1%*	-	*3%*	*5%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.7 Now thinking about the amount of money you spend on postage sending small or medium parcels (up to 2kg), would you say you now spend more or less on small or medium parcels than you did 2 years ago?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Spend more on postage for small/ medium parcels than two years ago	224	125	42	106	62	21	23	219	195	184
	10%	*16%*	26%a	38%ab	33%a	42%a	58%abcd	*11%*	*12%*	*11%*
Spend less on postage for small/ medium parcels than I did two years ago	505	204	34	44	32	6	6	489	395	405
	24%	26%cd	*22%*	*16%*	*17%*	*13%*	*16%*	*24%*	*25%*	*25%*
No change	1337	433	77	123	89	23	10	1256	944	1010
	63%	56%cf	48%f	*44%*	48%f	*45%*	*26%*	*62%*	*60%*	*61%*
Don't know	73	18	7	5	5	-	-	67	40	52
	3%	*2%*	*4%*	*2%*	*2%*	-	-	*3%*	*3%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.7 Now thinking about the amount of money you spend on postage sending small or medium parcels (up to 2kg), would you say you now spend more or less on small or medium parcels than you did 2 years ago?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Spend more on postage for small/ medium parcels than two years ago	224	224	-	-	151	39	34	53	56	114	49	48	123	98	21	101	37	69
	10%	100%bcdef	-	-	58%bcef	6%bcf	3%bc	47%hikln o	9%n	9%n	68%ghikl no	8%n	9%n	77%ghikl no	*4%*	7%n	56%q	*34%*
Spend less on postage for small/ medium parcels than I did two years ago	505	-	505	-	13	474	18	6	410	87	5	398	99	7	394	101	5	38
	24%	-	100%acdef	-	5%acf	73%acdf	2%c	*5%*	63%gijlm o	*7%*	*7%*	68%gijlm o	*7%*	*6%*	74%ghijk lmo	*7%*	*7%*	*19%*
No change	1337	-	-	1337	94	122	1118	51	170	1079	18	129	1137	21	106	1160	24	92
	63%	-	-	100%abdef	36%abe	19%ab	94%abde	45%hjkmn	26%mn	83%ghjkmn	*25%*	*22%*	82%ghjkmn	*16%*	*20%*	83%ghjkmn	*37%*	*45%*
Don't know	73	-	-	-	5	13	15	4	16	26	-	11	32	2	11	29	-	5
	3%	-	-	-	2%bc	2%bc	1%bc	*3%*	*3%*	*2%*	-	*2%*	*2%*	*1%*	*2%*	*2%*	-	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
We send (or expect to send) a similar number of letters nowadays and have not changed our level of 1st class or 2nd class usage.	925	455	470	99	170	157	151	153	196	87	269	308	349
	43%	*44%*	*43%*	*33%*	46%c	41%c	46%c	45%c	47%c	46%c	*40%*	*44%*	46%j
We send (or expect to send) a similar number of letters nowadays but are now using 2nd class postage more.	242	109	133	37	44	37	31	48	44	23	81	68	92
	11%	*10%*	*12%*	*12%*	*12%*	*10%*	*9%*	*14%*	*11%*	*12%*	*12%*	*10%*	*12%*
We send (or expect to send) fewer letters overall nowadays to save money.	210	92	118	28	28	32	34	36	52	26	56	66	88
	10%	*9%*	*11%*	*9%*	*8%*	*8%*	*10%*	*10%*	13%d	14%de	*8%*	*9%*	*12%*
We send (or expect to send) fewer letters nowadays but mainly because we have switched to e-mail and using the telephone rather than the postage cost.	340	165	175	44	72	58	56	63	47	16	116	114	110
	16%	*16%*	*16%*	15%i	19%hi	15%i	17%hi	18%hi	*11%*	*8%*	*17%*	*16%*	*15%*
We send (or expect to send) more letters nowadays but are using 2nd class postage more.	96	40	55	9	15	26	13	9	24	9	23	39	34
	4%	*4%*	*5%*	*3%*	*4%*	7%cg	*4%*	*3%*	6%g	*5%*	*3%*	*6%*	*4%*
Some other effect of postage price increase	3	2	1	-	-	1	-	-	2	2	-	1	2
	*	*	*	-	-	*	-	-	*	1%	-	*	*
SUMMARY CODES													
SIMILAR NUMBER	1167	564	603	136	215	194	182	201	240	110	350	376	441
	55%	*54%*	*55%*	*45%*	58%c	*51%*	55%c	59%c	58%c	58%c	*52%*	*53%*	58%j
FEWER LETTERS	550	257	293	72	100	90	90	99	99	42	172	180	198
	26%	*25%*	*27%*	*24%*	*27%*	*24%*	*28%*	*29%*	*24%*	*22%*	*26%*	*26%*	*26%*

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Don't know	320	172	148	86	43	67	43	34	47	26	129	110	81
	15%	*17%*	*13%*	29%defghi	*12%*	18%dgh	*13%*	*10%*	*11%*	*14%*	19%l	16%l	*11%*
None	3	3	-	-	-	1	-	-	2	1	-	1	2
	*	*	-	-	-	*	-	-	*1%*	*	-	*	*

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
We send (or expect to send) a similar number of letters nowadays and have not changed our level of 1st class or 2nd class usage.	925	487	176	263	439	505	421	259	667	199	727
	43%	46%bd	*40%*	*42%*	*41%*	*44%*	*43%*	*41%*	*44%*	*46%*	*42%*
We send (or expect to send) a similar number of letters nowadays but are now using 2nd class postage more.	242	113	60	69	128	125	117	69	173	45	196
	11%	*11%*	*13%*	*11%*	*12%*	*11%*	*12%*	*11%*	*11%*	*11%*	*11%*
We send (or expect to send) fewer letters overall nowadays to save money.	210	104	45	62	106	93	117	53	157	46	164
	10%	*10%*	*10%*	*10%*	*10%*	*8%*	12%e	*8%*	*10%*	*11%*	*10%*
We send (or expect to send) fewer letters nowadays but mainly because we have switched to e-mail and using the telephone rather than the postage cost.	340	198	62	80	142	213	128	106	234	46	294
	16%	19%bcd	*14%*	*13%*	*13%*	18%f	*13%*	*17%*	*16%*	*11%*	17%i
We send (or expect to send) more letters nowadays but are using 2nd class postage more.	96	48	26	22	48	55	41	33	63	22	74
	4%	*4%*	*6%*	*3%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*
Some other effect of postage price increase	3	1	1	1	2	1	2	1	2	1	2
	*	*	*	*	*	*	*	*	*	*	*
SUMMARY CODES											
SIMILAR NUMBER	1167	600	236	332	567	630	537	328	839	244	923
	55%	*56%*	*53%*	*53%*	*53%*	*54%*	*55%*	*52%*	*56%*	*57%*	*54%*
FEWER LETTERS	550	302	107	141	249	306	244	159	392	91	459
	26%	28%cd	*24%*	*22%*	*23%*	*26%*	*25%*	*25%*	*26%*	*21%*	27%i

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Don't know	320	113	73	133	206	167	153	112	208	67	253
	15%	*11%*	17%a	21%a	19%a	*14%*	*16%*	18%h	*14%*	*16%*	*15%*
None	3	1	1	1	3	1	2	-	3	2	1
	*	*	*	*	*	*	*	-	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
We send (or expect to send) a similar number of letters nowadays and have not changed our level of 1st class or 2nd class usage.	925	822	104	764	162	619	307	533	156	226	740	186
	43%	*43%*	*47%*	*44%*	*39%*	45%f	*39%*	44%h	*38%*	45%h	*43%*	*45%*
We send (or expect to send) a similar number of letters nowadays but are now using 2nd class postage more.	242	213	29	204	38	152	89	146	49	40	195	46
	11%	*11%*	*13%*	*12%*	*9%*	*11%*	*11%*	12%i	*12%*	*8%*	*11%*	*11%*
We send (or expect to send) fewer letters overall nowadays to save money.	210	184	26	162	49	124	86	127	34	49	167	44
	10%	*10%*	*12%*	*9%*	*12%*	*9%*	*11%*	*11%*	*8%*	*10%*	*10%*	*11%*
We send (or expect to send) fewer letters nowadays but mainly because we have switched to e-mail and using the telephone rather than the postage cost.	340	323	17	274	66	189	151	203	72	64	277	63
	16%	17%b	*8%*	*16%*	*16%*	*14%*	19%e	17%i	*18%*	*13%*	*16%*	*15%*
We send (or expect to send) more letters nowadays but are using 2nd class postage more.	96	88	8	80	15	67	29	59	13	24	79	16
	4%	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*3%*	*5%*	*5%*	*4%*
Some other effect of postage price increase	3	2	1	2	1	2	1	1	1	1	3	-
	*	*	*	*	*	*	*	*	*	*	*	-
SUMMARY CODES												
SIMILAR NUMBER	1167	1034	133	967	200	771	396	679	205	266	935	232
	55%	*54%*	61%a	56%d	*48%*	57%f	*51%*	56%h	*50%*	*53%*	*54%*	*57%*
FEWER LETTERS	550	508	43	436	114	313	237	330	107	112	444	107
	26%	26%b	*20%*	*25%*	*28%*	*23%*	30%e	27%i	*26%*	*23%*	*26%*	*26%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Don't know	320	286	34	236	84	203	117	130	86	94	265	55
	15%	*15%*	*15%*	*14%*	20%c	*15%*	*15%*	*11%*	21%g	19%g	*15%*	*13%*
None	3	3	1	3	-	3	-	3	-	1	3	-
	*	*	*	*	-	*	-	*	-	*	*	-

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

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Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
We send (or expect to send) a similar number of letters nowadays and have not changed our level of 1st class or 2nd class usage.	925	48	83	92	56	93	78	102	157	73	781	34	71	39	829	97
	43%	50%bk	*34%*	50%bdfgk	*38%*	51%bdfgkl	*39%*	*38%*	51%bdfgjkl	44%b	43%bk	*32%*	*39%*	80%abcdefghijkl	45%o	*34%*
We send (or expect to send) a similar number of letters nowadays but are now using 2nd class postage more.	242	15	47	31	16	25	10	31	25	14	214	11	17	-	197	42
	11%	16%fhm	19%dfghijlm	17%fhilm	11%m	14%fm	*5%*	12%fm	8%m	8%m	12%fm	10%m	9%m	-	*11%*	*15%*
We send (or expect to send) fewer letters overall nowadays to save money.	210	11	24	14	22	14	22	17	28	16	168	12	30	1	186	23
	10%	*12%*	*10%*	*7%*	15%cegjm	*7%*	*11%*	*6%*	*9%*	*10%*	*9%*	*11%*	16%ceghjm	*2%*	*10%*	*8%*
We send (or expect to send) fewer letters nowadays but mainly because we have switched to e-mail and using the telephone rather than the postage cost.	340	8	56	14	26	38	37	37	54	9	277	29	25	8	288	52
	16%	*8%*	22%acgijl	*8%*	18%ci	21%aci	18%aci	14%i	17%aci	*5%*	15%ci	27%acghijl	14%i	17%ci	*16%*	*18%*
We send (or expect to send) more letters nowadays but are using 2nd class postage more.	96	2	17	4	8	4	7	13	15	12	81	1	13	-	88	7
	4%	*2%*	7%cek	*2%*	*6%*	*2%*	*3%*	*5%*	*5%*	7%cek	*5%*	*1%*	7%cekm	-	*5%*	*3%*
Some other effect of postage price increase	3	-	-	-	*	*	-	1	-	1	2	*	-	-	2	1
	*	-	-	-	*	*	-	*	-	*	*	*	-	-	*	*
SUMMARY CODES																
SIMILAR NUMBER	1167	63	130	123	71	117	88	134	181	87	995	45	88	39	1026	138
	55%	66%bdfgikl	*52%*	68%bdfgijkl	*48%*	64%bdfgijkl	*44%*	*50%*	59%dfgkl	*52%*	55%fk	*42%*	*48%*	80%bdefghijkl	*55%*	*49%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

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Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
FEWER LETTERS	550	19	80	27	48	51	59	53	82	25	445	41	55	10	474	75
	26%	*20%*	32%acgij	*15%*	32%cgij	28%ci	29%cgi	*20%*	27%ci	*15%*	25%ci	38%acghijm	30%cgi	*20%*	*26%*	*27%*
Don't know	320	11	20	28	18	10	47	67	30	43	275	19	26	-	260	59
	15%	12%m	8%m	15%bem	12%em	*6%*	23%abdehjlm	25%abcdehjlm	10%m	26%abcdehjlm	15%behm	18%behm	14%em	-	*14%*	21%n
None	3	-	1	-	1	-	-	1	-	-	3	-	-	-	3	1
	*	-	*	-	*1%*	-	-	*	-	-	*	-	-	-	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

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Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
We send (or expect to send) a similar number of letters nowadays and have not changed our level of 1st class or 2nd class usage.	925	375	81	146	96	28	22	889	710	743
	43%	*48%*	*51%*	*52%*	*51%*	*55%*	*55%*	*44%*	*45%*	*45%*
We send (or expect to send) a similar number of letters nowadays but are now using 2nd class postage more.	242	108	15	39	32	5	1	235	169	167
	11%	*14%*	*10%*	*14%*	*17%*	*10%*	*3%*	*12%*	*11%*	*10%*
We send (or expect to send) fewer letters overall nowadays to save money.	210	86	18	20	12	5	2	200	159	159
	10%	*11%*	*11%*	*7%*	*7%*	*11%*	*5%*	*10%*	*10%*	*10%*
We send (or expect to send) fewer letters nowadays but mainly because we have switched to e-mail and using the telephone rather than the postage cost.	340	117	24	31	21	5	5	329	272	290
	16%	*15%*	*15%*	*11%*	*11%*	*10%*	*12%*	*16%*	*17%*	*18%*
We send (or expect to send) more letters nowadays but are using 2nd class postage more.	96	46	13	24	15	5	3	93	81	76
	4%	*6%*	*8%*	*8%*	*8%*	*11%*	*8%*	*5%*	*5%*	*5%*
Some other effect of postage price increase	3	*	*	-	-	-	-	3	2	2
	*	*	*	-	-	-	-	*	*	*
SUMMARY CODES										
SIMILAR NUMBER	1167	483	97	185	129	33	23	1124	879	910
	55%	*62%*	*61%*	*66%*	*69%*	*65%*	*58%*	*55%*	*56%*	*55%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

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Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
FEWER LETTERS	550	203	43	51	34	11	6	529	431	449
	26%	26%cd	*27%*	*18%*	*18%*	*21%*	*16%*	*26%*	*27%*	*27%*
Don't know	320	45	7	19	10	2	7	279	180	211
	15%	*6%*	*4%*	*7%*	*5%*	*4%*	17%abcd	*14%*	*11%*	*13%*
None	3	1	-	-	-	-	-	3	2	2
	*	*	-	-	-	-	-	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

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Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
We send (or expect to send) a similar number of letters nowadays and have not changed our level of 1st class or 2nd class usage.	925	105	150	653	130	205	584	56	201	659	32	179	697	65	160	685	34	111
	43%	47%be	*30%*	49%be	49%be	*32%*	49%be	49%hkn	*31%*	50%hkn	45%hkn	*31%*	50%hkn	51%hkn	*30%*	49%hkn	*51%*	*54%*
We send (or expect to send) a similar number of letters nowadays but are now using 2nd class postage more.	242	36	49	153	41	59	141	23	58	159	15	52	171	22	42	174	9	29
	11%	16%be	*10%*	*11%*	16%be	*9%*	*12%*	20%hikln o	*9%*	12%hn	20%hkn	*9%*	12%hkn	17%hkn	*8%*	12%hkn	*14%*	*14%*
We send (or expect to send) fewer letters overall nowadays to save money.	210	18	102	87	23	117	67	7	115	84	3	108	93	7	102	96	3	14
	10%	*8%*	20%acdf	*7%*	*9%*	18%acdf	*6%*	*6%*	18%gijlm o	*6%*	*5%*	18%gijlm o	*7%*	*6%*	19%gijlm o	*7%*	*5%*	*7%*
We send (or expect to send) fewer letters nowadays but mainly because we have switched to e-mail and using the telephone rather than the postage cost.	340	35	138	163	29	173	135	11	178	148	11	158	167	16	148	172	10	21
	16%	*15%*	27%acdf	*12%*	*11%*	27%acdf	*11%*	*10%*	27%gilm o	*11%*	*16%*	27%gilm o	*12%*	*13%*	28%gijl mo	*12%*	*14%*	*10%*
We send (or expect to send) more letters nowadays but are using 2nd class postage more.	96	14	20	60	20	33	43	10	34	52	7	29	57	9	26	57	5	19
	4%	*6%*	*4%*	*5%*	8%bcf	*5%*	*4%*	9%ilo	*5%*	*4%*	*9%*	*5%*	*4%*	*7%*	*5%*	*4%*	*8%*	*9%*
Some other effect of postage price increase	3	1	*	2	-	*	2	-	*	2	-	*	2	-	*	2	-	-
	*	*	*	*	-	*	*	-	*	*	-	*	*	-	*	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.8 The price of 1st and 2nd class postage increased recently (standard First-Class postage stamp (67p) and standard 2nd Class postage stamp (58p)). Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which you post letters and large letters nowadays, compared with two years ago?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
SUMMARY CODES																		
SIMILAR NUMBER	1167	142	198	806	171	264	725	78	259	818	47	232	867	87	202	859	43	140
	55%	63%be	*39%*	60%be	65%be	*41%*	61%be	69%hkn	*40%*	63%hkn	65%hkn	*39%*	62%hkn	68%hkn	*38%*	62%hkn	*65%*	*69%*
FEWER LETTERS	550	52	241	250	53	290	202	18	293	233	15	266	261	24	250	268	13	35
	26%	23%f	48%acdf	*19%*	*20%*	45%acdf	*17%*	*16%*	45%gijl mo	*18%*	*20%*	45%gijl mo	*19%*	*19%*	47%gijl mo	*19%*	*19%*	*17%*
Don't know	320	16	44	217	20	58	212	7	64	200	4	57	202	8	52	203	5	10
	15%	*7%*	*9%*	16%abde	*7%*	*9%*	18%abde	*6%*	*10%*	15%ghjkm n	*5%*	*10%*	15%ghjkm n	*6%*	*10%*	15%ghjkm n	*8%*	*5%*
None	3	-	2	1	-	2	1	-	2	1	-	2	1	-	2	1	-	-
	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
We would send a similar number of letters and not change our level of 1st or 2nd class usage	568	286	283	62	109	101	94	87	115	57	171	196	202
	27%	*27%*	*26%*	*20%*	29%c	*27%*	29%c	*25%*	28%c	30%c	*25%*	*28%*	*27%*
We would send a similar number of letters but use 2nd class postage more	244	110	134	34	42	36	39	47	46	21	76	75	93
	11%	*11%*	*12%*	*11%*	*11%*	*9%*	*12%*	*14%*	*11%*	*11%*	*11%*	*11%*	*12%*
We would send fewer letters to save money	223	95	128	28	34	42	29	35	55	28	62	71	90
	10%	*9%*	*12%*	*9%*	*9%*	*11%*	*9%*	*10%*	*13%*	15%cdf	*9%*	*10%*	*12%*
We would send more letters but use 2nd class postage more	132	54	79	16	23	31	19	13	29	13	40	50	42
	6%	*5%*	*7%*	*5%*	*6%*	8%g	*6%*	*4%*	*7%*	*7%*	*6%*	*7%*	*6%*
We would make no changes to the number of letters we send	661	338	323	84	110	107	110	133	117	47	194	217	250
	31%	*33%*	*29%*	*28%*	*30%*	*28%*	34%i	39%cdehi	*28%*	*25%*	*29%*	*31%*	*33%*
Some other impact of postage price increase	3	2	1	1	2	-	-	-	1	-	3	-	1
	*	*	*	*	*	-	-	-	*	-	*	-	*
We would not send any letters because the price would be unaffordable to us	36	12	23	7	4	3	7	4	12	4	11	10	15
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	3%e	*2%*	*2%*	*1%*	*2%*
Would use other means i.e e-mail,facebook etc....(Verbatim)	5	3	2	1	2	-	2	1	*	-	3	2	1
	*	*	*	*	*	-	*	*	*	-	*	*	*
Other	3	*	2	-	1	1	-	-	1	-	1	1	1
	*	*	*	-	*	*	-	-	*	-	*	*	*
SUMMARY CODE													
SIMILAR NUMBER	812	396	417	95	151	137	134	134	161	78	247	271	295
	38%	*38%*	*38%*	*32%*	41%c	*36%*	41%c	*39%*	39%c	41%c	*37%*	*38%*	*39%*

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Don't know	258	135	123	69	44	56	27	23	39	20	113	83	62
	12%	*13%*	*11%*	23%defghi	12%g	15%fgh	*8%*	*7%*	*9%*	*11%*	17%kl	12%l	*8%*
None	5	4	2	2	-	3	-	-	1	-	2	3	1
	*	*	*	*1%*	-	*1%*	-	-	*	-	*	*	*

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
We would send a similar number of letters and not change our level of 1st or 2nd class usage	568	280	137	151	288	318	251	156	413	126	442
	27%	*26%*	*31%c*	*24%*	*27%*	*27%*	*26%*	*25%*	*27%*	*30%*	*26%*
We would send a similar number of letters but use 2nd class postage more	244	123	44	77	121	129	115	68	175	39	205
	11%	*12%*	*10%*	*12%*	*11%*	*11%*	*12%*	*11%*	*12%*	*9%*	*12%*
We would send fewer letters to save money	223	115	43	65	108	101	122	65	158	42	181
	10%	*11%*	*10%*	*10%*	*10%*	*9%*	*12%e*	*10%*	*10%*	*10%*	*11%*
We would send more letters but use 2nd class postage more	132	75	25	33	57	69	63	45	88	20	113
	6%	*7%*	*6%*	*5%*	*5%*	*6%*	*6%*	*7%*	*6%*	*5%*	*7%*
We would make no changes to the number of letters we send	661	357	124	180	304	382	279	195	466	132	528
	31%	*34%bcd*	*28%*	*29%*	*28%*	*33%f*	*28%*	*31%*	*31%*	*31%*	*31%*
Some other impact of postage price increase	3	3	1	-	1	1	2	2	2	1	2
	*	*	*	-	*	*	*	*	*	*	*
We would not send any letters because the price would be unaffordable to us	36	18	9	9	18	13	23	13	23	10	26
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*2%e*	*2%*	*2%*	*2%*	*2%*
Would use other means i.e e-mail,facebook etc....(Verbatim)	5	4	-	2	2	4	1	2	4	-	5
	*	*	-	*	*	*	*	*	*	-	*
Other	3	*	2	1	2	2	1	-	3	1	2
	*	*	*	*	*	*	*	-	*	*	*
SUMMARY CODE											
SIMILAR NUMBER	812	403	181	228	409	447	365	224	588	166	646
	38%	*38%*	*41%*	*36%*	*38%*	*39%*	*37%*	*35%*	*39%*	*39%*	*38%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Don't know	258	88	58	112	170	135	123	86	172	54	204
	12%	*8%*	13%a	18%ab	16%a	*12%*	*13%*	*14%*	*11%*	*13%*	*12%*
None	5	2	1	2	4	5	1	2	4	1	4
	*	*	*	*	*	*	*	*	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
We would send a similar number of letters and not change our level of 1st or 2nd class usage	568 *27%*	505 *26%*	64 *29%*	473 *27%*	95 *23%*	383 *28%f*	185 *24%*	320 *27%*	111 *27%*	132 *26%*	452 *26%*	116 *28%*
We would send a similar number of letters but use 2nd class postage more	244 *11%*	218 *11%*	26 *12%*	196 *11%*	48 *12%*	151 *11%*	93 *12%*	146 *12%*	51 *12%*	44 *9%*	184 *11%*	60 *15%j*
We would send fewer letters to save money	223 *10%*	200 *10%*	23 *11%*	175 *10%*	48 *12%*	138 *10%*	85 *11%*	125 *10%*	40 *10%*	55 *11%*	174 *10%*	49 *12%*
We would send more letters but use 2nd class postage more	132 *6%*	119 *6%*	13 *6%*	121 *7%d*	11 *3%*	72 *5%*	60 *8%e*	74 *6%*	29 *7%*	27 *5%*	112 *6%*	21 *5%*
We would make no changes to the number of letters we send	661 *31%*	602 *31%*	59 *27%*	534 *31%*	127 *31%*	427 *31%*	234 *30%*	411 *34%h*	93 *23%*	153 *31%h*	547 *32%*	114 *28%*
Some other impact of postage price increase	3 *	3 *	1 *	2 *	2 *	2 *	2 *	- -	1 *	2 *g	3 *	- -
We would not send any letters because the price would be unaffordable to us	36 *2%*	31 *2%*	5 *2%*	25 *1%*	11 *3%*	17 *1%*	19 *2%*	18 *1%*	12 *3%*	6 *1%*	33 *2%*	3 *1%*
Would use other means i.e e-mail,facebook etc....(Verbatim)	5 *	5 *	- -	4 *	2 *	1 *	4 *1%*	3 *	3 *1%*	- -	5 *	* *
Other	3 *	2 *	1 *	1 *	1 *	1 *	2 *	1 *	1 *	1 *	3 *	- -
SUMMARY CODE												
SIMILAR NUMBER	812 *38%*	722 *38%*	90 *41%*	669 *39%*	143 *35%*	534 *39%*	278 *36%*	466 *39%*	162 *39%*	175 *35%*	636 *37%*	176 *43%j*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Don't know	258	231	27	189	69	166	92	99	70	78	211	47
	12%	*12%*	*12%*	*11%*	17%c	*12%*	*12%*	*8%*	17%g	16%g	*12%*	*11%*
None	5	5	1	5	-	2	3	5	-	-	5	-
	*	*	*	*	-	*	*	*	-	-	*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
We would send a similar number of letters and not change our level of 1st or 2nd class usage	568 *27%*	34 36%bcfl	52 *21%*	37 *20%*	42 *28%*	55 30%bcfl	39 *19%*	65 *24%*	94 31%bcfl	62 37%bcfgjl	479 27%f	28 *27%*	35 *19%*	25 52%bcdefghijkl	515 28%o	52 *19%*
We would send a similar number of letters but use 2nd class postage more	244 *11%*	4 *4%*	36 15%afi	40 22%adefghijklm	19 13%af	22 12%af	11 *5%*	35 13%afi	32 *11%*	11 *6%*	210 12%afi	8 *8%*	21 12%f	5 *9%*	201 *11%*	42 *15%*
We would send fewer letters to save money	223 *10%*	4 *4%*	26 *10%*	21 *12%*	13 *9%*	26 14%aghj	24 12%g	16 *6%*	24 *8%*	13 *8%*	165 *9%*	14 13%ag	41 22%abcdfghijm	3 *6%*	190 *10%*	32 *11%*
We would send more letters but use 2nd class postage more	132 *6%*	6 6%l	15 6%l	8 *5%*	13 9%lm	7 *4%*	12 6%l	26 10%elm	26 9%lm	13 8%lm	126 7%lm	4 *4%*	2 *1%*	- -	108 *6%*	25 *9%*
We would make no changes to the number of letters we send	661 *31%*	32 33%g	88 36%gi	48 *27%*	45 31%g	61 33%g	79 39%cgij	54 *20%*	103 34%gi	39 *24%*	551 31%g	36 34%g	60 33%g	15 *30%*	593 32%o	65 *23%*
Some other impact of postage price increase	3 *	- -	1 *	2 *1%*	- -	- -	- -	- -	- -	1 *	3 *	- -	- -	- -	3 *	- -
We would not send any letters because the price would be unaffordable to us	36 *2%*	2 *2%*	11 4%chjl	1 *	2 *1%*	4 *2%*	4 *2%*	5 *2%*	3 *1%*	1 *1%*	32 *2%*	2 *2%*	* *	1 *3%*	34 *2%*	2 *1%*
Would use other means i.e e-mail,facebook etc....(Verbatim)	5 *	- -	- -	- -	1 *1%*	- -	- -	3 1%j	1 *	- -	5 *	- -	* *	- -	2 *	3 1%n
Other	3 *	- -	1 *1%*	- -	1 *	- -	- -	- -	1 *	- -	3 *	- -	- -	- -	2 *	1 *

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS													ETHNIC ORIGIN	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
SUMMARY CODE																
SIMILAR NUMBER	812	37	88	77	61	77	50	100	127	72	689	37	57	30	716	95
	38%	39%f	35%f	42%fl	41%f	42%fl	*25%*	37%f	41%fl	43%fl	38%f	*34%*	*31%*	62%abcde fghijkl	*39%*	*34%*
Don't know	258	14	17	25	12	8	34	64	20	28	222	14	22	-	201	56
	12%	15%behm	*7%*	13%behm	8%m	*4%*	17%bdehm	24%bcdehj klm	*7%*	17%bdehm	12%behm	13%ehm	12%em	-	*11%*	20%n
None	5	-	1	-	1	-	-	-	3	-	5	-	-	-	3	2
	*	-	*	-	*	-	-	-	*1%*	-	*	-	-	-	*	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
We would send a similar number of letters and not change our level of 1st or 2nd class usage	568	220	38	80	53	14	13	543	445	465
	27%	*28%*	*24%*	*29%*	*28%*	*28%*	*34%*	*27%*	*28%*	*28%*
We would send a similar number of letters but use 2nd class postage more	244	107	24	49	32	9	9	242	205	193
	11%	*14%*	*15%*	*18%*	*17%*	*18%*	*22%*	*12%*	*13%*	*12%*
We would send fewer letters to save money	223	98	27	22	13	7	2	217	168	159
	10%	13%cd	17%cd	*8%*	*7%*	*13%*	*5%*	*11%*	*11%*	*10%*
We would send more letters but use 2nd class postage more	132	73	20	25	15	7	3	125	112	110
	6%	*9%*	*12%*	*9%*	*8%*	*13%*	*8%*	*6%*	*7%*	*7%*
We would make no changes to the number of letters we send	661	243	46	87	66	13	7	633	467	511
	31%	*31%*	*29%*	*31%*	*35%*	*26%*	*18%*	*31%*	*30%*	*31%*
Some other impact of postage price increase	3	-	-	-	-	-	-	3	2	3
	*	-	-	-	-	-	-	*	*	*
We would not send any letters because the price would be unaffordable to us	36	6	-	-	-	-	-	35	22	24
	2%	*1%*	-	-	-	-	-	*2%*	*1%*	*1%*
Would use other means i.e e-mail,facebook etc....(Verbatim)	5	-	-	-	-	-	-	5	1	4
	*	-	-	-	-	-	-	*	*	*
Other	3	-	-	-	-	-	-	3	2	2
	*	-	-	-	-	-	-	*	*	*
SUMMARY CODE										
SIMILAR NUMBER	812	327	62	129	84	23	22	785	650	658
	38%	*42%*	*39%*	*47%*	*45%*	*46%*	*56%*	*39%*	*41%*	*40%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Don't know	258	31	5	16	10	1	5	220	148	175
	12%	*4%*	*3%*	*6%*	*5%*	*1%*	12%ab	*11%*	*9%*	*11%*
None	5	-	-	-	-	-	-	5	4	4
	*	-	-	-	-	-	-	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
We would send a similar number of letters and not change our level of 1st or 2nd class usage	568	54	98	400	64	143	356	29	145	392	18	126	414	34	109	414	21	56
	27%	*24%*	*19%*	30%be	*24%*	*22%*	30%be	*26%*	*22%*	30%hkn	*24%*	*21%*	30%hkn	*27%*	*21%*	30%hkn	*31%*	*27%*
We would send a similar number of letters but use 2nd class postage more	244	43	50	149	49	61	134	22	65	154	17	57	167	29	51	160	15	35
	11%	19%bcef	*10%*	*11%*	19%bcef	*9%*	*11%*	19%hikl no	*10%*	*12%*	23%hikl no	*10%*	*12%*	23%hikl no	*10%*	*12%*	*22%*	*17%*
We would send fewer letters to save money	223	19	99	101	28	117	76	15	106	99	7	101	110	8	95	115	2	19
	10%	*9%*	20%acdf	*8%*	11%f	18%acdf	*6%*	13%i	16%ilmo	*8%*	*9%*	17%ilmo	*8%*	*6%*	18%ilmo	*8%*	*3%*	*10%*
We would send more letters but use 2nd class postage more	132	23	41	68	23	52	57	12	46	74	9	37	84	11	35	85	10	15
	6%	10%cf	8%cf	*5%*	9%cf	8%cf	*5%*	*11%*	*7%*	*6%*	12%i	*6%*	*6%*	*8%*	*7%*	*6%*	*15%*	*7%*
We would make no changes to the number of letters we send	661	67	164	419	77	211	366	27	227	397	18	207	423	36	189	424	16	68
	31%	*30%*	*33%*	*31%*	*29%*	*33%*	*31%*	*24%*	35%g	*30%*	*25%*	35%g	*30%*	*28%*	35%gil	*30%*	*24%*	*34%*
Some other impact of postage price increase	3	-	1	2	-	1	2	-	3	1	-	3	1	-	3	1	-	-
	*	-	*	*	-	*	*	-	*	*	-	*	*	-	1%lo	*	-	-
We would not send any letters because the price would be unaffordable to us	36	3	13	19	3	16	17	3	11	19	2	10	22	3	7	23	-	-
	2%	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	-
Would use other means i.e e-mail,facebook etc....(Verbatim)	5	-	1	4	-	1	4	-	1	4	-	1	4	-	1	4	-	-
	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.9 If your total household cost of sending letters and large letters went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Other	3	-	1	2	1	-	2	-	-	3	-	-	3	-	-	3	-	-
	*	-	*	*	*	-	*	-	-	*	-	-	*	-	-	*	-	-
SUMMARY CODE																		
SIMILAR NUMBER	812	97	148	549	113	204	490	51	210	546	34	183	582	63	161	574	35	91
	38%	43%be	*29%*	41%be	43%be	*32%*	41%be	45%hkn	*32%*	42%hkn	48%hkn	*31%*	42%hkn	49%hkn	*30%*	41%hkn	*53%*	*45%*
Don't know	258	16	35	168	18	44	168	5	48	159	3	44	160	7	41	159	4	10
	12%	*7%*	*7%*	13%abde	*7%*	*7%*	14%abde	*5%*	*7%*	12%ghkmn	*4%*	*7%*	12%ghkn	*5%*	*8%*	11%ghkn	*6%*	*5%*
None	5	-	1	4	-	1	4	-	1	4	-	1	4	-	1	4	-	-
	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
We would send a similar number of letters and not change our level of 1st or 2nd class usage	504	254	250	55	90	86	83	88	102	51	145	169	190
	24%	*24%*	*23%*	*18%*	*24%*	*23%*	*25%*	26%c	25%c	27%c	*21%*	*24%*	*25%*
We would send a similar number of letters but use 2nd class postage more	239	116	124	33	41	42	40	40	45	21	74	81	84
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*	*12%*	*11%*	*11%*	*11%*	*11%*	*11%*
We would send fewer letters to save money	308	138	170	35	54	52	43	56	67	30	90	95	123
	14%	*13%*	*15%*	*12%*	*15%*	*14%*	*13%*	*16%*	*16%*	*16%*	*13%*	*13%*	*16%*
We would send more letters but use 2nd class postage more	126	44	82	11	16	29	20	13	37	17	27	50	50
	6%	*4%*	7%a	*4%*	*4%*	*8%*	*6%*	*4%*	9%cdg	9%cdg	*4%*	7%j	7%j
We would make no changes to the number of letters we send	609	317	292	89	104	99	97	115	104	39	193	197	219
	28%	*30%*	*27%*	29%i	28%i	*26%*	30%i	34%hi	*25%*	*21%*	*29%*	*28%*	*29%*
Some other impact of postage price increase	2	*	1	1	-	-	-	-	*	-	1	-	*
	*	*	*	*	-	-	-	-	*	-	*	-	*
We would not send any letters because the price would be unaffordable to us	68	22	46	7	15	10	14	7	15	6	22	24	22
	3%	*2%*	4%a	*2%*	*4%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*
Would use alternative provider (Verbatim)	7	1	6	1	1	1	3	1	1	-	2	4	2
	*	*	*1%*	*	*	*	*1%*	*	*	-	*	*1%*	*
Other	3	2	1	-	1	1	-	-	1	-	1	1	1
	*	*	*	-	*	*	-	-	*	-	*	*	*
SUMMARY CODE													
SIMILAR NUMBER	743	370	374	88	131	128	123	127	147	73	218	250	275
	35%	*36%*	*34%*	*29%*	*35%*	*34%*	37%c	*37%*	*35%*	38%c	*32%*	*35%*	*36%*
Don't know	273	145	128	71	49	59	28	23	42	25	120	87	66
	13%	*14%*	*12%*	24%defghi	13%g	16%fgh	*8%*	*7%*	*10%*	13%g	18%kl	12%l	*9%*

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
We would send a similar number of letters and not change our level of 1st or 2nd class usage	504	242	123	138	262	273	231	136	368	115	389
	24%	*23%*	28%c	*22%*	*24%*	*24%*	*24%*	*22%*	*24%*	*27%*	*23%*
We would send a similar number of letters but use 2nd class postage more	239	139	36	64	100	131	108	70	169	28	211
	11%	13%bd	*8%*	*10%*	*9%*	*11%*	*11%*	*11%*	*11%*	*7%*	12%i
We would send fewer letters to save money	308	179	55	74	129	167	141	91	216	60	248
	14%	17%bcd	*12%*	*12%*	*12%*	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*
We would send more letters but use 2nd class postage more	126	56	31	40	71	57	69	39	88	28	98
	6%	*5%*	*7%*	*6%*	*7%*	*5%*	*7%*	*6%*	*6%*	*7%*	*6%*
We would make no changes to the number of letters we send	609	314	125	170	295	350	259	180	428	117	492
	28%	*29%*	*28%*	*27%*	*27%*	*30%*	*26%*	*29%*	*28%*	*27%*	*29%*
Some other impact of postage price increase	2	2	-	-	-	1	*	-	2	1	*
	*	*	-	-	-	*	*	-	*	*	*
We would not send any letters because the price would be unaffordable to us	68	31	13	24	37	29	39	24	44	13	55
	3%	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*
Would use alternative provider (Verbatim)	7	2	1	4	5	4	4	2	6	3	4
	*	*	*	*1%*	*	*	*	*	*	*1%*	*
Other	3	-	1	2	3	2	1	-	3	-	3
	*	-	*	*	*	*	*	-	*	-	*
SUMMARY CODE											
SIMILAR NUMBER	743	381	159	202	362	404	339	206	537	143	601
	35%	*36%*	*36%*	*32%*	*34%*	*35%*	*35%*	*33%*	*36%*	*33%*	*35%*
Don't know	273	99	61	113	174	144	129	89	184	62	210
	13%	*9%*	14%a	18%a	16%a	*12%*	*13%*	*14%*	*12%*	*15%*	*12%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
We would send a similar number of letters and not change our level of 1st or 2nd class usage	504 *24%*	447 *23%*	57 *26%*	426 25%d	78 *19%*	343 25%f	161 *21%*	275 *23%*	99 *24%*	127 *25%*	397 *23%*	107 *26%*
We would send a similar number of letters but use 2nd class postage more	239 *11%*	213 *11%*	26 *12%*	194 *11%*	46 *11%*	157 *12%*	82 *11%*	147 12%i	45 *11%*	41 *8%*	179 *10%*	61 15%j
We would send fewer letters to save money	308 *14%*	282 *15%*	26 *12%*	250 *14%*	58 *14%*	189 *14%*	118 *15%*	173 *14%*	70 *17%*	64 *13%*	248 *14%*	60 *15%*
We would send more letters but use 2nd class postage more	126 *6%*	111 *6%*	15 *7%*	110 *6%*	17 *4%*	71 *5%*	56 *7%*	77 *6%*	19 *5%*	27 *5%*	102 *6%*	24 *6%*
We would make no changes to the number of letters we send	609 *28%*	556 *29%*	53 *24%*	485 *28%*	124 *30%*	378 *28%*	231 *30%*	375 31%h	91 *22%*	140 *28%*	509 29%k	100 *24%*
Some other impact of postage price increase	2 *	2 *	- -	1 *	* *	2 *	- -	* *	1 *	- -	1 *	* *
We would not send any letters because the price would be unaffordable to us	68 *3%*	60 *3%*	8 *4%*	50 *3%*	18 *4%*	38 *3%*	30 *4%*	39 *3%*	13 *3%*	14 *3%*	61 *4%*	7 *2%*
Would use alternative provider (Verbatim)	7 *	7 *	1 *	7 *	- -	7 *	1 *	4 *	3 *1%*	1 *	6 *	1 *
Other	3 *	3 *	- -	3 *	- -	2 *	1 *	1 *	2 *1%*	- -	3 *	- -
SUMMARY CODE												
SIMILAR NUMBER	743 *35%*	660 *34%*	84 *38%*	620 36%d	123 *30%*	500 37%f	243 *31%*	422 *35%*	145 *35%*	168 *34%*	576 *33%*	167 41%j
Don't know	273 *13%*	241 *13%*	32 *15%*	200 *12%*	73 18%c	174 *13%*	98 *13%*	111 *9%*	67 16%g	83 17%g	223 *13%*	50 *12%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
We would send a similar number of letters and not change our level of 1st or 2nd class usage	504	33	39	33	30	47	36	67	87	59	430	25	29	21	451	52
	24%	35%bcdfjl	*16%*	*18%*	*20%*	26%bl	*18%*	25%bl	28%bcfl	35%bcdfgjkl	24%bl	*23%*	*16%*	42%bcdefghjkl	24%o	*18%*
We would send a similar number of letters but use 2nd class postage more	239	2	34	35	19	24	13	27	37	5	196	8	23	12	206	33
	11%	*2%*	14%afi	19%afghijk	13%ai	13%afi	*6%*	10%ai	12%ai	*3%*	11%ai	*8%*	13%afi	24%adefghijkl	*11%*	*12%*
We would send fewer letters to save money	308	6	32	24	22	33	34	37	41	17	246	20	40	2	261	46
	14%	*6%*	*13%*	*13%*	15%m	18%aim	17%am	*14%*	*13%*	*10%*	14%m	19%aim	22%abcghijm	*4%*	*14%*	*16%*
We would send more letters but use 2nd class postage more	126	3	24	7	12	12	6	18	16	15	114	4	7	1	106	20
	6%	*3%*	10%cflm	*4%*	*8%*	*7%*	*3%*	*7%*	*5%*	9%f	*6%*	*4%*	*4%*	*1%*	*6%*	*7%*
We would make no changes to the number of letters we send	609	31	78	49	48	53	70	48	95	35	508	38	52	10	545	61
	28%	33%g	31%gi	27%g	33%gi	29%g	35%gim	*18%*	31%gi	*21%*	28%g	36%gim	29%g	*21%*	29%o	*22%*
Some other impact of postage price increase	2	-	1	-	-	*	-	-	-	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	-	-	-	*	-	-	-	*	-
We would not send any letters because the price would be unaffordable to us	68	2	18	9	6	4	6	6	5	2	57	2	6	3	60	8
	3%	*2%*	7%eghijk	*5%*	*4%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*4%*	6%i	*3%*	*3%*
Would use alternative provider (Verbatim)	7	-	2	-	-	1	-	-	2	-	5	-	1	1	6	2
	*	-	*1%*	-	-	*	-	-	*1%*	-	*	-	*1%*	2%g	*	*1%*
Other	3	-	1	-	-	-	-	1	1	-	3	-	-	-	3	-
	*	-	*	-	-	-	-	*	*	-	*	-	-	-	*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
SUMMARY CODE																
SIMILAR NUMBER	743	35	73	68	48	71	48	94	123	64	626	33	52	33	657	84
	35%	37%f	*30%*	37%f	*33%*	39%f	*24%*	35%f	40%bfl	38%f	35%f	*31%*	*28%*	67%abcde fghijkl	*35%*	*30%*
Don't know	273	18	20	25	11	9	36	65	23	34	241	9	23	-	212	59
	13%	19%bdehm	8%m	14%ehm	8%m	*5%*	18%bdehk m	24%bcdehj klm	8%m	20%bdehj km	13%behm	9%m	12%em	-	*11%*	21%n

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
We would send a similar number of letters and not change our level of 1st or 2nd class usage	504	193	30	59	37	12	10	482	399	415
	24%	*25%*	*19%*	*21%*	*20%*	*24%*	*25%*	*24%*	*25%*	*25%*
We would send a similar number of letters but use 2nd class postage more	239	110	27	43	27	6	10	236	197	194
	11%	*14%*	*17%*	*15%*	*14%*	*13%*	*24%*	*12%*	*13%*	*12%*
We would send fewer letters to save money	308	141	41	51	33	14	4	297	240	229
	14%	*18%*	26%a	*18%*	*18%*	*27%*	*10%*	*15%*	*15%*	*14%*
We would send more letters but use 2nd class postage more	126	68	16	27	20	3	5	122	104	95
	6%	*9%*	*10%*	*10%*	*11%*	*5%*	*12%*	*6%*	*7%*	*6%*
We would make no changes to the number of letters we send	609	201	36	73	54	13	6	584	420	470
	28%	*26%*	*23%*	*26%*	*29%*	*25%*	*16%*	*29%*	*27%*	*28%*
Some other impact of postage price increase	2	*	*	*	-	-	*	2	2	1
	*	*	*	*	-	-	*1%*	*	*	*
We would not send any letters because the price would be unaffordable to us	68	19	5	4	1	3	-	66	51	55
	3%	*2%*	*3%*	*1%*	*1%*	5%d	-	*3%*	*3%*	*3%*
Would use alternative provider (Verbatim)	7	2	1	-	-	-	-	7	7	6
	*	*	*1%*	-	-	-	-	*	*	*
Other	3	-	-	-	-	-	-	3	3	3
	*	-	-	-	-	-	-	*	*	*
SUMMARY CODE										
SIMILAR NUMBER	743	303	57	102	64	19	19	719	596	609
	35%	*39%*	*36%*	*37%*	*34%*	*37%*	*49%*	*35%*	*38%*	*37%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Don't know	273	44	4	20	15	1	5	233	153	183
	13%	*6%*	*2%*	*7%*	8%b	*1%*	12%b	*11%*	*10%*	*11%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
We would send a similar number of letters and not change our level of 1st or 2nd class usage	504	44	87	361	56	122	322	29	122	350	18	108	368	32	96	365	15	43
	24%	*19%*	*17%*	27%abe	*21%*	*19%*	27%abe	*25%*	*19%*	27%hkn	*26%*	*18%*	26%hkn	*25%*	*18%*	26%hkn	*23%*	*21%*
We would send a similar number of letters but use 2nd class postage more	239	35	45	157	42	63	134	23	68	146	16	60	160	22	51	164	14	29
	11%	15%be	*9%*	*12%*	16%be	*10%*	*11%*	20%hikl no	*10%*	*11%*	22%hikl no	*10%*	*12%*	17%n	*10%*	*12%*	*20%*	*14%*
We would send fewer letters to save money	308	44	121	140	49	142	114	21	142	142	12	132	158	16	122	165	9	41
	14%	20%cf	24%cf	*10%*	19%cf	22%cf	*10%*	19%ilo	22%ilmo	*11%*	*17%*	23%ilmo	*11%*	*12%*	23%ilmo	*12%*	*14%*	*20%*
We would send more letters but use 2nd class postage more	126	26	37	62	25	46	56	9	33	83	7	27	90	16	24	86	11	17
	6%	12%cf	7%cf	*5%*	10%cf	7%c	*5%*	*8%*	*5%*	*6%*	*10%*	*5%*	*6%*	12%hikln o	*4%*	*6%*	*16%*	*8%*
We would make no changes to the number of letters we send	609	47	152	400	55	197	351	19	201	377	11	183	400	31	168	397	11	59
	28%	*21%*	30%ad	30%ad	*21%*	30%ad	30%ad	*17%*	31%gj	29%gj	*16%*	31%gj	29%gj	*25%*	32%gj	29%gj	*17%*	*29%*
Some other impact of postage price increase	2	*	1	-	-	2	-	-	2	-	-	2	-	-	1	*	-	*
	*	*	*	-	-	*	-	-	*	-	-	*	-	-	*	*	-	*
We would not send any letters because the price would be unaffordable to us	68	7	25	35	10	30	27	3	29	33	2	26	37	4	24	38	1	3
	3%	*3%*	5%cf	*3%*	*4%*	5%cf	*2%*	*3%*	4%il	*3%*	*3%*	4%i	*3%*	*3%*	4%i	*3%*	*2%*	*1%*
Would use alternative provider (Verbatim)	7	1	4	3	1	5	2	2	4	2	1	4	3	1	5	2	-	-
	*	*	*1%*	*	*	*1%*	*	1%io	*1%*	*	*1%*	*1%*	*	*	1%io	*	-	-
Other	3	-	2	1	-	1	1	-	1	1	-	1	1	-	1	2	-	-
	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.10 And if your total household cost of sending letters and large letters went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
SUMMARY CODE																		
SIMILAR NUMBER	743	78	133	519	98	185	456	52	190	497	34	169	528	54	147	530	29	72
	35%	35%b	*26%*	39%be	37%be	*29%*	39%be	46%hkn	*29%*	38%hkn	48%hkn	*29%*	38%hkn	42%hkn	*28%*	38%hkn	*43%*	*35%*
Don't know	273	20	32	178	25	41	178	7	49	170	4	43	173	7	42	171	5	11
	13%	*9%*	*6%*	13%be	*10%*	*6%*	15%abde	*6%*	*8%*	13%hkmn	*6%*	*7%*	12%hkmn	*6%*	*8%*	12%hkn	*8%*	*5%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	475	247	228	53	86	82	88	76	90	41	139	170	166
	22%	*24%*	*21%*	*17%*	*23%*	*22%*	*27%c*	*22%*	*22%*	*22%*	*21%*	*24%*	*22%*
We would send a similar number of small/medium parcels but use 2nd class postage more	175	82	93	22	44	30	27	27	25	11	66	57	52
	8%	*8%*	*8%*	*7%*	*12%hi*	*8%*	*8%*	*8%*	*6%*	*6%*	*10%*	*8%*	*7%*
We would send fewer small/medium parcels to save money	184	82	103	19	36	28	31	33	38	15	55	59	71
	9%	*8%*	*9%*	*6%*	*10%*	*7%*	*9%*	*10%*	*9%*	*8%*	*8%*	*8%*	*9%*
We would send more small/medium parcels but use 2nd class postage more	75	30	44	12	6	24	7	10	17	5	17	31	27
	3%	*3%*	*4%*	*4%*	*1%*	*6%dfi*	*2%*	*3%*	*4%d*	*3%*	*3%*	*4%*	*4%*
We would switch to cheaper small/medium parcel service providers	142	73	69	19	29	40	22	20	11	3	48	63	31
	7%	*7%*	*6%*	*6%hi*	*8%hi*	*11%ghi*	*7%hi*	*6%hi*	*3%*	*2%*	*7%l*	*9%l*	*4%*
We would make no changes to the number of small/ medium parcels we send	627	298	329	87	98	91	100	116	135	59	185	191	251
	29%	*29%*	*30%*	*29%*	*26%*	*24%*	*31%*	*34%e*	*33%e*	*31%e*	*27%*	*27%*	*33%jk*
Some other impact of postage price increase	4	3	1	-	3	-	-	1	-	-	3	-	1
	*	*	*	-	*1%*	-	-	*	-	-	*	-	*
We would not send any small/medium parcels because the price would be unaffordable to us	68	22	46	7	13	9	10	13	17	9	20	19	29
	3%	*2%*	*4%a*	*2%*	*3%*	*2%*	*3%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*
Use alternative provider/online services (Verbatim)	9	5	4	-	1	-	4	2	2	-	1	4	4
	*	*	*	-	*	-	*1%*	*1%*	*	-	*	*1%*	*1%*
Other	1	-	1	-	-	1	-	-	-	-	-	1	-
	*	-	*	-	-	*	-	-	-	-	-	*	-

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
SUMMARY CODE													
SIMILAR NUMBER	650	329	321	75	130	112	115	103	116	53	204	227	218
	30%	*32%*	*29%*	*25%*	35%ch	*30%*	35%ch	*30%*	*28%*	*28%*	*30%*	*32%*	*29%*
Don't know	380	198	182	85	57	74	39	47	79	46	142	113	125
	18%	*19%*	*17%*	28%defgh	*15%*	20%f	*12%*	*14%*	19%f	24%dfg	21%kl	*16%*	*17%*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	475	234	114	127	241	266	209	120	355	103	372
	22%	*22%*	*26%c*	*20%*	*22%*	*23%*	*21%*	*19%*	*24%g*	*24%*	*22%*
We would send a similar number of small/medium parcels but use 2nd class postage more	175	101	31	43	74	101	73	51	123	26	148
	8%	*9%d*	*7%*	*7%*	*7%*	*9%*	*7%*	*8%*	*8%*	*6%*	*9%*
We would send fewer small/medium parcels to save money	184	104	37	44	80	96	89	54	131	37	148
	9%	*10%*	*8%*	*7%*	*7%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*
We would send more small/medium parcels but use 2nd class postage more	75	34	16	25	41	41	34	34	41	13	62
	3%	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*5%h*	*3%*	*3%*	*4%*
We would switch to cheaper small/medium parcel service providers	142	88	28	26	53	97	44	59	83	16	126
	7%	*8%cd*	*6%*	*4%*	*5%*	*8%f*	*5%*	*9%h*	*5%*	*4%*	*7%i*
We would make no changes to the number of small/ medium parcels we send	627	328	118	182	299	334	293	169	458	134	492
	29%	*31%*	*26%*	*29%*	*28%*	*29%*	*30%*	*27%*	*30%*	*31%*	*29%*
Some other impact of postage price increase	4	2	1	1	2	3	1	-	4	1	3
	*	*	*	*	*	*	*	-	*	*	*
We would not send any small/medium parcels because the price would be unaffordable to us	68	33	12	23	35	29	39	22	46	15	53
	3%	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*
Use alternative provider/online services (Verbatim)	9	4	3	2	5	5	4	1	8	1	8
	*	*	*1%*	*	*	*	*	*	*1%*	*	*
Other	1	-	-	1	1	1	-	-	1	-	1
	*	-	-	*	*	*	-	-	*	-	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
SUMMARY CODE											
SIMILAR NUMBER	650	335	145	170	315	368	282	172	478	129	521
	30%	*31%*	33%c	*27%*	*29%*	*32%*	*29%*	*27%*	*32%*	*30%*	*30%*
Don't know	380	137	85	158	243	187	193	122	258	82	298
	18%	*13%*	19%a	25%ab	23%a	*16%*	20%e	*19%*	*17%*	*19%*	*17%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	475	429	47	401	74	320	156	266	91	115	383	93
	22%	*22%*	*21%*	*23%d*	*18%*	*23%*	*20%*	*22%*	*22%*	*23%*	*22%*	*23%*
We would send a similar number of small/medium parcels but use 2nd class postage more	175	161	13	140	35	116	59	111	30	30	124	50
	8%	*8%*	*6%*	*8%*	*8%*	*9%*	*8%*	*9%i*	*7%*	*6%*	*7%*	*12%j*
We would send fewer small/medium parcels to save money	184	167	17	150	35	103	81	101	47	36	145	39
	9%	*9%*	*8%*	*9%*	*8%*	*8%*	*10%e*	*8%*	*11%i*	*7%*	*8%*	*10%*
We would send more small/medium parcels but use 2nd class postage more	75	69	6	65	9	45	30	42	15	17	63	11
	3%	*4%*	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*
We would switch to cheaper small/medium parcel service providers	142	139	2	108	33	88	54	92	29	21	111	30
	7%	*7%b*	*1%*	*6%*	*8%*	*6%*	*7%*	*8%i*	*7%*	*4%*	*6%*	*7%*
We would make no changes to the number of small/ medium parcels we send	627	551	76	509	118	397	230	375	100	149	520	107
	29%	*29%*	*35%a*	*30%*	*28%*	*29%*	*30%*	*31%h*	*24%*	*30%*	*30%*	*26%*
Some other impact of postage price increase	4	4	-	4	-	2	1	-	3	1	4	-
	*	*	-	*	-	*	*	-	*1%g*	*	*	-
We would not send any small/medium parcels because the price would be unaffordable to us	68	62	6	53	15	34	34	40	11	17	60	8
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%e*	*3%*	*3%*	*3%*	*3%*	*2%*
Use alternative provider/online services (Verbatim)	9	9	*	8	1	8	1	8	1	-	8	*
	*	*	*	*	*	*1%*	*	*1%*	*	-	*	*
Other	1	1	-	1	-	-	1	-	1	-	1	-
	*	*	-	*	-	-	*	-	*	-	*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
SUMMARY CODE												
SIMILAR NUMBER	650	590	60	541	109	435	215	377	121	145	507	143
	30%	*31%*	*27%*	*31%*	*26%*	32%f	*28%*	*31%*	*29%*	*29%*	*29%*	35%j
Don't know	380	330	51	286	94	248	133	169	85	112	310	70
	18%	*17%*	23%a	*17%*	23%c	*18%*	*17%*	*14%*	21%g	22%g	*18%*	*17%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	475 *22%*	33 35%bcdfg jl	45 18%f	34 19%f	21 *14%*	46 25%df	19 *9%*	59 22%f	89 29%bcdfj l	48 29%bcdfj l	393 22%df	31 29%bdfl	30 *16%*	22 45%bcdef ghijkl	430 23%o	45 *16%*
We would send a similar number of small/medium parcels but use 2nd class postage more	175 *8%*	2 *2%*	19 *8%*	33 18%abdefg hijkl	10 *7%*	17 *9%*	11 *6%*	23 *8%*	26 *8%*	7 *4%*	147 *8%*	5 *5%*	16 *9%*	7 14%afik	155 *8%*	19 *7%*
We would send fewer small/medium parcels to save money	184 *9%*	5 *5%*	29 12%ghi	12 *7%*	16 11%h	17 *9%*	22 11%h	17 *6%*	15 *5%*	9 *5%*	142 *8%*	9 *8%*	31 17%aceghi jm	2 *4%*	151 *8%*	33 *12%*
We would send more small/medium parcels but use 2nd class postage more	75 *3%*	2 *2%*	9 *4%*	5 *3%*	5 *3%*	6 *3%*	4 *2%*	15 *6%*	14 *4%*	8 *5%*	68 *4%*	2 *2%*	4 *2%*	- -	59 *3%*	15 *5%*
We would switch to cheaper small/medium parcel service providers	142 *7%*	6 *7%*	13 *5%*	7 *4%*	18 12%bchij km	26 14%bcghij km	16 8%hik	19 7%i	10 *3%*	4 *2%*	119 7%hi	2 *2%*	20 11%chikm	1 *2%*	118 *6%*	23 *8%*
We would make no changes to the number of small/ medium parcels we send	627 *29%*	22 *23%*	76 31%gi	42 *23%*	52 35%cgi	50 *27%*	76 38%acegi jl	59 *22%*	110 36%acgij	34 *21%*	522 29%gi	42 39%acegi jl	48 *26%*	16 *32%*	561 30%o	63 *22%*
Some other impact of postage price increase	4 *	- -	- -	- -	- -	- -	1 *1%*	2 *1%*	- -	- -	4 *	- -	- -	- -	2 *	1 *
We would not send any small/medium parcels because the price would be unaffordable to us	68 *3%*	2 *2%*	16 7%eghj	10 5%e	5 *3%*	1 *1%*	5 *2%*	6 *2%*	7 *2%*	5 *3%*	58 *3%*	3 *3%*	5 *3%*	2 *4%*	59 *3%*	8 *3%*
Use alternative provider/online services (Verbatim)	9 *	- -	2 *1%*	- -	1 *	- -	1 *	- -	2 *1%*	- -	5 *	- -	4 2%gj	- -	7 *	2 *1%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Other	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-
SUMMARY CODE																
SIMILAR NUMBER	650	35	64	67	31	63	30	81	114	55	540	36	45	29	585	64
	30%	37%df	26%f	37%bdfl	*21%*	34%df	*15%*	30%f	37%bdfjl	33%df	30%df	34%df	25%f	59%abcde fghijkl	32%o	*23%*
Don't know	380	22	37	39	21	21	46	68	36	53	343	12	25	-	309	70
	18%	23%ehkm	15%m	21%ehkm	14%m	12%m	23%ehklm	25%bdehj klm	12%m	32%bcdeh jklm	19%ehm	11%m	14%m	-	*17%*	25%n

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	475 *22%*	178 *23%*	36 *23%*	74 *27%*	46 *24%*	15 *29%*	14 *34%*	457 *23%*	375 *24%*	384 *23%*
We would send a similar number of small/medium parcels but use 2nd class postage more	175 *8%*	73 *9%*	16 *10%*	29 *11%*	18 *9%*	8 *15%*	4 *10%*	175 *9%*	149 *9%*	146 *9%*
We would send fewer small/medium parcels to save money	184 *9%*	85 *11%*	18 *11%*	26 *9%*	19 *10%*	3 *7%*	4 *10%*	181 *9%*	148 *9%*	146 *9%*
We would send more small/medium parcels but use 2nd class postage more	75 *3%*	29 *4%*	10 *6%*	18 *7%*	9 *5%*	1 *2%*	8 20%abcde	68 *3%*	64 *4%*	58 *4%*
We would switch to cheaper small/medium parcel service providers	142 *7%*	59 *8%*	20 *12%*	31 *11%*	19 *10%*	8 *15%*	4 *10%*	137 *7%*	106 *7%*	115 *7%*
We would make no changes to the number of small/ medium parcels we send	627 *29%*	235 30%f	40 *25%*	71 26%f	54 29%f	14 *27%*	3 *8%*	605 *30%*	456 *29%*	480 *29%*
Some other impact of postage price increase	4 *	2 *	2 *1%*	2 *1%*	2 *1%*	- -	- -	4 *	2 *	4 *
We would not send any small/medium parcels because the price would be unaffordable to us	68 *3%*	22 *3%*	5 *3%*	7 *2%*	5 *3%*	1 *2%*	- -	65 *3%*	47 *3%*	44 *3%*
Use alternative provider/online services (Verbatim)	9 *	4 *1%*	1 *1%*	2 *1%*	2 *1%*	- -	- -	8 *	7 *	7 *

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Other	1	-	-	-	-	-	-	1	1	1
	*	-	-	-	-	-	-	*	*	*
SUMMARY CODE										
SIMILAR NUMBER	650	251	52	103	63	22	18	632	525	530
	30%	*32%*	*32%*	*37%*	*34%*	*44%*	*44%*	*31%*	*33%*	*32%*
Don't know	380	92	13	19	15	1	3	331	220	267
	18%	12%c	*8%*	*7%*	*8%*	*3%*	*8%*	*16%*	*14%*	*16%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	475	51	76	340	53	106	312	25	114	335	17	103	351	34	84	353	22	51
	22%	23%be	*15%*	25%be	*20%*	*16%*	26%be	*22%*	*17%*	26%hkn	*24%*	*18%*	25%hkn	27%hkn	*16%*	25%hkn	*33%*	*25%*
We would send a similar number of small/medium parcels but use 2nd class postage more	175	28	38	109	32	47	95	19	46	109	13	42	120	19	38	117	8	22
	8%	12%e	*7%*	*8%*	12%bcef	*7%*	*8%*	17%hikln o	*7%*	*8%*	18%hikln o	*7%*	*9%*	15%hikln o	*7%*	*8%*	*12%*	*11%*
We would send fewer small/medium parcels to save money	184	30	78	76	28	83	73	9	82	93	7	75	101	11	75	96	2	24
	9%	13%cf	15%cf	*6%*	11%cf	13%cf	*6%*	*8%*	13%ilo	*7%*	*9%*	13%ilo	*7%*	*9%*	14%ilo	*7%*	*3%*	*12%*
We would send more small/medium parcels but use 2nd class postage more	75	15	25	35	12	28	34	9	27	35	9	22	39	13	21	37	10	8
	3%	6%cf	5%cf	*3%*	*5%*	*4%*	*3%*	8%ilo	*4%*	*3%*	13%hikln o	*4%*	*3%*	10%hikln o	*4%*	*3%*	15%q	*4%*
We would switch to cheaper small/medium parcel service providers	142	24	44	71	22	55	62	10	50	81	8	51	82	12	46	82	9	22
	7%	11%cf	9%cf	*5%*	*8%*	8%cf	*5%*	*9%*	*8%*	*6%*	*11%*	9%lo	*6%*	*10%*	9%lo	*6%*	*13%*	*11%*
We would make no changes to the number of small/ medium parcels we send	627	51	162	405	64	223	335	25	216	375	11	194	410	27	177	412	10	59
	29%	*23%*	32%ad	30%a	*24%*	34%adf	*28%*	*22%*	33%gjm	29%j	*16%*	33%gjm	29%j	*21%*	33%gjm	30%j	*15%*	*29%*
Some other impact of postage price increase	4	-	1	3	-	1	3	-	1	3	-	1	3	-	1	3	-	2
	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*	*	-	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.11 Now thinking about parcels, if your total household cost of sending small/medium parcels went up by 10% as a result of price rises, which one of the following statements best represents what you would do in response?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
We would not send any small/medium parcels because the price would be unaffordable to us	68	6	19	39	9	23	33	2	23	40	-	20	45	3	18	45	2	5
	3%	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*2%*	*4%*	*3%*	-	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*
Use alternative provider/online services (Verbatim)	9	1	5	3	3	5	1	-	6	3	-	6	3	-	5	4	-	2
	*	*	1%cf	*	1%cf	1%f	*	-	*1%*	*	-	1%il	*	-	1%l	*	-	*1%*
Other	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	1	-	-
	*	-	-	*	-	*	-	-	*	-	-	*	-	-	-	*	-	-
SUMMARY CODE																		
SIMILAR NUMBER	650	79	113	449	85	154	407	44	159	444	30	145	471	54	122	470	30	72
	30%	35%be	*22%*	34%be	32%be	*24%*	34%be	39%hkn	*24%*	34%hkn	42%hkn	*25%*	34%hkn	42%hkn	*23%*	34%hkn	*45%*	*35%*
Don't know	380	19	58	256	40	75	237	14	85	232	7	73	237	8	68	241	4	11
	18%	*8%*	*11%*	19%abe	15%a	*12%*	20%abe	*12%*	13%m	18%hkmn	*10%*	*12%*	17%hkmn	*6%*	*13%*	17%hkmn	*6%*	*5%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	412	222	190	44	72	70	76	64	86	43	115	146	151
	19%	21%b	*17%*	*14%*	*19%*	*18%*	23%c	*19%*	21%c	23%c	*17%*	*21%*	*20%*
We would send a similar number of small/medium parcels but use 2nd class postage more	193	89	103	12	45	39	32	38	26	11	57	71	64
	9%	*9%*	*9%*	*4%*	12%chi	10%ch	10%c	11%chi	*6%*	*6%*	*8%*	*10%*	*8%*
We would send fewer small /medium parcels to save money	215	80	134	33	39	34	26	39	44	17	71	60	83
	10%	*8%*	12%a	*11%*	*10%*	*9%*	*8%*	*11%*	*11%*	*9%*	*11%*	*8%*	*11%*
We would send more small /medium parcels but use 2nd class postage more	82	36	46	10	10	22	9	13	19	7	20	31	32
	4%	*3%*	*4%*	*3%*	*3%*	*6%*	*3%*	*4%*	*5%*	*3%*	*3%*	*4%*	*4%*
We would switch to cheaper parcel service providers	179	96	82	21	34	43	37	21	24	8	55	79	45
	8%	*9%*	*7%*	*7%*	9%i	11%ghi	11%ghi	*6%*	*6%*	*4%*	*8%*	11%l	*6%*
We would make no changes to the number of small/ medium parcels we send	584	289	295	83	91	84	97	105	124	56	174	181	229
	27%	*28%*	*27%*	*28%*	*24%*	*22%*	*29%*	31%e	30%e	29%e	*26%*	*26%*	*30%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
We would not send any small/medium parcels because the price would be unaffordable to us	85	28	57	9	17	11	11	14	22	10	26	22	36
	4%	*3%*	5%a	*3%*	*5%*	*3%*	*3%*	*4%*	*5%*	*5%*	*4%*	*3%*	*5%*
Use alternative provider\online services (Verbatim)	8	6	2	-	2	-	3	3	1	-	2	3	4
	*	*1%*	*	-	*	-	*1%*	*1%*	*	-	*	*	*
Other	2	-	2	-	-	2	-	-	-	-	-	2	-
	*	-	*	-	-	*1%*	-	-	-	-	-	*	-

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
SUMMARY CODE													
SIMILAR NUMBER	605	312	293	56	117	109	109	102	113	54	172	217	215
	28%	*30%*	*27%*	*18%*	31%c	29%c	33%c	30%c	27%c	29%c	*26%*	*31%*	*28%*
Don't know	380	192	187	91	63	75	37	45	69	38	154	111	114
	18%	*19%*	*17%*	30%defghi	*17%*	20%fg	*11%*	*13%*	17%f	20%fg	23%kl	*16%*	*15%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	412	194	108	110	218	225	187	107	305	97	316
	19%	*18%*	*24%ac*	*17%*	*20%*	*19%*	*19%*	*17%*	*20%*	*23%*	*18%*
We would send a similar number of small/medium parcels but use 2nd class postage more	193	116	28	48	76	123	70	63	129	24	168
	9%	*11%bcd*	*6%*	*8%*	*7%*	*11%f*	*7%*	*10%*	*9%*	*6%*	*10%i*
We would send fewer small /medium parcels to save money	215	124	43	48	90	105	109	54	161	39	175
	10%	*12%cd*	*10%*	*8%*	*8%*	*9%*	*11%*	*9%*	*11%*	*9%*	*10%*
We would send more small /medium parcels but use 2nd class postage more	82	38	20	24	44	40	42	29	53	18	64
	4%	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*	*4%*
We would switch to cheaper parcel service providers	179	107	36	36	72	122	57	65	114	20	159
	8%	*10%cd*	*8%*	*6%*	*7%*	*11%f*	*6%*	*10%*	*8%*	*5%*	*9%i*
We would make no changes to the number of small/ medium parcels we send	584	296	117	171	288	309	275	164	421	128	456
	27%	*28%*	*26%*	*27%*	*27%*	*27%*	*28%*	*26%*	*28%*	*30%*	*27%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
We would not send any small/medium parcels because the price would be unaffordable to us	85	43	13	29	42	37	47	26	59	20	65
	4%	*4%*	*3%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*4%*
Use alternative provider\online services (Verbatim)	8	4	2	3	5	4	4	1	7	-	8
	*	*	*	*	*	*	*	*	*	-	*
Other	2	1	-	1	1	2	-	1	1	-	2
	*	*	-	*	*	*	-	*	*	-	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
SUMMARY CODE											
SIMILAR NUMBER	605	310	137	158	295	348	257	171	434	121	484
	28%	*29%*	31%c	*25%*	*27%*	*30%*	*26%*	*27%*	*29%*	*28%*	*28%*
Don't know	380	141	77	162	238	190	189	122	258	81	298
	18%	*13%*	*17%*	26%ab	22%ab	*16%*	*19%*	*19%*	*17%*	*19%*	*17%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	412	370	42	353	59	285	128	230	80	100	332	80
	19%	*19%*	*19%*	*20%d*	*14%*	*21%f*	*16%*	*19%*	*20%*	*20%*	*19%*	*20%*
We would send a similar number of small/medium parcels but use 2nd class postage more	193	178	14	158	35	132	61	121	31	36	127	65
	9%	*9%*	*7%*	*9%*	*8%*	*10%*	*8%*	*10%*	*8%*	*7%*	*7%*	*16%j*
We would send fewer small /medium parcels to save money	215	195	19	171	43	115	100	127	43	43	175	39
	10%	*10%*	*9%*	*10%*	*10%*	*8%*	*13%e*	*11%*	*10%*	*9%*	*10%*	*10%*
We would send more small /medium parcels but use 2nd class postage more	82	77	6	73	10	55	27	49	15	18	74	8
	4%	*4%*	*3%*	*4%*	*2%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%k*	*2%*
We would switch to cheaper parcel service providers	179	173	6	143	36	110	68	110	37	31	137	42
	8%	*9%b*	*3%*	*8%*	*9%*	*8%*	*9%*	*9%*	*9%*	*6%*	*8%*	*10%*
We would make no changes to the number of small/ medium parcels we send	584	511	73	473	112	370	214	351	94	138	488	96
	27%	*27%*	*34%a*	*27%*	*27%*	*27%*	*28%*	*29%h*	*23%*	*28%*	*28%*	*23%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
We would not send any small/medium parcels because the price would be unaffordable to us	85	74	11	63	22	45	39	48	19	17	76	9
	4%	*4%*	*5%*	*4%*	*5%*	*3%*	*5%*	*4%*	*5%*	*3%*	*4%k*	*2%*
Use alternative provider\online services (Verbatim)	8	8	-	8	-	7	1	5	3	1	8	-
	*	*	-	*	-	*1%*	*	*	*1%*	*	*	-
Other	2	2	-	2	-	-	2	1	1	-	1	1
	*	*	-	*	-	-	*	*	*	-	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
SUMMARY CODE												
SIMILAR NUMBER	605	548	57	511	94	416	189	351	111	136	460	145
	28%	*29%*	*26%*	30%d	*23%*	31%f	*24%*	*29%*	*27%*	*27%*	*27%*	35%j
Don't know	380	333	46	281	98	242	138	161	88	114	310	69
	18%	*17%*	*21%*	*16%*	24%c	*18%*	*18%*	*13%*	22%g	23%g	*18%*	*17%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS													ETHNIC ORIGIN	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	412	32	37	31	17	42	19	45	81	47	352	20	25	16	375	37
	19%	34%bcdfg jkl	*15%*	*17%*	*12%*	23%bdfl	*10%*	17%f	26%bcdfg jl	28%bcdfg jl	20%df	18%f	*14%*	32%bcdfg jl	20%o	*13%*
We would send a similar number of small/medium parcels but use 2nd class postage more	193	2	20	33	12	17	10	23	28	5	151	10	14	17	173	20
	9%	*2%*	8%i	18%abdefg hijl	8%i	9%ai	*5%*	9%i	9%ai	*3%*	8%i	10%ai	*8%*	35%abcdef ghijkl	*9%*	*7%*
We would send fewer small /medium parcels to save money	215	6	33	12	13	22	26	25	25	10	173	12	28	2	179	35
	10%	*7%*	13%ci	*7%*	*9%*	*12%*	13%i	*9%*	*8%*	*6%*	*10%*	*12%*	15%chijm	*4%*	*10%*	*12%*
We would send more small /medium parcels but use 2nd class postage more	82	2	12	3	6	4	2	22	11	7	68	2	13	-	64	18
	4%	*2%*	*5%*	*1%*	*4%*	*2%*	*1%*	8%acefhj km	*4%*	*4%*	*4%*	*1%*	7%cefjk	-	*3%*	6%n
We would switch to cheaper parcel service providers	179	5	18	13	24	28	18	23	17	7	153	5	18	3	144	34
	8%	*5%*	*7%*	*7%*	16%abcgh ijk	15%abcghi jk	*9%*	*8%*	*6%*	*4%*	*8%*	*5%*	*10%*	*6%*	*8%*	12%n
We would make no changes to the number of small/ medium parcels we send	584	21	75	39	48	48	73	47	96	42	489	40	46	9	530	51
	27%	*22%*	30%g	*22%*	33%cgm	26%g	36%acegi jlm	*17%*	31%cgm	*25%*	27%g	38%acegi jlm	*26%*	*17%*	29%o	*18%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
We would not send any small/medium parcels because the price would be unaffordable to us	85	4	19	15	5	3	4	10	8	3	71	4	7	3	73	11
	4%	*4%*	8%efhij	8%efhij	*4%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	*3%*	*4%*	*6%*	*4%*	*4%*
Use alternative provider\online services (Verbatim)	8	-	1	-	-	1	-	2	2	-	5	-	3	-	6	2
	*	-	*	-	-	*1%*	-	*1%*	*1%*	-	*	-	2%j	-	*	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Other	2	-	-	-	1	-	-	1	-	-	2	-	-	-	1	1
	*	-	-	-	1%j	-	-	*	-	-	*	-	-	-	*	*
SUMMARY CODE																
SIMILAR NUMBER	605	34	58	64	29	60	29	68	109	52	503	30	40	33	548	57
	28%	36%bdfl	23%f	35%bdfgl	*20%*	33%bdfl	*15%*	25%f	35%bdfgjl	31%df	28%df	28%f	*22%*	67%abcdefghijkl	30%o	*20%*
Don't know	380	23	35	37	21	18	48	72	40	47	339	14	26	-	307	71
	18%	24%behm	14%m	20%ehm	14%m	10%m	24%bdehklm	27%bdehjklm	13%m	28%bdehjklm	19%ehm	13%m	15%m	-	*17%*	25%n

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	412	154	24	56	33	11	12	399	320	334
	19%	*20%*	*15%*	*20%*	*18%*	*22%*	*29%*	*20%*	*20%*	*20%*
We would send a similar number of small/medium parcels but use 2nd class postage more	193	78	24	31	16	7	8	190	162	153
	9%	*10%*	*15%*	*11%*	*9%*	*14%*	*19%*	*9%*	*10%*	*9%*
We would send fewer small /medium parcels to save money	215	102	30	40	30	6	3	209	175	176
	10%	*13%*	*19%*	*14%*	*16%*	*12%*	*8%*	*10%*	*11%*	*11%*
We would send more small /medium parcels but use 2nd class postage more	82	40	8	19	11	4	4	75	70	61
	4%	*5%*	*5%*	*7%*	*6%*	*9%*	*11%*	*4%*	*4%*	*4%*
We would switch to cheaper parcel service providers	179	72	20	36	24	6	6	174	137	144
	8%	*9%*	*12%*	*13%*	*13%*	*12%*	*14%*	*9%*	*9%*	*9%*
We would make no changes to the number of small/ medium parcels we send	584	211	34	63	48	12	3	564	415	448
	27%	*27%f*	*21%*	*23%*	*25%f*	*23%*	*8%*	*28%*	*26%*	*27%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
We would not send any small/medium parcels because the price would be unaffordable to us	85	30	8	8	5	3	1	83	65	62
	4%	*4%*	*5%*	*3%*	*2%*	*5%*	*2%*	*4%*	*4%*	*4%*
Use alternative provider\online services (Verbatim)	8	5	3	2	2	-	-	8	7	8
	*	*1%*	*2%*	*1%*	*1%*	-	-	*	*	*
Other	2	-	-	-	-	-	-	1	1	1
	*	-	-	-	-	-	-	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
SUMMARY CODE										
SIMILAR NUMBER	605	232	47	88	50	18	19	589	482	487
	28%	*30%*	*30%*	*32%*	*27%*	*36%*	48%abd	*29%*	*31%*	*29%*
Don't know	380	87	10	23	18	1	3	329	225	266
	18%	*11%*	*6%*	*8%*	*10%*	*3%*	*8%*	*16%*	*14%*	*16%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
We would send a similar number of small/medium parcels and not change our level of 1st or 2nd class usage	412	37	60	309	44	84	279	22	90	297	15	82	311	26	74	308	19	37
	19%	*16%*	*12%*	23%abde	*17%*	*13%*	24%abde	*20%*	*14%*	23%hkn	*20%*	*14%*	22%hkn	*20%*	*14%*	22%hkn	*29%*	*18%*
We would send a similar number of small/medium parcels but use 2nd class postage more	193	36	36	119	31	49	112	16	58	119	11	48	134	20	40	132	6	25
	9%	16%bcef	*7%*	*9%*	12%b	*8%*	*9%*	14%n	*9%*	*9%*	*15%*	*8%*	*10%*	16%hikn	*8%*	*10%*	*9%*	*12%*
We would send fewer small /medium parcels to save money	215	33	84	97	37	94	82	18	88	107	13	83	116	16	76	120	7	32
	10%	14%cf	17%cf	*7%*	14%cf	15%cf	*7%*	16%ilo	13%ilo	*8%*	17%ilo	14%ilo	*8%*	*12%*	14%ilo	*9%*	*11%*	*16%*
We would send more small /medium parcels but use 2nd class postage more	82	14	32	36	9	39	34	6	33	43	7	30	44	10	27	44	10	10
	4%	6%cf	6%cf	*3%*	*3%*	6%cf	*3%*	*6%*	*5%*	*3%*	10%ilo	5%lo	*3%*	8%ilo	*5%*	*3%*	14%q	*5%*
We would switch to cheaper parcel service providers	179	39	62	76	33	71	73	12	69	96	8	70	97	19	59	97	9	27
	8%	17%cef	12%cf	*6%*	13%cf	11%cf	*6%*	*11%*	11%ilo	*7%*	*12%*	12%ilo	*7%*	15%ilo	11%ilo	*7%*	*14%*	*13%*
We would make no changes to the number of small/ medium parcels we send	584	38	143	391	54	197	327	22	195	359	10	172	391	27	160	388	8	52
	27%	*17%*	28%ad	29%ad	*20%*	30%ad	28%ad	*19%*	30%gj	27%j	*14%*	29%gj	28%j	*21%*	30%gj	28%j	*12%*	26%p
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
We would not send any small/medium parcels because the price would be unaffordable to us	85	10	27	46	14	33	36	2	31	48	2	26	53	4	24	53	2	6
	4%	*4%*	5%f	*3%*	*5%*	5%f	*3%*	*2%*	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	*5%*	*4%*	*3%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.12 And if your total household cost of sending small /medium parcels went up by 20% what would you do?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Use alternative provider\online services (Verbatim)	8	-	3	5	1	4	3	-	4	4	-	4	4	-	4	4	-	2
	*	-	*1%*	*	*1%*	*1%*	*	-	*1%*	*	-	*1%*	*	-	*1%*	*	-	*1%*
Other	2	-	1	1	1	1	-	-	1	1	-	1	1	-	-	2	-	-
	*	-	*	*	*f	*	-	-	*	*	-	*	*	-	-	*	-	-
SUMMARY CODE																		
SIMILAR NUMBER	605	73	97	428	76	134	392	38	148	416	25	130	445	46	114	441	25	63
	28%	32%be	*19%*	32%be	29%be	*21%*	33%be	34%hkn	*23%*	32%hkn	35%hkn	*22%*	32%hkn	36%hkn	*21%*	32%hkn	*38%*	*31%*
Don't know	380	18	56	257	38	74	239	15	83	232	6	70	240	7	67	242	5	13
	18%	*8%*	*11%*	19%abe	15%a	*11%*	20%abe	*13%*	13%m	18%hkmn	*9%*	*12%*	17%hkmn	*6%*	13%m	17%hkmn	*7%*	*6%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Royal Mail	2032	986	1045	281	359	364	317	324	387	175	640	681	711
	95%	*95%*	*95%*	*93%*	96%hi	96%i	97%chi	*94%*	*93%*	*92%*	*95%*	96%l	*94%*
FedEx	1503	784	720	208	286	282	252	259	216	69	494	535	475
	70%	75%b	*65%*	69%hi	77%chi	74%hi	77%chi	76%hi	52%i	*36%*	73%l	76%l	*63%*
Parcelforce	1474	726	748	149	255	275	265	258	272	107	405	540	529
	69%	*70%*	*68%*	*49%*	69%ci	72%chi	81%cdehi	75%chi	66%ci	*56%*	*60%*	76%jl	70%jl
DHL	1387	744	644	157	272	274	243	245	195	62	429	518	441
	65%	72%b	*59%*	52%i	73%chi	72%chi	74%chi	72%chi	47%i	*33%*	64%l	73%jl	*58%*
Yodel	1350	678	672	182	276	252	232	229	180	56	457	484	409
	63%	*65%*	*61%*	60%hi	74%cehi	66%hi	71%chi	67%hi	43%i	*29%*	68%l	68%l	*54%*
Hermes	1300	609	691	186	258	249	215	216	177	54	444	463	393
	61%	*59%*	*63%*	61%hi	69%hi	66%hi	65%hi	63%hi	43%i	*29%*	66%l	66%l	*52%*
DPD	1223	642	581	170	271	247	220	183	132	36	441	467	315
	57%	62%b	*53%*	56%hi	73%ceghi	65%cghi	67%cghi	53%hi	32%i	*19%*	65%l	66%l	*42%*
UPS	1167	660	506	147	224	237	215	199	144	51	371	452	344
	55%	64%b	*46%*	49%hi	60%chi	62%chi	66%chi	58%chi	35%i	*27%*	55%l	64%jl	*45%*
TNT Express	1159	649	510	97	177	232	214	228	211	74	274	446	439
	54%	62%b	*46%*	*32%*	47%ci	61%cdhi	65%cdhi	67%cdhi	51%ci	*39%*	*41%*	63%j	58%j
UK Mail	1060	558	502	169	201	193	179	166	152	59	371	372	318
	50%	54%b	*46%*	56%hi	54%hi	51%hi	55%hi	49%hi	*37%*	*31%*	55%l	53%l	*42%*
Interlink	716	425	292	74	129	152	148	124	90	29	203	299	214
	33%	41%b	*27%*	24%i	35%chi	40%chi	45%cdghi	36%chi	22%i	*15%*	*30%*	42%jl	*28%*
Collect + (Collect Plus)	509	222	288	79	125	113	85	72	35	9	203	199	107
	24%	*21%*	26%a	26%hi	34%ghi	30%ghi	26%hi	21%hi	*8%*	*5%*	30%l	28%l	*14%*
Citipost	368	234	134	30	72	86	74	65	41	12	102	160	106
	17%	23%b	*12%*	*10%*	19%chi	23%chi	22%chi	19%chi	*10%*	*6%*	*15%*	23%jl	*14%*
DX	364	213	151	37	74	82	66	69	36	7	111	148	105
	17%	21%b	*14%*	12%i	20%chi	22%chi	20%chi	20%chi	9%i	*4%*	*16%*	21%l	*14%*
Other company	5	2	3	-	-	-	1	3	1	*	-	1	4
	*	*	*	-	-	-	*	*1%*	*	*	-	*	*1%*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
None	48	26	21	12	5	9	3	6	13	7	17	12	18
	2%	*3%*	*2%*	*4%f*	*1%*	*2%*	*1%*	*2%*	*3%*	*4%f*	*3%*	*2%*	*2%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Royal Mail	2032	1024	420	588	1008	1111	920	609	1422	395	1637
	95%	96%cd	*95%*	*93%*	*94%*	96%f	*94%*	*96%*	*94%*	*92%*	96%i
FedEx	1503	838	308	358	666	912	592	471	1033	254	1250
	70%	79%bcd	69%cd	*57%*	62%c	79%f	*60%*	74%h	*69%*	*59%*	73%i
Parcelforce	1474	835	272	367	639	848	627	447	1027	273	1201
	69%	78%bcd	*61%*	*58%*	*59%*	73%f	*64%*	*71%*	*68%*	*64%*	70%i
DHL	1387	788	273	326	599	851	537	432	955	233	1154
	65%	74%bcd	61%cd	*52%*	*56%*	73%f	*55%*	68%h	*63%*	*55%*	67%i
Yodel	1350	752	262	336	598	819	531	446	904	232	1118
	63%	71%bcd	*59%*	*53%*	*56%*	71%f	*54%*	70%h	*60%*	*54%*	65%i
Hermes	1300	756	260	284	544	793	507	418	882	204	1096
	61%	71%bcd	59%cd	*45%*	51%c	68%f	*52%*	66%h	*59%*	*48%*	64%i
DPD	1223	689	247	287	534	791	432	419	804	183	1040
	57%	65%bcd	56%cd	*46%*	*50%*	68%f	*44%*	66%h	*53%*	*43%*	61%i
UPS	1167	681	225	260	485	725	442	371	796	189	977
	55%	64%bcd	51%c	*41%*	*45%*	63%f	*45%*	59%h	*53%*	*44%*	57%i
TNT Express	1159	642	230	288	517	679	480	348	811	217	942
	54%	60%bcd	*52%*	*46%*	*48%*	59%f	*49%*	*55%*	*54%*	*51%*	*55%*
UK Mail	1060	557	232	271	503	616	444	347	714	183	877
	50%	52%cd	52%c	*43%*	*47%*	53%f	*45%*	55%h	*47%*	*43%*	51%i
Interlink	716	419	142	156	298	459	257	237	479	124	593
	33%	39%bcd	32%c	*25%*	*28%*	40%f	*26%*	38%h	*32%*	*29%*	35%i
Collect + (Collect Plus)	509	317	93	99	192	335	175	194	315	61	448
	24%	30%bcd	21%c	*16%*	*18%*	29%f	*18%*	31%h	*21%*	*14%*	26%i
Citipost	368	227	70	71	141	249	118	125	243	60	308
	17%	21%bcd	16%c	*11%*	*13%*	22%f	*12%*	*20%*	*16%*	*14%*	*18%*
DX	364	217	72	75	147	249	116	126	238	53	312
	17%	20%cd	16%c	*12%*	*14%*	21%f	*12%*	20%h	*16%*	*12%*	18%i
Other company	5	5	-	1	1	3	3	1	4	-	5
	*	*	-	*	*	*	*	*	*	-	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
None	48	10	11	27	38	18	30	6	41	17	30
	2%	*1%*	3%a	4%a	4%a	*2%*	3%e	*1%*	3%g	4%j	*2%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Royal Mail	2032	1830	202	1636	395	1287	745	1153	393	459	1648	384
	95%	95%b	*92%*	*95%*	*95%*	*95%*	*96%*	96%i	*96%*	*92%*	*95%*	*94%*
FedEx	1503	1423	80	1191	312	943	560	900	288	296	1222	281
	70%	74%b	*37%*	*69%*	75%c	*69%*	*72%*	75%i	70%i	*59%*	*71%*	*69%*
Parcelforce	1474	1360	115	1206	268	942	532	912	252	294	1181	293
	69%	71%b	*52%*	*70%*	*65%*	*69%*	*68%*	76%hi	*61%*	*59%*	*68%*	*71%*
DHL	1387	1323	64	1128	259	886	501	835	293	246	1130	257
	65%	69%b	*29%*	*65%*	*63%*	*65%*	*64%*	69%i	71%i	*49%*	*65%*	*63%*
Yodel	1350	1287	63	1074	276	847	503	800	249	283	1096	253
	63%	67%b	*29%*	*62%*	*67%*	*62%*	*65%*	67%i	*61%*	*57%*	*63%*	*62%*
Hermes	1300	1249	52	1031	270	775	526	794	249	246	1054	246
	61%	65%b	*24%*	*60%*	*65%*	*57%*	68%e	66%i	61%i	*49%*	*61%*	*60%*
DPD	1223	1179	44	967	256	757	466	710	261	237	983	240
	57%	61%b	*20%*	*56%*	*62%*	*56%*	*60%*	59%i	64%i	*48%*	*57%*	*58%*
UPS	1167	1109	58	923	244	749	417	707	231	218	944	222
	55%	58%b	*26%*	*53%*	*59%*	*55%*	*54%*	59%i	56%i	*44%*	*55%*	*54%*
TNT Express	1159	1077	82	933	226	771	389	743	179	228	913	246
	54%	56%b	*38%*	*54%*	*55%*	57%f	*50%*	62%hi	*44%*	*46%*	*53%*	60%j
UK Mail	1060	1005	56	826	234	670	391	591	216	234	861	200
	50%	52%b	*25%*	*48%*	57%c	*49%*	*50%*	*49%*	*53%*	*47%*	*50%*	*49%*
Interlink	716	682	35	552	164	474	242	456	115	135	600	116
	33%	36%b	*16%*	*32%*	40%c	*35%*	*31%*	38%hi	*28%*	*27%*	35%k	*28%*
Collect + (Collect Plus)	509	496	13	410	99	295	214	305	101	99	427	83
	24%	26%b	*6%*	*24%*	*24%*	*22%*	28%e	25%i	*25%*	*20%*	*25%*	*20%*
Citipost	368	357	11	297	71	258	110	244	64	56	304	64
	17%	19%b	*5%*	*17%*	*17%*	19%f	*14%*	20%i	*16%*	*11%*	*18%*	*16%*
DX	364	353	12	281	83	249	115	234	55	71	303	61
	17%	18%b	*5%*	*16%*	*20%*	*18%*	*15%*	19%hi	*13%*	*14%*	*18%*	*15%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Other company	5	5	1	5	-	3	3	5	-	1	5	-
	*	*	*	*	-	*	*	*	-	*	*	-
None	48	39	9	37	11	37	10	18	7	22	32	16
	2%	*2%*	4%a	*2%*	*3%*	3%f	*1%*	*2%*	*2%*	4%gh	*2%*	4%j
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Royal Mail	2032	81	242	176	140	179	195	253	299	155	1719	104	160	49	1761	264
	95%	*85%*	98%ail	97%al	94%a	98%ail	97%al	94%al	97%ail	*93%*	95%al	97%al	*88%*	100%ail	*95%*	*94%*
FedEx	1503	46	180	116	107	127	153	188	246	109	1271	74	122	37	1310	193
	70%	*48%*	72%a	63%a	72%a	69%a	76%aci	70%a	80%acegi jkl	65%a	71%a	69%a	67%a	75%a	*71%*	*69%*
Parcelforce	1474	49	183	118	105	128	148	150	252	116	1249	72	111	43	1328	143
	69%	*52%*	74%agl	*65%*	71%ag	70%ag	74%agl	*56%*	82%abcde gijkl	69%ag	69%agl	67%a	*61%*	88%abcde fgijkl	72%o	*51%*
DHL	1387	41	166	104	114	123	146	191	229	92	1207	63	85	32	1182	201
	65%	*43%*	67%ail	*57%*	77%acijk l	67%ail	72%acikl	71%acikl	74%acijk l	*55%*	67%acil	59%a	*47%*	66%al	*64%*	72%n
Yodel	1350	45	168	113	87	115	137	127	229	99	1119	79	111	41	1208	139
	63%	*48%*	68%ag	62%ag	59%g	63%ag	68%ag	*47%*	74%acdeg ijl	59%g	62%ag	74%acdgi jl	61%g	83%abcde fgijl	65%o	*50%*
Hermes	1300	41	165	104	93	122	135	139	227	95	1119	63	100	19	1154	144
	61%	*43%*	66%aglm	57%am	63%agm	67%aglm	67%aglm	*52%*	74%acdgi jklm	57%am	62%agm	59%am	55%m	*38%*	62%o	*51%*
DPD	1223	30	140	100	88	100	146	144	203	91	1042	54	95	33	1068	151
	57%	*32%*	56%a	55%a	59%a	54%a	73%abcde gijkl	54%a	66%abceg ijkl	54%a	58%a	50%a	52%a	67%ak	*58%*	*54%*
UPS	1167	41	142	88	87	92	124	139	221	81	1014	47	79	26	1032	133
	55%	*43%*	57%akl	*48%*	59%akl	*50%*	62%aceik l	*52%*	72%abcde fgijklm	*49%*	56%akl	*44%*	*43%*	*54%*	56%o	*48%*
TNT Express	1159	39	144	79	92	105	109	106	198	100	973	60	94	32	1054	104
	54%	*41%*	58%acg	*43%*	62%acg	58%acg	54%g	*40%*	64%acfgj l	60%acg	54%acg	56%g	52%g	67%acg	57%o	*37%*
UK Mail	1060	29	129	90	74	84	114	124	189	65	899	50	84	28	912	147
	50%	*30%*	52%ai	49%a	50%a	46%a	57%aegi	46%a	61%abcde gijkl	*39%*	50%ai	46%a	46%a	58%ai	*49%*	*52%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Interlink	716	23	94	55	50	56	72	62	146	58	617	34	51	14	635	81
	33%	*25%*	38%ag	*30%*	34%g	*30%*	36%g	*23%*	47%abcdefgijklm	35%g	34%g	*32%*	*28%*	*30%*	*34%*	*29%*
Collect + (Collect Plus)	509	11	61	39	33	42	69	61	99	30	444	19	42	5	441	69
	24%	*11%*	25%am	*21%*	22%am	23%am	34%abcdegijklm	23%am	32%acdeijklm	*18%*	25%am	*18%*	23%am	*9%*	*24%*	*25%*
Citipost	368	11	47	20	20	28	44	52	80	19	320	13	27	9	323	45
	17%	*12%*	19%c	*11%*	*14%*	*15%*	22%cik	19%ci	26%acdeijkl	*11%*	18%ci	*12%*	*15%*	*18%*	*17%*	*16%*
DX	364	15	45	24	22	20	43	48	67	25	310	17	35	2	310	53
	17%	*16%*	18%m	*13%*	15%m	*11%*	22%em	18%m	22%cem	15%m	17%em	16%m	19%em	*4%*	*17%*	*19%*
Other company	5	-	2	-	-	1	-	2	-	1	5	-	*	-	5	-
	*	-	*1%*	-	-	*1%*	-	*1%*	-	*	*	-	*	-	*	-
None	48	7	1	5	-	2	4	6	3	5	33	2	13	-	43	4
	2%	8%bdefghj	*	*3%*	-	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	7%bdefghj	-	*2%*	*2%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Royal Mail	2032	754	154	264	176	49	40	2032	1547	1617
	95%	*97%*	*96%*	*95%*	*94%*	*97%*	*100%*	100%hi	*98%*	*98%*
FedEx	1503	573	120	220	147	43	30	1478	1159	1222
	70%	*74%*	*75%*	*79%*	*79%*	*85%*	*75%*	*73%*	*74%*	*74%*
Parcelforce	1474	597	136	227	153	40	34	1453	1161	1198
	69%	*77%*	85%a	*82%*	*82%*	*79%*	*85%*	*72%*	*74%*	*73%*
DHL	1387	532	123	210	146	34	30	1362	1080	1130
	65%	*68%*	*77%*a	76%a	78%a	*68%*	*75%*	*67%*	*69%*	*68%*
Yodel	1350	509	120	210	135	41	33	1322	1023	1101
	63%	*65%*	*75%*a	75%a	*72%*	82%a	84%a	*65%*	*65%*	*67%*
Hermes	1300	498	118	217	146	41	30	1278	1009	1081
	61%	*64%*	*74%*a	78%a	78%a	80%a	*75%*	*63%*	*64%*	*65%*
DPD	1223	439	108	191	127	36	28	1198	930	1015
	57%	*56%*	*67%*a	69%a	68%a	*71%*	*71%*	*59%*	*59%*	*61%*
UPS	1167	451	108	191	133	32	25	1152	913	973
	55%	*58%*	*68%*a	69%a	71%a	*64%*	*64%*	*57%*	*58%*	*59%*
TNT Express	1159	491	111	175	111	40	24	1142	904	924
	54%	*63%*	*69%*	*63%*	*59%*	79%acd	*60%*	*56%*	*57%*	*56%*
UK Mail	1060	378	94	156	108	24	24	1039	805	853
	50%	*49%*	*59%*a	*56%*	*57%*a	*48%*	*60%*	*51%*	*51%*	*52%*
Interlink	716	272	68	120	76	26	17	704	563	594
	33%	*35%*	*42%*	*43%*a	*41%*	*52%*a	*44%*	*35%*	*36%*	*36%*
Collect + (Collect Plus)	509	177	55	107	64	25	18	504	418	449
	24%	*23%*	*34%*a	*38%*a	*34%*a	*49%*a	*45%*a	*25%*	*27%*	*27%*
Citipost	368	138	35	71	43	18	9	366	308	307
	17%	*18%*	*22%*	*25%*a	*23%*	*36%*a	*23%*	*18%*	*20%*	*19%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
DX	364	122	29	57	33	10	14	360	287	304
	17%	*16%*	*18%*	*21%*	*18%*	*19%*	36%abd	*18%*	*18%*	*18%*
Other company	5	4	2	2	2	-	-	3	4	5
	*	*	*1%*	*1%*	*1%*	-	-	*	*	*
None	48	6	1	3	3	1	-	-	9	13
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	1%g	1%g
Don't know	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Royal Mail	2032	219	489	1256	254	628	1110	109	627	1242	70	561	1326	124	508	1328	64	195
	95%	98%f	97%cf	*94%*	*97%*	97%cf	*94%*	*96%*	*96%*	*95%*	*98%*	*96%*	*95%*	*96%*	*95%*	*96%*	*97%*	*96%*
FedEx	1503	180	370	906	200	479	797	86	496	895	55	449	957	105	400	958	50	166
	70%	80%cf	73%cf	*68%*	76%cf	74%cf	*67%*	*76%*	76%ilo	*69%*	*76%*	77%ilo	*69%*	82%ilo	75%ilo	*69%*	*75%*	*82%*
Parcelforce	1474	181	366	890	206	475	773	80	497	877	55	448	939	105	398	941	56	169
	69%	81%bcf	72%cf	*67%*	78%cf	73%cf	*65%*	*71%*	76%ilo	*67%*	*77%*	76%ilo	*68%*	82%ilo	75%ilo	*68%*	*85%*	*83%*
DHL	1387	165	349	823	183	448	724	77	457	825	53	421	877	96	364	890	45	161
	65%	74%cf	69%cf	*62%*	70%cf	69%cf	*61%*	*68%*	70%ilo	*63%*	*74%*	72%ilo	*63%*	75%ilo	68%il	*64%*	*69%*	*79%*
Yodel	1350	172	325	811	185	427	715	76	436	816	49	395	872	96	346	875	56	151
	63%	77%bcef	*64%*	*61%*	70%cf	66%cf	*60%*	*67%*	*67%*	*62%*	*68%*	*67%*	*63%*	75%ilo	*65%*	*63%*	*84%*	*74%*
Hermes	1300	162	306	798	177	405	698	79	411	791	51	378	842	100	333	839	55	158
	61%	72%bcef	*61%*	*60%*	67%cf	*63%*	*59%*	*70%*	*63%*	*61%*	*71%*	*65%*	*61%*	78%hikl no	*63%*	*60%*	*82%*	*78%*
DPD	1223	153	305	728	161	394	648	68	402	731	51	358	780	90	316	784	47	139
	57%	68%cf	60%cf	*54%*	*61%*	61%cf	*55%*	*60%*	62%ilo	*56%*	70%ilo	*61%*	*56%*	70%ilo	*59%*	*56%*	*72%*	*68%*
UPS	1167	146	298	695	162	383	607	69	401	682	51	360	734	86	321	738	46	142
	55%	65%cf	59%cf	*52%*	62%cf	59%cf	*51%*	*61%*	62%ilo	*52%*	70%ilo	61%ilo	*53%*	67%ilo	60%ilo	*53%*	*70%*	*70%*
TNT Express	1159	135	296	698	153	379	612	59	401	689	41	368	731	78	319	743	44	128
	54%	60%f	59%cf	*52%*	*58%*	58%cf	*52%*	*52%*	62%ilo	*53%*	*57%*	63%gilo	*53%*	*60%*	60%ilo	*53%*	*67%*	*63%*
UK Mail	1060	117	266	647	137	326	579	68	344	626	40	311	675	71	280	676	42	112
	50%	*52%*	*53%*	*48%*	*52%*	*50%*	*49%*	60%ilo	*53%*	*48%*	*55%*	*53%*	*49%*	*56%*	*53%*	*49%*	*63%*	*55%*
Interlink	716	91	171	444	105	214	392	38	234	436	33	209	463	63	181	460	29	89
	33%	*41%*	*34%*	*33%*	*40%*	*33%*	*33%*	*33%*	*36%*	*33%*	46%o	*36%*	*33%*	49%ghik lno	*34%*	*33%*	*43%*	*44%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.13 The following companies all offer parcel delivery services. Which if any had you heard of before today? Which others?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Collect + (Collect Plus)	509	80	130	283	71	171	259	38	168	297	29	152	318	61	128	309	25	80
	24%	36%bcef	26%c	*21%*	*27%*	26%cf	*22%*	34%ilno	*26%*	*23%*	40%hikl no	*26%*	*23%*	48%hikl no	*24%*	*22%*	*38%*	*39%*
Citipost	368	50	106	208	55	132	179	23	138	204	20	127	216	31	110	220	19	52
	17%	22%cf	21%cf	*16%*	21%cf	20%cf	*15%*	*20%*	21%ilo	*16%*	27%ilo	22%ilo	*16%*	24%ilo	21%ilo	*16%*	*29%*	*25%*
DX	364	50	93	215	54	119	190	21	122	219	19	114	226	31	98	230	17	39
	17%	22%cf	*18%*	*16%*	*21%*	*18%*	*16%*	*18%*	*19%*	*17%*	*26%*	*19%*	*16%*	24%l	*18%*	*17%*	*26%*	*19%*
Other company	5	2	-	3	1	*	4	-	-	5	-	-	5	2	-	4	-	2
	*	1%b	-	*	*	*	*	-	-	*	-	-	*	1%hkn	-	*	-	*1%*
None	48	-	1	42	3	2	40	-	4	31	-	4	31	1	3	30	-	1
	2%	-	*	3%abe	*1%*	*	3%abe	-	*1%*	2%hkn	-	*1%*	2%hkn	*1%*	*1%*	2%hkn	-	*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q14a/Q14b. Which if any of these companies have you a) ever used to send a packet or parcel and b) encountered because they delivered a packet or parcel to you. - Summary table
Base: All Adults 16+ in UK

	Q14a (Used)	Q14b (Encountered)	Q14a/Q14b (Used or Encountered)
Unweighted Base	2139	2139	2139
Weighted Base	2139	2139	2139
Royal Mail	1575	1651	1855
	74%	*77%*	*87%*
Citipost	17	89	100
	1%	*4%*	*5%*
Collect + (Collect Plus)	133	202	251
	6%	*9%*	*12%*
DHL	235	573	646
	11%	*27%*	*30%*
FedEx	182	499	568
	9%	*23%*	*27%*
Hermes	390	861	928
	18%	*40%*	*43%*
Interlink	43	194	212
	2%	*9%*	*10%*
DPD	240	722	777
	11%	*34%*	*36%*
Parcelforce	360	781	871
	17%	*37%*	*41%*
TNT Express	94	314	353
	4%	*15%*	*16%*
UPS	138	411	452
	6%	*19%*	*21%*
UK Mail	156	357	413
	7%	*17%*	*19%*
DX	30	112	122
	1%	*5%*	*6%*
Yodel	226	737	789
	11%	*34%*	*37%*
Other company	7	15	21
	*	*1%*	*1%*
None	394	212	462
	18%	*10%*	*22%*

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q14a/Q14b. Which if any of these companies have you a) ever used to send a packet or parcel and b) encountered because they delivered a packet or parcel to you. - Summary table
Base: All Adults 16+ in UK

	Q14a (Used)	Q14b (Encountered)	Q14a/Q14b (Used or Encountered)
Unweighted Base	2139	2139	2139
Weighted Base	2139	2139	2139
Don't know	*	8	8
	*	*	*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Royal Mail	1575	733	842	200	265	302	256	264	290	132	465	557	553
	74%	*71%*	77%a	*66%*	*71%*	80%cdhi	78%chi	77%ch	*70%*	*70%*	*69%*	79%jl	*73%*
Hermes	390	147	243	51	77	87	57	70	49	11	127	144	119
	18%	*14%*	22%a	17%i	21%hi	23%hi	18%hi	20%hi	12%i	*6%*	*19%*	20%l	*16%*
Parcelforce	360	182	178	30	56	73	80	68	53	21	86	152	121
	17%	*17%*	*16%*	*10%*	*15%*	19%chi	24%cdhi	20%chi	*13%*	*11%*	*13%*	22%jl	*16%*
DPD	240	140	99	37	70	43	46	32	11	4	107	89	44
	11%	14%b	*9%*	12%hi	19%ceghi	11%hi	14%hi	9%hi	*3%*	*2%*	16%l	13%l	*6%*
DHL	235	145	90	21	58	59	40	36	21	5	80	99	57
	11%	14%b	*8%*	7%i	16%chi	16%chi	12%hi	11%hi	*5%*	*3%*	12%l	14%l	*8%*
Yodel	226	103	123	33	50	45	46	35	16	6	83	91	52
	11%	*10%*	*11%*	11%hi	13%hi	12%hi	14%hi	10%hi	*4%*	*3%*	12%l	13%l	*7%*
FedEx	182	104	78	23	53	33	21	33	20	5	76	54	52
	9%	10%b	*7%*	8%i	14%cefhi	9%hi	6%i	10%hi	*5%*	*3%*	11%kl	*8%*	*7%*
UK Mail	156	90	65	22	35	26	27	25	21	8	57	52	46
	7%	9%b	*6%*	*7%*	9%hi	*7%*	*8%*	*7%*	*5%*	*4%*	*8%*	*7%*	*6%*
UPS	138	84	54	18	42	27	19	20	12	6	60	45	32
	6%	8%b	*5%*	*6%*	11%cfghi	7%hi	*6%*	6%h	*3%*	*3%*	9%l	*6%*	*4%*
Collect + (Collect Plus)	133	36	97	18	33	28	28	20	6	2	52	56	26
	6%	*3%*	9%a	6%hi	9%hi	7%hi	8%hi	6%hi	*1%*	*1%*	8%l	8%l	*3%*
TNT Express	94	63	30	6	17	21	18	19	12	4	23	39	31
	4%	6%b	*3%*	*2%*	*5%*	6%ci	*5%*	6%c	*3%*	*2%*	*3%*	*6%*	*4%*
Interlink	43	27	17	3	10	11	11	4	4	2	13	22	8
	2%	*3%*	*2%*	*1%*	*3%*	3%h	3%h	*1%*	*1%*	*1%*	*2%*	3%l	*1%*
DX	30	19	11	4	8	6	5	6	1	-	12	11	7
	1%	*2%*	*1%*	1%h	2%hi	2%h	2%h	2%hi	*	-	*2%*	*2%*	*1%*
Citipost	17	13	3	-	3	1	4	7	1	-	3	5	8
	1%	1%b	*	-	*1%*	*	*1%*	2%chi	*	-	*	*1%*	*1%*
Other company	7	5	2	-	1	-	3	-	2	1	1	3	2
	*	*1%*	*	-	*	-	*1%*	-	*1%*	*	*	*	*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
None	394	218	176	74	76	50	47	54	93	46	150	97	147
	18%	21%b	*16%*	24%efg	20%e	*13%*	*14%*	*16%*	22%efg	24%efg	22%k	*14%*	19%k
Don't know	*	-	*	-	-	-	-	-	*	-	-	-	*
	*	-	*	-	-	-	-	-	*	-	-	-	*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Royal Mail	1575	829	321	425	746	868	707	485	1091	288	1288
	74%	*78%bcd*	*72%*	*67%*	*69%*	*75%*	*72%*	*77%*	*72%*	*67%*	*75%i*
Hermes	390	234	76	79	156	249	141	140	249	56	334
	18%	*22%cd*	*17%c*	*13%*	*14%*	*21%f*	*14%*	*22%h*	*17%*	*13%*	*20%i*
Parcelforce	360	218	67	74	142	225	134	119	240	56	304
	17%	*20%bcd*	*15%*	*12%*	*13%*	*19%f*	*14%*	*19%*	*16%*	*13%*	*18%i*
DPD	240	152	40	48	88	173	67	79	161	37	202
	11%	*14%bcd*	*9%*	*8%*	*8%*	*15%f*	*7%*	*12%*	*11%*	*9%*	*12%*
DHL	235	153	37	45	82	183	53	95	141	26	209
	11%	*14%bcd*	*8%*	*7%*	*8%*	*16%f*	*5%*	*15%h*	*9%*	*6%*	*12%i*
Yodel	226	137	37	52	89	154	72	86	140	33	193
	11%	*13%bcd*	*8%*	*8%*	*8%*	*13%f*	*7%*	*14%h*	*9%*	*8%*	*11%i*
FedEx	182	122	26	34	60	123	59	53	129	27	155
	9%	*11%bcd*	*6%*	*5%*	*6%*	*11%f*	*6%*	*8%*	*9%*	*6%*	*9%*
UK Mail	156	93	28	34	63	98	58	42	113	28	127
	7%	*9%cd*	*6%*	*5%*	*6%*	*8%f*	*6%*	*7%*	*8%*	*7%*	*7%*
UPS	138	87	19	32	51	97	41	60	78	17	121
	6%	*8%bcd*	*4%*	*5%*	*5%*	*8%f*	*4%*	*10%h*	*5%*	*4%*	*7%i*
Collect + (Collect Plus)	133	89	19	24	44	94	39	53	80	16	117
	6%	*8%bcd*	*4%*	*4%*	*4%*	*8%f*	*4%*	*8%h*	*5%*	*4%*	*7%i*
TNT Express	94	60	13	21	34	64	30	33	61	15	79
	4%	*6%bcd*	*3%*	*3%*	*3%*	*6%f*	*3%*	*5%*	*4%*	*3%*	*5%*
Interlink	43	26	6	12	17	31	12	13	31	10	34
	2%	*2%*	*1%*	*2%*	*2%*	*3%f*	*1%*	*2%*	*2%*	*2%*	*2%*
DX	30	23	3	4	7	23	7	12	18	2	28
	1%	*2%cd*	*1%*	*1%*	*1%*	*2%f*	*1%*	*2%*	*1%*	*	*2%i*
Citipost	17	12	2	2	5	10	6	5	11	5	12
	1%	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other company	7	5	2	1	2	4	2	-	7	2	5
	*	*	*	*	*	*	*	-	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
None	394	143	87	164	251	188	207	102	292	106	288
	18%	*13%*	20%a	26%ab	23%a	*16%*	21%e	*16%*	*19%*	25%j	*17%*
Don't know	*	*	-	-	-	-	*	-	*	-	*
	*	*	-	-	-	-	*	-	*	-	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Royal Mail	1575	1440	136	1277	298	987	588	914	296	348	1272	303
	74%	75%b	*62%*	*74%*	*72%*	*73%*	*76%*	76%i	*72%*	*70%*	*74%*	*74%*
Hermes	390	381	9	315	74	216	174	248	74	67	321	69
	18%	20%b	*4%*	*18%*	*18%*	*16%*	22%e	21%i	*18%*	*14%*	*19%*	*17%*
Parcelforce	360	346	13	291	69	225	134	215	71	69	285	74
	17%	18%b	*6%*	*17%*	*17%*	*17%*	*17%*	*18%*	*17%*	*14%*	*16%*	*18%*
DPD	240	237	3	191	49	160	80	136	60	43	188	52
	11%	12%b	*1%*	*11%*	*12%*	*12%*	*10%*	*11%*	15%i	*9%*	*11%*	*13%*
DHL	235	232	4	186	49	167	68	144	65	26	188	48
	11%	12%b	*2%*	*11%*	*12%*	12%f	*9%*	12%i	16%i	*5%*	*11%*	*12%*
Yodel	226	221	5	184	42	144	82	126	53	47	184	42
	11%	11%b	*2%*	*11%*	*10%*	*11%*	*11%*	*11%*	*13%*	*9%*	*11%*	*10%*
FedEx	182	175	7	149	33	128	54	107	46	26	143	38
	9%	9%b	*3%*	*9%*	*8%*	*9%*	*7%*	9%i	11%i	*5%*	*8%*	*9%*
UK Mail	156	147	8	123	33	97	58	92	37	26	129	26
	7%	8%b	*4%*	*7%*	*8%*	*7%*	*7%*	*8%*	9%i	*5%*	*7%*	*6%*
UPS	138	135	3	103	35	88	51	76	33	28	110	28
	6%	7%b	*1%*	*6%*	*8%*	*6%*	*7%*	*6%*	*8%*	*6%*	*6%*	*7%*
Collect + (Collect Plus)	133	132	1	113	20	72	61	83	32	17	110	22
	6%	7%b	*1%*	*7%*	*5%*	*5%*	8%e	7%i	8%i	*3%*	*6%*	*5%*
TNT Express	94	91	3	71	23	62	31	64	19	11	78	16
	4%	5%b	*1%*	*4%*	*5%*	*5%*	*4%*	5%i	5%i	*2%*	*4%*	*4%*
Interlink	43	42	2	32	11	30	13	23	11	9	35	8
	2%	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
DX	30	30	-	21	9	21	9	17	8	4	22	8
	1%	2%b	-	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
Citipost	17	17	-	11	5	10	7	10	3	3	17	-
	1%	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Other company	7	6	1	5	2	5	1	4	1	2	4	3
	*	*	*	*	*	*	*	*	*	*	*	*1%*
None	394	324	70	304	90	259	135	196	66	125	317	77
	18%	*17%*	32%a	*18%*	*22%*	*19%*	*17%*	*16%*	*16%*	25%gh	*18%*	*19%*
Don't know	*	*	-	*	-	-	*	*	-	-	*	-
	*	*	-	*	-	-	*	*	-	-	*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Royal Mail	1575	72	174	131	120	140	145	204	246	119	1351	77	109	38	1357	212
	74%	76%l	70%l	72%l	81%bl	77%l	72%l	76%l	80%bil	71%l	75%l	73%l	*60%*	78%l	*73%*	*76%*
Hermes	390	24	43	20	34	51	37	37	70	25	341	20	24	5	346	43
	18%	25%cgl	*17%*	*11%*	23%cgl	28%bcfgijlm	*18%*	*14%*	23%cgil	*15%*	19%c	*18%*	*13%*	*11%*	*19%*	*15%*
Parcelforce	360	17	33	29	25	42	30	30	71	44	321	19	15	4	321	38
	17%	18%l	*13%*	16%l	17%l	23%bglm	*15%*	*11%*	23%bfglm	26%bcfgjlm	18%gl	18%l	*8%*	*8%*	*17%*	*13%*
DPD	240	7	17	7	30	21	22	26	34	27	192	14	25	8	208	31
	11%	*7%*	*7%*	*4%*	20%abcefghj	12%c	11%c	10%c	11%c	16%bcj	11%c	14%bc	14%bc	17%bc	*11%*	*11%*
DHL	235	11	17	13	24	29	25	40	41	17	217	7	8	4	175	60
	11%	12%l	*7%*	*7%*	16%bckl	16%bckl	13%bl	15%bckl	13%bl	10%l	12%bl	*7%*	*4%*	*8%*	*9%*	21%n
Yodel	226	15	22	12	19	30	20	17	35	26	194	10	16	5	199	26
	11%	16%cg	*9%*	*6%*	13%g	16%bcgj	*10%*	*6%*	*11%*	15%cg	11%g	*9%*	*9%*	*11%*	*11%*	*9%*
FedEx	182	8	9	15	25	22	18	28	24	18	165	4	12	-	139	42
	9%	9%m	*4%*	8%m	17%bcfhjklm	12%bkm	9%bm	10%bm	8%m	11%bm	9%bm	*4%*	*7%*	-	*8%*	15%n
UK Mail	156	7	22	10	13	11	14	16	31	14	138	5	12	-	136	18
	7%	*7%*	9%m	*6%*	9%m	*6%*	*7%*	*6%*	10%m	8%m	8%m	*5%*	*7%*	-	*7%*	*7%*
UPS	138	8	15	5	11	14	12	17	28	14	124	8	5	1	116	22
	6%	*8%*	*6%*	*3%*	*7%*	8%cl	*6%*	*6%*	9%cl	8%cl	7%c	*7%*	*3%*	*2%*	*6%*	*8%*
Collect + (Collect Plus)	133	4	15	10	12	14	14	15	27	11	121	4	7	1	115	18
	6%	*5%*	*6%*	*5%*	*8%*	*8%*	*7%*	*5%*	*9%*	*7%*	*7%*	*4%*	*4%*	*2%*	*6%*	*7%*
TNT Express	94	6	11	1	14	13	9	7	8	12	82	4	7	1	83	11
	4%	7%c	4%c	*1%*	10%cghjl	7%cgh	4%c	*3%*	*3%*	7%cgh	5%c	*4%*	*4%*	*2%*	*4%*	*4%*
Interlink	43	1	6	2	4	4	4	3	5	10	39	2	2	-	39	5
	2%	*1%*	*3%*	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	6%cghjl	*2%*	*2%*	*1%*	-	*2%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
DX	30	-	4	1	5	2	6	2	8	3	30	-	-	-	19	10
	1%	-	*2%*	*1%*	3%l	*1%*	3%l	*1%*	*2%*	*2%*	*2%*	-	-	-	*1%*	3%n
Citipost	17	1	6	-	1	2	-	3	2	2	17	-	-	-	15	2
	1%	*1%*	2%f	-	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*1%*
Other company	7	-	2	-	-	-	1	-	-	1	4	3	*	-	7	-
	*	-	*1%*	-	-	-	*	-	-	*1%*	*	2%ceghj	*	-	*	-
None	394	15	62	42	15	26	41	43	37	32	312	17	57	9	355	40
	18%	*15%*	25%deghj	23%deh	*10%*	*14%*	20%dh	*16%*	*12%*	19%dh	17%dh	*16%*	31%adefg hijk	*19%*	*19%*	*14%*
Don't know	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Royal Mail	1575	644	143	247	169	45	34	1547	1575	1371
	74%	*83%*	*89%*	89%a	90%a	*88%*	*86%*	*76%*	100%gi	83%g
Hermes	390	167	52	102	64	18	20	379	326	330
	18%	*21%*	33%a	37%a	34%a	35%a	49%a	*19%*	*21%*	*20%*
Parcelforce	360	162	44	91	57	16	19	348	324	310
	17%	*21%*	*27%*	33%a	30%a	*31%*	47%ab	*17%*	21%g	*19%*
DPD	240	83	27	52	33	10	9	234	201	206
	11%	*11%*	17%a	19%a	18%a	*19%*	23%a	*11%*	*13%*	*12%*
DHL	235	97	24	54	37	8	9	229	205	207
	11%	*12%*	*15%*	19%a	20%a	*16%*	*23%*	*11%*	*13%*	*13%*
Yodel	226	106	35	70	40	15	15	211	181	181
	11%	*14%*	22%a	25%a	21%a	30%a	38%a	*10%*	*11%*	*11%*
FedEx	182	66	18	41	30	5	6	179	161	160
	9%	*8%*	*11%*	15%a	16%a	*11%*	*16%*	*9%*	*10%*	*10%*
UK Mail	156	49	22	41	27	4	9	150	133	129
	7%	*6%*	14%a	15%a	15%a	*8%*	23%a	*7%*	*8%*	*8%*
UPS	138	35	15	36	25	6	5	134	124	123
	6%	*5%*	9%a	13%a	13%a	13%a	*12%*	*7%*	*8%*	*7%*
Collect + (Collect Plus)	133	48	23	41	29	5	7	128	118	116
	6%	*6%*	14%a	15%a	16%a	*9%*	18%a	*6%*	*7%*	*7%*
TNT Express	94	40	10	26	13	10	3	85	82	79
	4%	*5%*	*6%*	10%a	*7%*	20%abcd	*8%*	*4%*	*5%*	*5%*
Interlink	43	11	4	11	8	2	2	43	43	40
	2%	*1%*	*2%*	4%a	4%a	*4%*	*4%*	*2%*	*3%*	*2%*
DX	30	8	1	9	2	5	2	29	28	28
	1%	*1%*	*1%*	3%a	*1%*	11%abcd	*4%*	*1%*	*2%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Citipost	17	6	1	7	5	-	2	17	17	16
	1%	*1%*	*1%*	2%a	3%a	-	4%a	*1%*	*1%*	*1%*
Other company	7	3	4	2	2	-	-	7	6	4
	*	*	2%a	*1%*	*1%*	-	-	*	*	*
None	394	73	7	4	2	2	*	341	-	196
	18%	9%cd	*4%*	*2%*	*1%*	*3%*	*1%*	17%hi	-	12%hi
Don't know	*	-	-	-	-	-	-	*	-	-
	*	-	-	-	-	-	-	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Royal Mail	1575	195	395	944	223	507	824	99	509	935	66	463	1007	113	416	1005	63	179
	74%	87%bcef	78%cf	*71%*	85%bcef	78%cf	*69%*	87%hilno	78%ilo	*72%*	91%hiklno	79%ilo	*72%*	88%hiklno	78%ilo	*72%*	*95%*	*88%*
Hermes	390	75	105	204	71	129	187	39	129	218	29	122	232	51	102	230	32	70
	18%	33%bcef	21%cf	*15%*	27%cef	20%cf	*16%*	34%hiklno	*20%*	*17%*	41%hiklno	21%ilo	*17%*	40%hiklno	*19%*	*17%*	*48%*	*34%*
Parcelforce	360	75	82	194	64	119	170	33	120	201	27	113	212	47	90	216	31	59
	17%	33%bcdef	*16%*	*14%*	25%bcf	18%cf	*14%*	29%hiklno	*18%*	*15%*	38%hiklno	19%l	*15%*	36%hiklno	*17%*	*16%*	47%q	*29%*
DPD	240	44	76	115	32	91	114	20	92	125	16	88	131	23	76	135	18	33
	11%	19%cdf	15%cf	*9%*	*12%*	14%cf	*10%*	17%ilo	14%ilo	*10%*	22%ilo	15%ilo	*9%*	18%ilo	14%ilo	*10%*	*28%*	*16%*
DHL	235	35	58	136	33	75	124	16	80	135	11	79	140	21	63	145	18	36
	11%	16%cf	*11%*	*10%*	*12%*	*12%*	*10%*	*14%*	*12%*	*10%*	*15%*	13%l	*10%*	17%il	*12%*	*10%*	*27%*	*18%*
Yodel	226	46	51	123	43	77	102	21	80	123	12	80	130	29	57	136	25	45
	11%	21%bcef	*10%*	*9%*	16%bcf	12%f	*9%*	19%ilno	*12%*	*9%*	*16%*	14%ilo	*9%*	22%hiklno	*11%*	*10%*	38%q	*22%*
FedEx	182	35	51	92	31	60	86	26	61	92	17	61	100	22	49	108	19	23
	9%	15%cef	10%c	*7%*	12%cf	*9%*	*7%*	23%hiklno	*9%*	*7%*	24%hiklno	10%il	*7%*	17%hilno	*9%*	*8%*	29%q	*11%*
UK Mail	156	32	41	83	24	58	73	20	53	81	14	51	88	25	41	88	14	26
	7%	14%bcf	*8%*	*6%*	*9%*	9%cf	*6%*	17%hiklno	*8%*	*6%*	20%hiklno	*9%*	*6%*	19%hiklno	*8%*	*6%*	*22%*	*13%*
UPS	138	28	32	77	23	41	73	14	40	82	15	38	83	20	34	83	14	23
	6%	12%bcef	*6%*	*6%*	*9%*	*6%*	*6%*	13%hiklno	*6%*	*6%*	21%hiklno	*7%*	*6%*	15%hiklno	*6%*	*6%*	*21%*	*11%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14A Which if any of these companies have you ever used to send a packet or parcel? Which others?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Collect + (Collect Plus)	133	29	25	72	21	40	67	15	40	75	14	32	82	28	23	78	12	30
	6%	13%bcef	*5%*	*5%*	*8%*	*6%*	*6%*	13%hikln o	*6%*	*6%*	20%hikln o	*6%*	*6%*	22%hikln o	*4%*	*6%*	*18%*	*15%*
TNT Express	94	19	18	54	19	22	50	8	28	57	8	27	58	11	24	59	14	12
	4%	9%bcef	*4%*	*4%*	7%bcef	*3%*	*4%*	*7%*	*4%*	*4%*	12%hikln o	*5%*	*4%*	8%l	*4%*	*4%*	21%q	*6%*
Interlink	43	5	9	29	5	12	25	4	10	28	4	10	28	5	9	29	4	8
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	6%hkn	*2%*	*2%*	*4%*	*2%*	*2%*	*6%*	*4%*
DX	30	9	7	12	9	10	11	6	9	15	4	9	15	7	6	15	6	3
	1%	4%bcef	*1%*	*1%*	3%cf	*2%*	*1%*	5%hikln o	*1%*	*1%*	6%hikln o	*1%*	*1%*	6%hikln o	*1%*	*1%*	10%q	*1%*
Citipost	17	3	4	10	3	4	10	3	2	12	3	2	12	2	2	12	3	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%hk	*	*1%*	4%hikln o	*	*1%*	*1%*	*	*1%*	*4%*	*2%*
Other company	7	-	1	4	1	1	5	-	1	6	1	1	6	-	1	6	2	-
	*	-	*	*	*1%*	*	*	-	*	*	*1%*	*	*	-	*	*	3%q	-
None	394	5	76	288	21	95	263	6	96	260	2	83	269	2	80	273	-	3
	18%	*2%*	15%ad	22%abde	8%a	15%ad	22%abde	*6%*	15%gjm	20%ghjkm n	*3%*	14%gjm	19%ghjkm n	*1%*	15%gjm	20%ghjkm n	-	*2%*
Don't know	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-
	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Royal Mail	1651	803	848	232	306	310	274	253	275	125	539	584	528
	77%	*77%*	*77%*	77%hi	82%ghi	82%ghi	84%ghi	74%hi	*66%*	*66%*	80%l	83%l	*70%*
Hermes	861	353	507	113	197	171	138	137	105	29	310	309	242
	40%	*34%*	46%a	37%hi	53%cfghi	45%hi	42%hi	40%hi	25%i	*15%*	46%l	44%l	*32%*
Parcelforce	781	392	389	74	155	162	154	135	102	36	229	316	237
	37%	*38%*	*35%*	*25%*	42%chi	43%chi	47%chi	39%chi	*25%*	*19%*	*34%*	45%jl	*31%*
Yodel	737	361	376	93	169	147	137	117	74	22	262	284	191
	34%	*35%*	*34%*	31%hi	45%cghi	39%hi	42%chi	34%hi	18%i	*12%*	39%l	40%l	*25%*
DPD	722	389	333	99	186	155	139	102	42	10	285	294	143
	34%	37%b	*30%*	33%hi	50%ceghi	41%ghi	42%cghi	30%hi	10%i	*5%*	42%l	42%l	*19%*
DHL	573	319	254	51	133	132	106	90	61	17	184	238	151
	27%	31%b	*23%*	17%i	36%cghi	35%cghi	32%chi	26%chi	15%i	*9%*	27%l	34%jl	*20%*
FedEx	499	283	216	75	118	111	76	75	44	10	193	187	119
	23%	27%b	*20%*	25%hi	32%fghi	29%hi	23%hi	22%hi	11%i	*5%*	29%l	26%l	*16%*
UPS	411	249	162	49	95	85	92	64	26	7	145	176	90
	19%	24%b	*15%*	16%hi	26%chi	22%hi	28%cghi	19%hi	*6%*	*4%*	21%l	25%l	*12%*
UK Mail	357	201	157	56	80	66	68	53	34	9	136	134	87
	17%	19%b	*14%*	18%hi	22%hi	17%hi	21%hi	15%hi	*8%*	*5%*	20%l	19%l	*12%*
TNT Express	314	204	110	18	59	83	66	53	34	12	78	149	87
	15%	20%b	*10%*	*6%*	16%chi	22%chi	20%chi	16%chi	*8%*	*6%*	*12%*	21%jl	*11%*
Collect + (Collect Plus)	202	88	114	26	52	47	38	27	11	1	78	85	38
	9%	*8%*	*10%*	9%hi	14%ghi	13%hi	11%hi	8%hi	*3%*	*1%*	12%l	12%l	*5%*
Interlink	194	122	71	15	48	53	40	25	12	1	63	93	37
	9%	12%b	*6%*	5%i	13%cghi	14%cghi	12%chi	7%hi	3%i	*1%*	9%l	13%jl	*5%*
DX	112	71	41	9	29	28	16	23	8	1	37	44	31
	5%	7%b	*4%*	3%i	8%chi	7%chi	5%hi	7%hi	2%i	*	*6%*	*6%*	*4%*
Citipost	89	67	22	6	25	26	13	11	8	1	31	39	19
	4%	6%b	*2%*	*2%*	7%chi	7%chi	4%i	3%i	*2%*	*1%*	5%l	6%l	*3%*

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Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Other company	15	6	9	1	1	-	3	5	5	3	2	3	9
	1%	*1%*	*1%*	*	*	-	*1%*	1%e	1%e	1%e	*	*	*1%*
None	212	109	103	31	18	32	20	34	78	44	48	52	112
	10%	*10%*	*9%*	10%d	*5%*	*8%*	*6%*	10%d	19%cdefg	23%cdefg	*7%*	*7%*	15%jk
Don't know	8	3	4	-	-	1	-	1	6	2	-	1	6
	*	*	*	-	-	*	-	*	1%cdf	1%d	-	*	1%j

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Royal Mail	1651	861	342	449	790	943	708	510	1140	298	1352
	77%	81%cd	77%c	*71%*	*74%*	81%f	*72%*	81%h	*76%*	*70%*	79%i
Hermes	861	521	160	179	339	530	330	297	564	118	743
	40%	49%bcd	36%c	*28%*	*32%*	46%f	*34%*	47%h	*37%*	*28%*	43%i
Parcelforce	781	485	147	149	296	487	294	249	532	128	653
	37%	46%bcd	33%cd	*24%*	*28%*	42%f	*30%*	*39%*	*35%*	*30%*	38%i
Yodel	737	438	140	158	299	466	271	266	471	118	619
	34%	41%bcd	32%c	*25%*	*28%*	40%f	*28%*	42%h	*31%*	*28%*	36%i
DPD	722	435	149	138	287	494	227	272	450	83	639
	34%	41%bcd	33%cd	*22%*	27%c	43%f	*23%*	43%h	*30%*	*19%*	37%i
DHL	573	369	105	99	204	388	185	199	374	58	515
	27%	35%bcd	24%cd	*16%*	*19%*	33%f	*19%*	31%h	*25%*	*14%*	30%i
FedEx	499	331	91	78	168	330	170	180	319	59	440
	23%	31%bcd	20%cd	*12%*	*16%*	28%f	*17%*	29%h	*21%*	*14%*	26%i
UPS	411	280	65	65	131	287	124	143	268	50	361
	19%	26%bcd	15%c	*10%*	*12%*	25%f	*13%*	23%h	*18%*	*12%*	21%i
UK Mail	357	209	78	70	148	226	132	129	228	52	305
	17%	20%cd	18%c	*11%*	*14%*	19%f	*13%*	20%h	*15%*	*12%*	18%i
TNT Express	314	213	56	45	101	223	91	125	189	32	282
	15%	20%bcd	13%c	*7%*	*9%*	19%f	*9%*	20%h	*13%*	*8%*	16%i
Collect + (Collect Plus)	202	139	30	33	63	140	61	74	127	26	175
	9%	13%bcd	*7%*	*5%*	*6%*	12%f	*6%*	12%h	*8%*	*6%*	10%i
Interlink	194	128	32	33	66	138	55	79	115	24	170
	9%	12%bcd	*7%*	*5%*	*6%*	12%f	*6%*	12%h	*8%*	*6%*	10%i
DX	112	74	19	20	39	74	39	44	69	12	101
	5%	7%cd	*4%*	*3%*	*4%*	6%f	*4%*	7%h	*5%*	*3%*	6%i
Citipost	89	66	12	11	23	62	27	31	58	14	75
	4%	6%bcd	*3%*	*2%*	*2%*	5%f	*3%*	*5%*	*4%*	*3%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Other company	15	7	6	2	8	4	11	3	12	2	13
	1%	*1%*	1%c	*	*1%*	*	*1%*	*	*1%*	*	*1%*
None	212	54	51	107	158	72	140	42	170	79	133
	10%	*5%*	11%a	17%ab	15%a	*6%*	14%e	*7%*	11%g	18%j	*8%*
Don't know	8	6	-	2	2	3	5	1	6	2	6
	*	*1%*	-	*	*	*	*	*	*	*1%*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Royal Mail	1651	1511	140	1333	317	1036	615	916	328	384	1340	311
	77%	79%b	*64%*	*77%*	*77%*	*76%*	*79%*	*76%*	*80%*	*77%*	*77%*	*76%*
Hermes	861	839	22	706	154	503	358	526	164	165	701	160
	40%	44%b	*10%*	*41%*	*37%*	*37%*	46%e	44%i	*40%*	*33%*	*41%*	*39%*
Parcelforce	781	742	39	643	138	501	280	487	132	154	628	153
	37%	39%b	*18%*	*37%*	*33%*	*37%*	*36%*	40%hi	*32%*	*31%*	*36%*	*37%*
Yodel	737	717	20	598	139	462	275	429	151	150	599	138
	34%	37%b	*9%*	*35%*	*34%*	*34%*	*35%*	36%i	*37%*	*30%*	*35%*	*34%*
DPD	722	708	14	566	156	423	299	431	154	127	574	147
	34%	37%b	*6%*	*33%*	*38%*	*31%*	38%e	36%i	38%i	*25%*	*33%*	*36%*
DHL	573	561	13	470	103	350	223	365	115	90	468	105
	27%	29%b	*6%*	*27%*	*25%*	*26%*	*29%*	30%i	28%i	*18%*	*27%*	*26%*
FedEx	499	487	12	384	115	313	186	312	107	75	410	89
	23%	25%b	*6%*	*22%*	28%c	*23%*	*24%*	26%i	26%i	*15%*	*24%*	*22%*
UPS	411	402	9	323	88	265	146	254	82	73	330	81
	19%	21%b	*4%*	*19%*	*21%*	*19%*	*19%*	21%i	*20%*	*15%*	*19%*	*20%*
UK Mail	357	346	11	278	79	217	140	209	76	68	300	57
	17%	18%b	*5%*	*16%*	*19%*	*16%*	*18%*	*17%*	*18%*	*14%*	*17%*	*14%*
TNT Express	314	303	11	243	71	198	116	217	46	49	248	66
	15%	16%b	*5%*	*14%*	*17%*	*15%*	*15%*	18%hi	*11%*	*10%*	*14%*	*16%*
Collect + (Collect Plus)	202	197	4	175	27	128	74	121	41	39	169	32
	9%	10%b	*2%*	10%d	*6%*	*9%*	*9%*	*10%*	*10%*	*8%*	*10%*	*8%*
Interlink	194	192	1	150	43	126	67	123	27	39	160	33
	9%	10%b	*1%*	*9%*	*10%*	*9%*	*9%*	*10%*	*7%*	*8%*	*9%*	*8%*
DX	112	111	2	92	21	77	35	75	10	27	92	20
	5%	6%b	*1%*	*5%*	*5%*	*6%*	*5%*	6%h	*2%*	5%h	*5%*	*5%*
Citipost	89	89	1	73	16	62	27	58	14	18	74	16
	4%	5%b	*	*4%*	*4%*	*5%*	*4%*	*5%*	*3%*	*4%*	*4%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Other company	15	13	2	13	2	8	7	9	2	4	14	1
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*
None	212	157	56	176	36	160	52	119	29	62	159	53
	10%	*8%*	25%a	*10%*	*9%*	12%f	*7%*	*10%*	*7%*	13%h	*9%*	13%j
Don't know	8	6	1	6	2	6	1	5	1	1	7	1
	*	*	*1%*	*	*	*	*	*	*	*	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Royal Mail	1651	70	191	118	124	149	167	224	250	121	1412	79	116	43	1429	217
	77%	*74%*	77%cl	*65%*	84%cil	81%cl	83%cil	83%cil	81%cil	*72%*	78%cl	*74%*	*64%*	89%abcik l	*77%*	*77%*
Hermes	861	31	104	63	60	86	83	81	163	64	733	46	67	15	768	90
	40%	*33%*	42%g	*34%*	40%g	47%acgm	41%g	*30%*	53%abcdf gijlm	*38%*	41%g	43%g	*37%*	*30%*	41%o	*32%*
Parcelforce	781	27	88	74	58	81	75	72	151	51	678	31	50	22	707	72
	37%	*29%*	*36%*	40%gl	39%gl	44%agikl	38%g	*27%*	49%abfgi jkl	*31%*	38%gl	*29%*	*28%*	45%gl	38%o	*26%*
Yodel	737	24	90	52	51	72	69	68	136	60	622	40	55	20	663	72
	34%	*25%*	36%g	*28%*	*35%*	39%acg	34%g	*25%*	44%acfgj l	36%g	35%g	38%g	*30%*	41%g	36%o	*26%*
DPD	722	15	90	61	56	74	85	74	116	52	624	35	49	14	626	94
	34%	*16%*	36%a	34%a	38%agl	40%agl	42%agijl	27%a	38%agl	31%a	35%ag	33%a	*27%*	*29%*	*34%*	*33%*
DHL	573	13	67	40	53	56	69	82	109	32	520	19	28	5	481	92
	27%	*14%*	27%alm	*22%*	36%acikl m	30%aiklm	34%acikl m	30%aiklm	35%acijk lm	*19%*	29%aiklm	*18%*	*16%*	*10%*	*26%*	33%n
FedEx	499	19	54	39	41	55	64	63	86	28	448	14	34	3	427	72
	23%	*20%*	22%m	21%m	28%ikm	30%iklm	32%bcikl m	23%km	28%iklm	*17%*	25%ikm	*13%*	19%m	*7%*	*23%*	*26%*
UPS	411	14	49	23	32	37	47	43	94	20	360	15	34	2	357	52
	19%	*15%*	20%m	*12%*	22%cim	20%im	23%cim	16%m	31%abceg ijklm	*12%*	20%cim	*14%*	18%m	*5%*	*19%*	*19%*
UK Mail	357	10	45	30	29	33	48	40	70	15	318	13	24	2	310	45
	17%	*10%*	18%im	16%m	20%im	18%im	24%agikl m	15%m	23%agiklm	*9%*	18%im	*12%*	13%m	*3%*	*17%*	*16%*
TNT Express	314	9	36	21	36	34	35	33	61	18	282	11	17	3	284	30
	15%	*10%*	*14%*	*11%*	24%abcgi jklm	19%ilm	17%l	*12%*	20%acgik lm	*11%*	16%l	*11%*	*9%*	*7%*	*15%*	*11%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Collect + (Collect Plus)	202	3	33	15	17	22	21	28	29	14	180	6	13	2	166	36
	9%	*3%*	13%am	*8%*	12%a	12%a	*10%*	10%a	*9%*	*8%*	10%a	*6%*	*7%*	*3%*	*9%*	*13%*
Interlink	194	5	26	10	20	23	26	17	41	13	181	6	7	-	166	26
	9%	*5%*	10%lm	*6%*	14%acgklm	13%cglm	13%cglm	*6%*	13%cgklm	8%m	10%lm	*6%*	*4%*	-	*9%*	*9%*
DX	112	5	19	5	8	13	10	7	26	8	101	-	11	1	94	18
	5%	5%k	8%gk	*3%*	5%k	7%k	5%k	*3%*	8%cgk	5%k	6%k	-	6%k	*3%*	*5%*	*6%*
Citipost	89	3	10	4	5	13	13	10	21	5	84	1	5	-	77	12
	4%	*3%*	*4%*	*2%*	*3%*	7%cklm	7%k	*4%*	7%ck	*3%*	*5%*	*1%*	*3%*	-	*4%*	*4%*
Other company	15	-	1	-	-	2	3	4	1	2	13	1	1	-	14	1
	1%	-	*	-	-	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*	-	*1%*	*
None	212	12	30	34	5	18	12	19	15	22	167	10	32	3	180	32
	10%	12%dh	12%dh	19%defghjkm	*3%*	10%d	*6%*	*7%*	*5%*	13%dfgh	9%dh	*9%*	18%defghjm	*6%*	*10%*	*12%*
Don't know	8	-	1	-	-	-	2	2	*	1	6	1	1	-	6	1
	*	-	*	-	-	-	*1%*	*1%*	*	*1%*	*	*1%*	*	-	*	*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Royal Mail	1651	622	141	233	157	43	32	1617	1371	1651
	77%	*80%*	88%a	*84%*	*84%*	*85%*	*82%*	*80%*	87%g	100%gh
Hermes	861	343	87	169	109	36	25	843	673	727
	40%	*44%*	54%a	61%a	58%a	71%a	*62%*	*41%*	*43%*	*44%*
Parcelforce	781	320	77	139	94	28	18	768	638	698
	37%	*41%*	*48%*	50%a	*50%*	*55%*	*45%*	*38%*	*41%*	42%g
Yodel	737	287	79	127	80	32	15	718	573	641
	34%	*37%*	50%a	46%a	*43%*	64%acdf	*38%*	*35%*	*36%*	39%g
DPD	722	246	64	113	72	26	16	711	562	635
	34%	*32%*	*40%*	41%a	*38%*	51%a	*39%*	*35%*	*36%*	38%g
DHL	573	212	62	103	69	20	14	564	460	525
	27%	*27%*	39%a	37%a	37%a	*40%*	*34%*	*28%*	*29%*	32%g
FedEx	499	182	44	86	57	19	10	489	413	445
	23%	*23%*	*27%*	31%a	*31%*	*37%*	*25%*	*24%*	*26%*	*27%*
UPS	411	149	39	79	52	18	9	408	343	373
	19%	*19%*	*25%*	29%a	28%a	36%a	*22%*	*20%*	*22%*	*23%*
UK Mail	357	122	37	68	47	16	6	346	273	327
	17%	*16%*	23%a	25%a	25%a	31%a	*15%*	*17%*	*17%*	20%g
TNT Express	314	130	32	56	36	18	3	305	257	281
	15%	*17%*	*20%*	*20%*	*19%*	35%acdf	*7%*	*15%*	*16%*	*17%*
Collect + (Collect Plus)	202	70	29	45	30	11	5	199	165	194
	9%	*9%*	18%a	16%a	16%a	21%a	*13%*	*10%*	*10%*	*12%*
Interlink	194	66	21	41	25	12	4	191	157	185
	9%	*9%*	*13%*	15%a	*13%*	24%a	*11%*	*9%*	*10%*	*11%*
DX	112	43	5	20	8	10	3	112	92	104
	5%	*5%*	*3%*	*7%*	*4%*	20%abcd	*7%*	*6%*	*6%*	*6%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Citipost	89	29	7	19	11	6	1	89	76	86
	4%	*4%*	*4%*	*7%*	*6%*	12%a	*2%*	*4%*	*5%*	*5%*
Other company	15	9	2	2	2	-	-	15	12	7
	1%	*1%*	*2%*	*1%*	*1%*	-	-	*1%*	*1%*	*
None	212	55	3	8	7	1	-	167	61	-
	10%	7%bc	*2%*	*3%*	*4%*	*1%*	-	8%hi	4%i	-
Don't know	8	2	-	-	-	-	-	8	7	-
	*	*	-	-	-	-	-	*i	*i	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Royal Mail	1651	184	405	1010	211	518	890	92	517	1008	65	469	1066	107	421	1072	61	165
	77%	82%f	80%cf	*76%*	*80%*	80%cf	*75%*	*82%*	*79%*	*77%*	90%ilo	*80%*	*77%*	*84%*	*79%*	*77%*	*92%*	*81%*
Hermes	861	124	218	501	117	289	443	56	287	511	43	266	541	80	233	536	44	124
	40%	55%bcdef	43%cf	*37%*	45%cf	45%cf	*37%*	50%ilo	44%lo	*39%*	60%hiklno	45%ilo	*39%*	63%hiklno	44%o	*39%*	*67%*	*61%*
Parcelforce	781	102	198	469	110	252	409	46	261	466	34	229	506	62	212	496	35	103
	37%	45%cf	*39%*	*35%*	42%f	*39%*	*35%*	*41%*	*40%*	*36%*	*47%*	*39%*	*36%*	48%ilo	*40%*	*36%*	*53%*	*50%*
Yodel	737	107	190	415	102	252	369	40	259	429	34	237	453	62	203	458	35	91
	34%	48%bcef	38%cf	*31%*	39%cf	39%cf	*31%*	*35%*	40%ilo	*33%*	47%ilo	40%ilo	*33%*	48%ilo	38%ilo	*33%*	*54%*	*44%*
DPD	722	100	185	414	86	241	380	37	240	430	37	217	450	61	195	449	31	81
	34%	45%cdf	37%c	*31%*	*33%*	37%cf	*32%*	*33%*	*37%*	*33%*	51%ghiklno	*37%*	*32%*	47%ghilno	*37%*	*32%*	*47%*	*40%*
DHL	573	68	155	335	68	207	287	40	185	340	32	170	359	51	147	362	24	79
	27%	*31%*	31%cf	*25%*	*26%*	32%cf	*24%*	36%ilo	*28%*	*26%*	45%hiklno	*29%*	*26%*	40%hiklno	*28%*	*26%*	*36%*	*39%*
FedEx	499	72	128	281	74	156	256	42	168	281	29	156	304	47	139	303	25	61
	23%	32%cef	*25%*	*21%*	28%cf	*24%*	*22%*	37%hiklno	26%i	*21%*	40%hiklno	27%ilo	*22%*	36%hiklno	26%i	*22%*	*38%*	*30%*
UPS	411	57	107	240	51	148	207	23	145	239	24	133	250	42	116	247	24	56
	19%	25%cf	*21%*	*18%*	*19%*	23%cf	*17%*	*20%*	22%lo	*18%*	33%ilo	23%ilo	*18%*	33%ghiklno	*22%*	*18%*	*36%*	*27%*
UK Mail	357	52	91	204	50	122	178	29	118	203	22	112	214	39	91	219	22	46
	17%	23%cf	*18%*	*15%*	*19%*	19%f	*15%*	25%ilo	*18%*	*16%*	31%hiklno	*19%*	*15%*	30%hiklno	*17%*	*16%*	*33%*	*22%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.14B Which if any of these companies have you encountered because they delivered a packet or parcel to you? Which others?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
TNT Express	314	39	90	179	40	114	156	17	111	182	15	101	193	25	86	198	17	39
	15%	*17%*	18%cf	*13%*	*15%*	18%cf	*13%*	*15%*	*17%*	*14%*	*21%*	*17%*	*14%*	*19%*	*16%*	*14%*	*26%*	*19%*
Collect + (Collect Plus)	202	39	53	100	25	75	97	19	68	112	18	60	121	32	48	117	18	28
	9%	17%bcdef	*11%*	*8%*	*10%*	12%cf	*8%*	17%ilno	*10%*	*9%*	24%hiklno	*10%*	*9%*	25%hiklno	*9%*	*8%*	27%q	*14%*
Interlink	194	29	57	103	23	74	93	14	63	113	13	57	120	24	46	118	10	31
	9%	13%cf	11%cf	*8%*	*9%*	11%cf	*8%*	*12%*	*10%*	*9%*	18%hiklno	*10%*	*9%*	19%hiklno	*9%*	*8%*	*15%*	*15%*
DX	112	16	31	64	19	40	52	7	38	66	11	34	67	17	28	67	7	13
	5%	*7%*	*6%*	*5%*	*7%*	*6%*	*4%*	*6%*	*6%*	*5%*	15%hiklno	*6%*	*5%*	13%hiklno	*5%*	*5%*	*11%*	*6%*
Citipost	89	14	22	51	11	36	42	10	31	49	7	28	54	13	23	52	7	12
	4%	*6%*	*4%*	*4%*	*4%*	*6%*	*4%*	9%ilo	*5%*	*4%*	10%ilo	*5%*	*4%*	10%hiklno	*4%*	*4%*	*10%*	*6%*
Other company	15	3	3	9	4	4	8	2	2	11	-	2	13	2	2	11	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*	*1%*	*1%*	*	*1%*	-	*1%*
None	212	8	30	164	16	44	146	5	47	132	1	42	140	4	39	140	-	7
	10%	*4%*	*6%*	12%abde	*6%*	*7%*	12%abde	*5%*	*7%*	10%jm	*2%*	*7%*	10%jm	*3%*	*7%*	10%jm	-	*3%*
Don't know	8	1	1	4	-	1	6	-	2	5	-	1	7	-	1	7	-	-
	*	*1%*	*	*	-	*	*	-	*	*	-	*	*1%*	-	*	*1%*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.15 On average, how often do you send parcels and packets?
Base: All who have sent at a parcel at least once in the past month

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	252	102	150	29	27	56	51	37	52	16	56	107	89
Weighted Base	278	110*	168	35**	32**	69*	64*	46*	31*	10**	67*	133*	77*
More than twice a day	3	3	-	1	-	1	-	-	-	-	1	1	-
	1%	*2%*	-	*4%*	-	*2%*	-	-	-	-	*2%*	*1%*	-
Twice a day	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Once a day	2	1	2	1	-	-	-	1	1	-	1	-	2
	1%	*1%*	*1%*	*2%*	-	-	-	*2%*	*2%*	-	*1%*	-	*2%*
More than once a week but not everyday	26	13	12	2	3	9	6	4	2	*	5	14	6
	9%	*12%*	*7%*	*6%*	*9%*	*13%*	*9%*	*8%*	*7%*	*4%*	*8%*	*11%*	*8%*
Once a week	35	16	20	5	2	12	7	7	2	1	7	19	9
	13%	*14%*	*12%*	*14%*	*6%*	*18%*	*11%*	*15%*	*7%*	*9%*	*10%*	*14%*	*12%*
Less than once a week	204	71	133	23	27	45	50	34	26	9	49	95	59
	73%	*65%*	79%a	*64%*	*84%*	*66%*	*77%*	*74%*	*81%*	*87%*	*74%*	*71%*	*77%*
SUMMARY CODES													
DAILY	5	3	2	2	-	1	-	1	1	-	2	1	2
	2%	*3%*	*1%*	*6%*	-	*2%*	-	*2%*	*2%*	-	*3%*	*1%*	*2%*
WEEKLY	61	29	32	7	5	21	13	11	4	1	12	34	15
	22%	*27%*	*19%*	*21%*	*16%*	*31%*	*20%*	*24%*	*14%*	*13%*	*18%*	*25%*	*20%*
Don't know	8	6	2	3	-	1	2	-	1	-	3	3	1
	3%	*5%*	*1%*	*9%*	-	*2%*	*3%*	-	*4%*	-	*5%*	*2%*	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.15 On average, how often do you send parcels and packets?
Base: All who have sent at a parcel at least once in the past month

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	252	146	48	58	106	135	117	90	162	41	211
Weighted Base	278	178	48*	52*	100*	170	108*	109*	169	37*	241
More than twice a day	3	1	1	-	1	3	-	1	1	-	3
	1%	*1%*	*3%*	-	*1%*	*2%*	-	*1%*	*1%*	-	*1%*
Twice a day	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Once a day	2	2	-	1	1	1	2	-	2	-	2
	1%	*1%*	-	*1%*	*1%*	*	*2%*	-	*1%*	-	*1%*
More than once a week but not everyday	26	20	3	3	6	19	7	12	14	2	23
	9%	*11%*	*6%*	*6%*	*6%*	*11%*	*7%*	*11%*	*8%*	*6%*	*10%*
Once a week	35	21	7	7	15	25	11	13	22	5	30
	13%	*12%*	*15%*	*14%*	*15%*	*14%*	*10%*	*12%*	*13%*	*14%*	*13%*
Less than once a week	204	132	35	37	72	120	84	81	123	28	176
	73%	*74%*	*73%*	*72%*	*72%*	*70%*	*78%*	*75%*	*73%*	*76%*	*73%*
SUMMARY CODES											
DAILY	5	3	1	1	2	3	2	1	4	-	5
	2%	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	*2%*
WEEKLY	61	40	10	11	21	43	18	25	36	8	53
	22%	*23%*	*21%*	*20%*	*21%*	*25%*	*17%*	*23%*	*21%*	*21%*	*22%*
Don't know	8	3	1	4	5	4	4	1	6	1	7
	3%	*2%*	*3%*	*7%a*	*5%*	*2%*	*4%*	*1%*	*4%*	*3%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.15 On average, how often do you send parcels and packets?
Base: All who have sent at a parcel at least once in the past month

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	252	242	10	210	42	145	107	167	35	49	197	55
Weighted Base	278	269	9**	232	46*	153	125*	187	41*	48*	226	52*
More than twice a day	3	3	-	3	-	3	-	1	-	1	3	-
	1%	1%	-	1%	-	2%	-	1%	-	3%	1%	-
Twice a day	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Once a day	2	2	-	2	1	1	2	1	-	1	2	1
	1%	1%	-	1%	2%	*	1%	1%	-	3%	1%	1%
More than once a week but not everyday	26	24	2	25	1	15	11	18	-	7	20	6
	9%	9%	22%	11%	2%	10%	9%	10%	-	15%h	9%	11%
Once a week	35	34	1	28	8	21	14	23	10	2	28	7
	13%	13%	13%	12%	17%	14%	11%	12%	25%i	5%	12%	14%
Less than once a week	204	199	5	171	33	110	93	142	30	31	167	36
	73%	74%	56%	74%	71%	72%	75%	76%	73%	64%	74%	71%
SUMMARY CODES												
DAILY	5	5	-	4	1	3	2	2	-	3	4	1
	2%	2%	-	2%	2%	2%	1%	1%	-	6%	2%	1%
WEEKLY	61	58	3	53	9	36	25	41	10	10	48	13
	22%	22%	35%	23%	19%	23%	20%	22%	25%	20%	21%	25%
Don't know	8	7	1	4	4	4	4	2	1	5	6	1
	3%	3%	8%	2%	9%c	2%	3%	1%	2%	10%g	3%	3%

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.15 On average, how often do you send parcels and packets?
Base: All who have sent at a parcel at least once in the past month

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	252	10	21	17	21	28	25	29	35	25	211	15	18	8	226	25
Weighted Base	278	12**	27**	19**	21**	26**	28**	36**	42*	27**	237	13**	21**	7**	247	30**
More than twice a day	3	-	-	1	-	-	-	-	-	1	3	-	-	-	3	-
	1%	-	-	*7%*	-	-	-	-	-	*5%*	*1%*	-	-	-	*1%*	-
Twice a day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Once a day	2	1	-	-	2	-	-	-	-	-	2	-	-	-	2	-
	1%	*6%*	-	-	*8%*	-	-	-	-	-	*1%*	-	-	-	*1%*	-
More than once a week but not everyday	26	2	4	1	3	4	3	7	2	-	25	1	-	-	16	9
	9%	*16%*	*14%*	*4%*	*15%*	*14%*	*12%*	*19%*	*4%*	-	*11%*	*6%*	-	-	*7%*	*29%*
Once a week	35	1	6	-	1	6	5	6	2	4	31	-	4	1	33	2
	13%	*8%*	*21%*	-	*6%*	*24%*	*16%*	*17%*	*4%*	*16%*	*13%*	-	*17%*	*13%*	*13%*	*8%*
Less than once a week	204	7	17	16	15	16	20	23	38	17	169	11	17	6	185	19
	73%	*54%*	*65%*	*85%*	*71%*	*62%*	*72%*	*64%*	92%j	*64%*	*72%*	*84%*	*83%*	*87%*	*75%*	*63%*
SUMMARY CODES																
DAILY	5	1	-	1	2	-	-	-	-	1	5	-	-	-	5	-
	2%	*6%*	-	*7%*	*8%*	-	-	-	-	*5%*	*2%*	-	-	-	*2%*	-
WEEKLY	61	3	10	1	4	10	8	13	3	4	56	1	4	1	49	11
	22%	*24%*	*35%*	*4%*	*21%*	*38%*	*28%*	*36%*	*8%*	*16%*	24%h	*6%*	*17%*	*13%*	*20%*	*37%*
Don't know	8	2	-	1	-	-	-	-	-	4	7	1	-	-	8	-
	3%	*16%*	-	*4%*	-	-	-	-	-	*14%*	*3%*	*10%*	-	-	*3%*	-

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.15 On average, how often do you send parcels and packets?
Base: All who have sent at a parcel at least once in the past month

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	252	153	68	252	170	47	35	239	222	209
Weighted Base	278	165	75*	278	188	51*	40*	264	247	233
More than twice a day	3	1	3	3	-	-	3	3	3	3
	1%	*1%*	3%d	*1%*	-	-	7%acd	*1%*	*1%*	*1%*
Twice a day	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Once a day	2	2	2	2	-	-	2	2	2	2
	1%	*1%*	*2%*	*1%*	-	-	6%cd	*1%*	*1%*	*1%*
More than once a week but not everyday	26	17	8	26	11	9	6	24	24	22
	9%	*10%*	*10%*	*9%*	*6%*	17%d	16%d	*9%*	*10%*	*9%*
Once a week	35	26	16	35	15	10	10	35	34	34
	13%	16%d	21%d	*13%*	*8%*	20%d	25%d	*13%*	*14%*	*15%*
Less than once a week	204	117	47	204	155	31	18	195	179	165
	73%	71%f	*63%*	73%f	83%abcef	*61%*	*46%*	*74%*	*72%*	*71%*
SUMMARY CODES										
DAILY	5	3	4	5	-	-	5	5	5	5
	2%	*2%*	6%d	*2%*	-	-	13%acde	*2%*	*2%*	*2%*
WEEKLY	61	43	24	61	26	19	16	59	58	56
	22%	26%d	31%d	*22%*	*14%*	37%cd	41%cd	*22%*	*23%*	*24%*
Don't know	8	1	-	8	7	1	*	5	6	7
	3%	*1%*	-	*3%*	*4%*	*1%*	*1%*	*2%*	*2%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.15 On average, how often do you send parcels and packets?
Base: All who have sent at a parcel at least once in the past month

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	252	93	45	110	66	77	107	28	86	138	27	80	144	65	50	136	57	188
Weighted Base	278	106*	44*	123*	75*	81*	119*	36**	92*	149	33**	85*	158	75*	51*	150	66*	204
More than twice a day	3	1	-	1	1	-	1	-	1	1	1	1	-	1	1	-	3	-
	1%	*1%*	-	*1%*	*2%*	-	*1%*	-	*1%*	*1%*	*4%*	*1%*	-	*2%*	*2%*	-	4%q	-
Twice a day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Once a day	2	1	-	1	1	-	1	-	-	2	-	-	2	1	-	1	2	-
	1%	*1%*	-	*1%*	*1%*	-	*1%*	-	-	*2%*	-	-	*2%*	*1%*	-	*1%*	4%q	-
More than once a week but not everyday	26	16	1	9	9	5	11	8	7	11	10	7	9	13	2	10	26	-
	9%	15%b	*2%*	*7%*	*12%*	*7%*	*9%*	*21%*	*7%*	*8%*	*29%*	*8%*	*6%*	18%ilno	*4%*	*7%*	39%q	-
Once a week	35	19	4	12	11	11	13	10	14	12	9	13	13	17	9	10	35	-
	13%	*18%*	*9%*	*10%*	*15%*	*14%*	*11%*	*27%*	*15%*	*8%*	*28%*	*15%*	*8%*	22%ilo	17%o	*7%*	54%q	-
Less than once a week	204	69	38	92	52	63	87	19	68	117	13	62	129	43	37	123	-	204
	73%	*65%*	86%a	*75%*	*70%*	*77%*	*73%*	*52%*	74%m	78%m	*39%*	*72%*	82%m	*57%*	*72%*	82%m	-	100%p
SUMMARY CODES																		
DAILY	5	2	-	3	2	-	3	-	1	4	1	1	2	2	1	1	5	-
	2%	*2%*	-	*2%*	*3%*	-	*2%*	-	*1%*	*3%*	*4%*	*1%*	*2%*	*3%*	*2%*	*1%*	8%q	-
WEEKLY	61	35	5	22	20	17	25	18	21	23	19	20	22	30	11	20	61	-
	22%	33%bc	*11%*	*18%*	*27%*	*20%*	*21%*	*48%*	*22%*	*15%*	*57%*	*23%*	*14%*	40%hikl o	*21%*	*13%*	92%q	-
Don't know	8	-	2	6	-	2	5	-	2	5	-	2	4	-	2	5	-	-
	3%	-	*4%*	5%a	-	*2%*	*4%*	-	*3%*	*4%*	-	*3%*	*3%*	-	*5%*	*4%*	-	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.16 When sending small/medium parcels using Royal Mail which service do you tend to use?
Base: All who have ever used Royal Mail to send a packet or parcel

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	1556	719	837	182	223	246	212	219	474	219	405	458	693
Weighted Base	1575	733	842	200	265	302	256	264	290	132	465	557	553
1st class all of the time	476	249	227	57	79	99	97	72	71	27	136	196	144
	30%	34%b	*27%*	*28%*	30%i	33%hi	38%ghi	*28%*	*25%*	*21%*	*29%*	35%l	*26%*
1st class most of the time	294	135	159	47	55	70	42	41	39	19	102	112	80
	19%	*18%*	*19%*	23%hi	21%h	23%ghi	*17%*	*16%*	*14%*	*14%*	22%l	20%l	*15%*
1st and 2nd class in equal amounts	255	118	137	21	46	57	32	48	50	22	68	89	99
	16%	*16%*	*16%*	*11%*	*17%*	19%c	*13%*	18%c	17%c	*17%*	*15%*	*16%*	*18%*
2nd class most of the time	283	106	176	32	48	43	41	55	63	31	80	84	118
	18%	*15%*	21%a	*16%*	*18%*	*14%*	*16%*	*21%*	22%e	23%e	*17%*	*15%*	21%k
2nd class all of the time	94	26	69	11	15	10	14	15	29	12	26	24	44
	6%	*4%*	8%a	*6%*	*6%*	*3%*	*6%*	*6%*	10%e	9%e	*6%*	*4%*	8%k
SUMMARY CODES													
FIRST CLASS ALL OR MOST OF THE TIME	770	384	386	103	134	169	140	113	111	46	237	308	224
	49%	52%b	*46%*	52%hi	51%hi	56%ghi	55%ghi	*43%*	*38%*	*35%*	51%l	55%l	*41%*
SECOND CLASS ALL OR MOST OF THE TIME	377	132	245	44	63	53	56	70	92	43	107	108	162
	24%	*18%*	29%a	*22%*	*24%*	*18%*	*22%*	27%e	32%cdef	33%cdef	*23%*	*19%*	29%jk
Don't know	173	99	73	32	21	23	28	32	37	21	53	51	69
	11%	14%b	*9%*	16%de	*8%*	*8%*	*11%*	*12%*	13%e	16%de	*11%*	*9%*	*12%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.16 When sending small/medium parcels using Royal Mail which service do you tend to use?
Base: All who have ever used Royal Mail to send a packet or parcel

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	1556	710	333	513	846	702	854	420	1136	339	1217
Weighted Base	1575	829	321	425	746	868	707	485	1091	288	1288
1st class all of the time	476	232	106	138	244	293	183	155	321	77	399
	30%	*28%*	*33%*	*33%*	*33%*	34%f	*26%*	*32%*	*29%*	*27%*	*31%*
1st class most of the time	294	176	59	60	118	180	114	89	205	46	248
	19%	21%cd	*18%*	*14%*	*16%*	21%f	*16%*	*18%*	*19%*	*16%*	*19%*
1st and 2nd class in equal amounts	255	145	48	62	110	141	114	90	166	41	215
	16%	*17%*	*15%*	*15%*	*15%*	*16%*	*16%*	*18%*	*15%*	*14%*	*17%*
2nd class most of the time	283	166	44	73	117	132	151	78	205	61	221
	18%	20%bd	*14%*	*17%*	*16%*	*15%*	21%e	*16%*	*19%*	*21%*	*17%*
2nd class all of the time	94	47	21	27	48	43	52	26	68	26	69
	6%	*6%*	*6%*	*6%*	*6%*	*5%*	*7%*	*5%*	*6%*	9%j	*5%*
SUMMARY CODES											
FIRST CLASS ALL OR MOST OF THE TIME	770	407	165	198	363	473	297	245	525	123	647
	49%	*49%*	*51%*	*47%*	*49%*	55%f	*42%*	*50%*	*48%*	*43%*	50%i
SECOND CLASS ALL OR MOST OF THE TIME	377	212	64	100	165	175	202	104	273	87	290
	24%	*26%*	*20%*	*24%*	*22%*	*20%*	29%e	*22%*	*25%*	30%j	*23%*
Don't know	173	65	44	64	108	79	94	46	126	37	136
	11%	*8%*	14%a	15%a	14%a	*9%*	13%e	*10%*	*12%*	*13%*	*11%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.16 When sending small/medium parcels using Royal Mail which service do you tend to use?
Base: All who have ever used Royal Mail to send a packet or parcel

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	1556	1358	198	1266	290	1007	549	899	264	373	1233	323
Weighted Base	1575	1440	136	1277	298	987	588	914	296	348	1272	303
1st class all of the time	476	439	37	385	91	320	156	261	98	114	382	94
	30%	*31%*	*27%*	*30%*	*31%*	32%f	*27%*	*29%*	*33%*	*33%*	*30%*	*31%*
1st class most of the time	294	279	15	240	54	176	118	169	58	61	230	64
	19%	19%b	*11%*	*19%*	*18%*	*18%*	*20%*	*19%*	*20%*	*18%*	*18%*	*21%*
1st and 2nd class in equal amounts	255	232	23	204	52	143	112	145	49	57	202	54
	16%	*16%*	*17%*	*16%*	*17%*	*14%*	19%e	*16%*	*17%*	*17%*	*16%*	*18%*
2nd class most of the time	283	260	23	234	48	168	115	188	46	46	235	48
	18%	*18%*	*17%*	*18%*	*16%*	*17%*	*20%*	21%i	*15%*	*13%*	*18%*	*16%*
2nd class all of the time	94	81	14	87	7	63	31	61	18	16	79	15
	6%	*6%*	10%a	7%d	*2%*	*6%*	*5%*	*7%*	*6%*	*5%*	*6%*	*5%*
SUMMARY CODES												
FIRST CLASS ALL OR MOST OF THE TIME	770	718	52	624	146	496	274	431	157	176	612	158
	49%	50%b	*39%*	*49%*	*49%*	*50%*	*47%*	*47%*	*53%*	*51%*	*48%*	*52%*
SECOND CLASS ALL OR MOST OF THE TIME	377	341	37	322	55	231	146	248	63	63	314	63
	24%	*24%*	*27%*	25%d	*19%*	*23%*	*25%*	27%i	*21%*	*18%*	*25%*	*21%*
Don't know	173	149	24	127	45	117	56	89	26	52	145	28
	11%	*10%*	18%a	*10%*	15%c	*12%*	*9%*	*10%*	*9%*	15%gh	*11%*	*9%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.16 When sending small/medium parcels using Royal Mail which service do you tend to use?
Base: All who have ever used Royal Mail to send a packet or parcel

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	1556	70	161	126	124	150	139	189	231	129	1319	82	108	47	1364	187
Weighted Base	1575	72*	174	131	120	140	145	204	246	119	1351	77*	109*	38*	1357	212
1st class all of the time	476	28	50	46	36	39	50	67	60	29	405	24	36	10	400	75
	30%	39%hi	*29%*	35%h	*30%*	*28%*	34%h	*33%*	*24%*	*24%*	*30%*	*31%*	*34%*	*27%*	*29%*	*35%*
1st class most of the time	294	6	32	31	16	25	29	29	57	14	239	13	23	19	253	39
	19%	*8%*	*18%*	24%ai	*14%*	*18%*	*20%*	*14%*	23%adgi	*12%*	*18%*	*16%*	22%a	50%abcde fghijkl	*19%*	*18%*
1st and 2nd class in equal amounts	255	4	37	18	21	24	20	44	44	19	230	7	15	4	211	44
	16%	*5%*	21%ak	*14%*	17%a	17%a	*14%*	22%ak	18%a	16%a	17%a	*9%*	*14%*	*9%*	*16%*	*21%*
2nd class most of the time	283	15	28	21	28	29	33	33	45	21	254	8	17	4	255	28
	18%	*21%*	*16%*	*16%*	23%k	*21%*	23%k	*16%*	*18%*	*18%*	*19%*	*10%*	*16%*	*10%*	*19%*	*13%*
2nd class all of the time	94	5	12	6	4	11	3	8	21	8	78	2	12	1	86	9
	6%	*7%*	*7%*	*5%*	*3%*	8%f	*2%*	*4%*	8%f	*7%*	*6%*	*3%*	11%dfgj	*3%*	*6%*	*4%*
SUMMARY CODES																
FIRST CLASS ALL OR MOST OF THE TIME	770	34	82	77	52	64	78	96	117	42	644	37	60	29	653	114
	49%	*48%*	*47%*	59%deij	*44%*	*46%*	54%i	*47%*	47%i	*36%*	48%i	*48%*	55%i	77%abcde fghijkl	*48%*	*54%*
SECOND CLASS ALL OR MOST OF THE TIME	377	20	39	28	32	40	36	41	65	29	332	10	29	5	341	36
	24%	28%k	*23%*	*21%*	27%k	29%km	*25%*	*20%*	27%k	*25%*	25%k	*14%*	27%k	*13%*	25%o	*17%*
Don't know	173	13	16	8	15	12	11	22	20	28	145	23	4	-	152	18
	11%	19%cefhlm	*9%*	*6%*	12%lm	*8%*	*7%*	11%m	*8%*	24%bcdef ghjlm	11%lm	30%bcdefg hjlm	*4%*	-	*11%*	*8%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.16 When sending small/medium parcels using Royal Mail which service do you tend to use?
Base: All who have ever used Royal Mail to send a packet or parcel

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	1556	661	135	222	151	41	30	1528	1556	1340
Weighted Base	1575	644	143	247	169	45*	34**	1547	1575	1371
1st class all of the time	476	175	43	75	63	4	8	463	476	419
	30%	27%e	30%e	30%e	38%ae	*10%*	*23%*	*30%*	*30%*	*31%*
1st class most of the time	294	114	25	58	39	14	6	292	294	254
	19%	*18%*	*18%*	*23%*	*23%*	*31%*	*16%*	*19%*	*19%*	*19%*
1st and 2nd class in equal amounts	255	108	27	39	24	8	6	254	255	226
	16%	*17%*	*19%*	*16%*	*14%*	*19%*	*19%*	*16%*	*16%*	*16%*
2nd class most of the time	283	148	39	55	31	12	12	278	283	241
	18%	*23%*	*27%*	*22%*	*18%*	*27%*	*35%*	*18%*	*18%*	*18%*
2nd class all of the time	94	52	5	17	9	6	2	93	94	80
	6%	*8%*	*3%*	*7%*	*5%*	12%b	*7%*	*6%*	*6%*	*6%*
SUMMARY CODES										
FIRST CLASS ALL OR MOST OF THE TIME	770	289	69	133	102	18	13	755	770	674
	49%	*45%*	*48%*	54%a	61%ae	*40%*	*39%*	*49%*	*49%*	*49%*
SECOND CLASS ALL OR MOST OF THE TIME	377	201	44	71	39	18	14	371	377	321
	24%	*31%*	*31%*	*29%*	*23%*	*39%*	*42%*	*24%*	*24%*	*23%*
Don't know	173	46	4	4	3	1	-	167	173	152
	11%	7%cd	*2%*	*1%*	*2%*	*2%*	-	*11%*	*11%*	*11%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.16 When sending small/medium parcels using Royal Mail which service do you tend to use?
Base: All who have ever used Royal Mail to send a packet or parcel

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	1556	182	393	941	224	501	809	93	506	924	59	459	997	100	411	1004	55	163
Weighted Base	1575	195	395	944	223	507	824	99*	509	935	66*	463	1007	113*	416	1005	63*	179
1st class all of the time	476	45	117	296	51	156	262	35	140	291	21	134	311	31	119	314	16	58
	30%	*23%*	*30%*	31%ad	*23%*	31%d	32%ad	*35%*	*28%*	*31%*	*31%*	*29%*	*31%*	*27%*	*29%*	*31%*	*26%*	*33%*
1st class most of the time	294	55	65	170	53	83	155	21	92	179	12	79	200	25	69	196	15	43
	19%	28%bcef	*16%*	*18%*	24%be	*16%*	*19%*	*21%*	*18%*	*19%*	*19%*	*17%*	*20%*	*23%*	*17%*	*20%*	*23%*	*24%*
1st and 2nd class in equal amounts	255	34	72	144	44	89	120	12	90	149	12	79	159	13	72	166	11	27
	16%	*17%*	*18%*	*15%*	*20%*	*17%*	*15%*	*13%*	*18%*	*16%*	*19%*	*17%*	*16%*	*11%*	*17%*	*16%*	*17%*	*15%*
2nd class most of the time	283	47	87	147	45	103	134	19	104	156	16	98	163	31	88	158	17	36
	18%	24%cf	22%cf	*16%*	*20%*	20%c	*16%*	*20%*	20%o	*17%*	*24%*	21%lo	*16%*	28%ilo	21%lo	*16%*	*28%*	*20%*
2nd class all of the time	94	12	20	62	15	31	47	4	37	51	3	32	57	8	29	55	3	13
	6%	*6%*	*5%*	*7%*	*7%*	*6%*	*6%*	*5%*	*7%*	*5%*	*5%*	*7%*	*6%*	*7%*	*7%*	*5%*	*5%*	*7%*
SUMMARY CODES																		
FIRST CLASS ALL OR MOST OF THE TIME	770	100	182	466	104	239	417	56	232	470	33	213	510	56	189	510	31	102
	49%	*51%*	*46%*	*49%*	*47%*	*47%*	*51%*	*57%*	*46%*	*50%*	*50%*	*46%*	*51%*	*50%*	*45%*	*51%*	*49%*	*57%*
SECOND CLASS ALL OR MOST OF THE TIME	377	58	107	209	60	134	181	24	142	206	19	130	220	39	117	213	21	49
	24%	30%cf	*27%*	*22%*	*27%*	*26%*	*22%*	*24%*	28%ilo	*22%*	*29%*	28%ilo	*22%*	35%ilo	28%ilo	*21%*	*33%*	*28%*
Don't know	173	3	35	125	16	46	105	7	46	110	1	41	118	4	39	117	1	1
	11%	*2%*	9%a	13%abde	7%a	9%a	13%ad	*7%*	*9%*	12%jm	*2%*	*9%*	12%jm	*4%*	*9%*	12%jm	*1%*	*1%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	138	76	62	23	22	18	18	15	42	13	45	36	57
Weighted Base	144	82*	62*	27**	28**	23**	22**	19**	25*	8**	54*	45*	44*
Price related (verbatim)	23	6	17	1	2	-	8	6	6	1	4	8	11
	16%	*7%*	*27%a*	*5%*	*8%*	*-*	*35%*	*31%*	*22%*	*20%*	*7%*	*17%*	*26%j*
Better ability to track the delivery	17	10	7	5	4	2	3	3	-	-	8	5	3
	12%	*12%*	*12%*	*18%*	*13%*	*10%*	*13%*	*17%*	*-*	*-*	*15%*	*11%*	*7%*
More convenient for me to drop the parcel off	15	8	7	-	8	2	1	2	3	-	8	3	4
	11%	*10%*	*11%*	*-*	*29%*	*7%*	*7%*	*8%*	*10%*	*-*	*15%*	*7%*	*9%*
More convenient for the recipient to take the delivery	13	10	3	4	1	5	1	-	2	-	5	6	2
	9%	*12%*	*5%*	*13%*	*4%*	*21%*	*6%*	*-*	*9%*	*-*	*9%*	*14%*	*5%*
Recommended by others	13	5	8	3	4	1	1	2	1	-	6	2	4
	9%	*6%*	*12%*	*10%*	*14%*	*5%*	*6%*	*13%*	*6%*	*-*	*12%*	*5%*	*9%*
Quicker delivery	9	7	2	2	3	1	1	-	3	2	5	2	3
	6%	*9%*	*4%*	*7%*	*10%*	*4%*	*6%*	*-*	*10%*	*23%*	*8%*	*5%*	*6%*
More convenient for me to have the parcel collected	9	5	4	2	2	-	1	2	2	1	4	1	4
	6%	*6%*	*7%*	*6%*	*8%*	*-*	*6%*	*10%*	*7%*	*7%*	*7%*	*3%*	*8%*
Parcel less likely to get lost	7	2	6	1	-	3	-	2	1	1	1	3	3
	5%	*2%*	*9%*	*4%*	*-*	*15%*	*-*	*10%*	*3%*	*11%*	*2%*	*8%*	*6%*
Guarantee that the parcel would arrive on time	6	4	2	-	4	-	-	-	2	1	4	-	2
	4%	*5%*	*4%*	*-*	*13%*	*-*	*-*	*-*	*9%*	*10%*	*7%*	*-*	*5%*
Guarantee that the parcel would arrive intact	6	4	1	1	1	1	2	-	*	*	2	3	*
	4%	*5%*	*2%*	*5%*	*4%*	*4%*	*9%*	*-*	*2%*	*6%*	*4%*	*6%*	*1%*
Lower cost of insurance	5	3	2	3	1	1	-	-	*	-	4	1	*
	4%	*4%*	*3%*	*11%*	*5%*	*3%*	*-*	*-*	*2%*	*-*	*8%*	*2%*	*1%*
Ability to set a specific date\time for delivery	3	3	-	2	1	-	-	-	-	-	3	-	-
	2%	*3%*	*-*	*6%*	*4%*	*-*	*-*	*-*	*-*	*-*	*5%*	*-*	*-*
Ability to select an express service	1	-	1	-	-	-	1	-	-	-	-	1	-
	1%	*-*	*2%*	*-*	*-*	*-*	*4%*	*-*	*-*	*-*	*-*	*2%*	*-*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	138	76	62	23	22	18	18	15	42	13	45	36	57
Weighted Base	144	82*	62*	27**	28**	23**	22**	19**	25*	8**	54*	45*	44*
Other	17	11	6	3	2	3	2	4	3	-	5	5	7
	12%	*14%*	*9%*	*11%*	*7%*	*11%*	*9%*	*22%*	*13%*	-	*9%*	*10%*	*17%*
Don't know	31	23	9	6	5	6	4	3	7	3	11	10	10
	22%	*28%*	*14%*	*22%*	*20%*	*28%*	*18%*	*15%*	*28%*	*33%*	*21%*	*23%*	*22%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	138	65	29	44	73	72	66	30	108	33	105
Weighted Base	144	80*	28**	36*	64*	91*	52*	38**	106*	28**	115*
Price related (verbatim)	23	14	4	5	9	14	8	7	16	2	21
	16%	*17%*	*14%*	*14%*	*14%*	*16%*	*16%*	*18%*	*15%*	*7%*	*18%*
Better ability to track the delivery	17	9	2	5	7	11	6	3	14	3	14
	12%	*12%*	*8%*	*14%*	*12%*	*11%*	*12%*	*8%*	*13%*	*10%*	*12%*
More convenient for me to drop the parcel off	15	8	5	2	7	11	4	3	12	1	15
	11%	*10%*	*16%*	*7%*	*11%*	*12%*	*8%*	*7%*	*12%*	*2%*	*13%*
More convenient for the recipient to take the delivery	13	10	1	2	3	7	6	3	10	5	9
	9%	*13%*	*5%*	*5%*	*5%*	*8%*	*11%*	*8%*	*9%*	*16%*	*8%*
Recommended by others	13	7	3	3	6	7	6	1	12	4	8
	9%	*9%*	*10%*	*9%*	*9%*	*7%*	*12%*	*3%*	*11%*	*16%*	*7%*
Quicker delivery	9	4	3	2	5	5	5	1	8	3	7
	6%	*5%*	*11%*	*6%*	*8%*	*5%*	*9%*	*3%*	*8%*	*9%*	*6%*
More convenient for me to have the parcel collected	9	5	2	1	4	7	2	1	8	3	6
	6%	*7%*	*9%*	*3%*	*6%*	*8%*	*3%*	*3%*	*7%*	*10%*	*5%*
Parcel less likely to get lost	7	7	-	-	-	5	2	3	4	1	7
	5%	9%d	-	-	-	*6%*	*4%*	*9%*	*4%*	*3%*	*6%*
Guarantee that the parcel would arrive on time	6	2	2	2	4	4	2	-	6	-	6
	4%	*3%*	*6%*	*6%*	*6%*	*4%*	*5%*	-	*6%*	-	*5%*
Guarantee that the parcel would arrive intact	6	4	1	1	2	4	2	3	3	1	4
	4%	*5%*	*3%*	*3%*	*3%*	*4%*	*4%*	*7%*	*3%*	*5%*	*4%*
Lower cost of insurance	5	2	1	2	3	4	2	1	5	-	5
	4%	*3%*	*3%*	*7%*	*5%*	*4%*	*3%*	*2%*	*4%*	-	*5%*
Ability to set a specific date\time for delivery	3	2	1	-	1	3	-	1	2	2	1
	2%	*2%*	*4%*	-	*2%*	*3%*	-	*3%*	*2%*	*6%*	*1%*
Ability to select an express service	1	1	-	-	-	1	-	-	1	-	1
	1%	*1%*	-	-	-	*1%*	-	-	*1%*	-	*1%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	138	65	29	44	73	72	66	30	108	33	105
Weighted Base	144	80*	28**	36*	64*	91*	52*	38**	106*	28**	115*
Other	17	7	2	7	10	7	9	3	13	5	12
	12%	*9%*	*8%*	*21%*	*15%*	*8%*	*18%*	*9%*	*13%*	*19%*	*10%*
Don't know	31	14	9	8	17	22	10	8	23	7	24
	22%	*18%*	*31%*	*23%*	*27%*	*24%*	*18%*	*21%*	*22%*	*27%*	*21%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	138	123	15	116	22	97	41	72	39	24	113	25
Weighted Base	144	134	9**	119*	24**	99*	45*	74*	46*	21**	119*	24**
Price related (verbatim)	23	23	-	21	2	15	8	15	4	4	19	4
	16%	*17%*	-	*18%*	*7%*	*15%*	*18%*	*20%*	*9%*	*17%*	*16%*	*17%*
Better ability to track the delivery	17	15	1	12	4	8	8	9	7	-	14	2
	12%	*11%*	*14%*	*10%*	*18%*	*9%*	*18%*	*12%*	*15%*	-	*12%*	*10%*
More convenient for me to drop the parcel off	15	15	-	13	2	10	6	8	5	2	13	2
	11%	*11%*	-	*11%*	*8%*	*10%*	*13%*	*11%*	*10%*	*10%*	*11%*	*10%*
More convenient for the recipient to take the delivery	13	13	-	13	-	12	2	5	8	1	10	3
	9%	*10%*	-	*11%*	-	*12%*	*4%*	*7%*	*17%*	*3%*	*9%*	*11%*
Recommended by others	13	12	1	10	3	5	7	6	5	1	12	1
	9%	*9%*	*6%*	*8%*	*12%*	*5%*	*17%*	*9%*	*11%*	*5%*	*10%*	*4%*
Quicker delivery	9	8	1	8	1	8	2	4	4	1	9	-
	6%	*6%*	*14%*	*7%*	*3%*	*8%*	*3%*	*5%*	*8%*	*5%*	*8%*	-
More convenient for me to have the parcel collected	9	8	1	9	-	6	3	2	5	1	5	4
	6%	*6%*	*6%*	*8%*	-	*6%*	*7%*	*3%*	*12%*	*6%*	*5%*	*15%*
Parcel less likely to get lost	7	7	-	6	2	5	2	5	-	2	6	2
	5%	*5%*	-	*5%*	*7%*	*5%*	*4%*	*6%*	-	*8%*	*5%*	*7%*
Guarantee that the parcel would arrive on time	6	6	-	6	-	3	3	2	2	1	6	-
	4%	*4%*	-	*5%*	-	*3%*	*7%*	*2%*	*4%*	*6%*	*5%*	-
Guarantee that the parcel would arrive intact	6	5	*	4	2	5	1	2	2	-	5	1
	4%	*4%*	*5%*	*3%*	*8%*	*5%*	*2%*	*3%*	*5%*	-	*4%*	*4%*
Lower cost of insurance	5	5	-	3	2	2	4	4	1	*	4	1
	4%	*4%*	-	*3%*	*8%*	*2%*	*8%*	*5%*	*3%*	*2%*	*3%*	*5%*
Ability to set a specific date\time for delivery	3	3	-	3	-	3	-	-	3	-	3	-
	2%	*2%*	-	*2%*	-	*3%*	-	-	*6%*	-	*2%*	-
Ability to select an express service	1	1	-	1	-	1	-	1	-	-	1	-
	1%	*1%*	-	*1%*	-	*1%*	-	*1%*	-	-	*1%*	-

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	138	123	15	116	22	97	41	72	39	24	113	25
Weighted Base	144	134	9**	119*	24**	99*	45*	74*	46*	21**	119*	24**
Other	17	16	1	12	5	10	7	11	2	4	12	5
	12%	*12%*	*7%*	*10%*	*22%*	*10%*	*16%*	*15%*	*5%*	*17%*	*10%*	*21%*
Don't know	31	27	4	27	4	25	6	15	11	6	27	4
	22%	*20%*	*48%*	*23%*	*17%*	*25%*	*14%*	*20%*	*24%*	*26%*	*23%*	*17%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	138	4	10	10	9	14	12	19	20	12	110	16	10	2	114	23
Weighted Base	144	6**	10**	9**	10**	15**	14**	21**	22**	12**	119*	12**	11**	1**	116*	26**
Price related (verbatim)	23	4	2	1	-	1	1	2	4	-	16	4	3	1	22	1
	16%	*59%*	*22%*	*14%*	-	*9%*	*7%*	*10%*	*16%*	-	*13%*	*34%*	*24%*	*43%*	*19%*	*4%*
Better ability to track the delivery	17	-	4	-	-	2	4	1	2	3	16	-	1	-	14	3
	12%	-	*39%*	-	-	*15%*	*29%*	*6%*	*7%*	*24%*	*13%*	-	*7%*	-	*12%*	*10%*
More convenient for me to drop the parcel off	15	-	*	-	1	2	2	3	6	1	15	-	-	-	12	3
	11%	-	*4%*	-	*12%*	*14%*	*16%*	*13%*	*27%*	*5%*	*13%*	-	-	-	*10%*	*12%*
More convenient for the recipient to take the delivery	13	-	1	-	3	1	2	*	5	1	13	-	-	-	10	3
	9%	-	*12%*	-	*28%*	*8%*	*16%*	*2%*	*21%*	*5%*	*11%*	-	-	-	*9%*	*12%*
Recommended by others	13	-	1	-	-	1	2	3	3	-	11	2	-	-	11	2
	9%	-	*10%*	-	-	*8%*	*16%*	*17%*	*13%*	-	*9%*	*17%*	-	-	*9%*	*7%*
Quicker delivery	9	-	1	-	-	1	2	2	2	1	9	-	*	-	7	2
	6%	-	*10%*	-	-	*8%*	*13%*	*10%*	*8%*	*7%*	*7%*	-	*4%*	-	*6%*	*8%*
More convenient for me to have the parcel collected	9	2	-	-	1	1	2	-	1	1	8	1	-	-	9	-
	6%	*31%*	-	-	*12%*	*8%*	*16%*	-	*5%*	*5%*	*7%*	*5%*	-	-	*8%*	-
Parcel less likely to get lost	7	2	2	1	-	-	-	-	1	-	6	-	2	-	6	2
	5%	*31%*	*16%*	*11%*	-	-	-	-	*4%*	-	*5%*	-	*16%*	-	*5%*	*6%*
Guarantee that the parcel would arrive on time	6	-	1	-	1	-	1	2	1	-	6	-	-	-	4	1
	4%	-	*10%*	-	*12%*	-	*6%*	*10%*	*3%*	-	*5%*	-	-	-	*3%*	*5%*
Guarantee that the parcel would arrive intact	6	-	1	-	1	-	-	-	1	-	3	-	2	-	6	-
	4%	-	*10%*	-	*9%*	-	-	-	*6%*	-	*3%*	-	*22%*	-	*5%*	-
Lower cost of insurance	5	-	*	-	-	-	3	1	1	-	5	-	-	-	5	*
	4%	-	*4%*	-	-	-	*22%*	*6%*	*3%*	-	*4%*	-	-	-	*4%*	*2%*
Ability to set a specific date\time for delivery	3	-	-	-	2	-	-	-	1	-	3	-	-	-	1	2
	2%	-	-	-	*17%*	-	-	-	*5%*	-	*2%*	-	-	-	*1%*	*6%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	138	4	10	10	9	14	12	19	20	12	110	16	10	2	114	23
Weighted Base	144	6**	10**	9**	10**	15**	14**	21**	22**	12**	119*	12**	11**	1**	116*	26**
Ability to select an express service	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-
	1%	-	-	-	-	-	-	-	-	-	-	*8%*	-	-	*1%*	-
Other	17	-	-	2	1	6	1	-	1	3	14	1	2	-	14	3
	12%	-	-	*20%*	*9%*	*39%*	*7%*	-	*6%*	*29%*	*12%*	*9%*	*16%*	-	*12%*	*10%*
Don't know	31	1	-	5	3	2	1	8	4	3	26	3	1	1	23	8
	22%	*10%*	-	*55%*	*26%*	*14%*	*6%*	*36%*	*18%*	*30%*	*22%*	*28%*	*10%*	*57%*	*20%*	*32%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	138	58	8	20	13	3	4	138	-	73
Weighted Base	144	55*	9**	22**	13**	4**	5**	144	-**	78*
Price related (verbatim)	23	11	1	8	4	1	3	23	-	9
	16%	*21%*	*15%*	*37%*	*32%*	*20%*	*62%*	*16%*	-	*11%*
Better ability to track the delivery	17	5	-	3	1	-	2	17	-	10
	12%	*9%*	-	*12%*	*9%*	-	*29%*	*12%*	-	*13%*
More convenient for me to drop the parcel off	15	6	1	5	3	-	2	15	-	8
	11%	*10%*	*17%*	*22%*	*26%*	-	*29%*	*11%*	-	*10%*
More convenient for the recipient to take the delivery	13	6	-	1	1	-	-	13	-	10
	9%	*11%*	-	*6%*	*10%*	-	-	*9%*	-	*13%*
Recommended by others	13	4	1	2	1	-	2	13	-	6
	9%	*8%*	*10%*	*11%*	*7%*	-	*29%*	*9%*	-	*7%*
Quicker delivery	9	3	1	1	1	-	*	9	-	6
	6%	*6%*	*16%*	*6%*	*7%*	-	*9%*	*6%*	-	*8%*
More convenient for me to have the parcel collected	9	3	-	3	3	-	-	9	-	7
	6%	*6%*	-	*15%*	*25%*	-	-	*6%*	-	*9%*
Parcel less likely to get lost	7	3	2	2	2	-	-	7	-	3
	5%	*5%*	*20%*	*9%*	*16%*	-	-	*5%*	-	*4%*
Guarantee that the parcel would arrive on time	6	2	1	1	1	-	-	6	-	2
	4%	*3%*	*10%*	*4%*	*7%*	-	-	*4%*	-	*3%*
Guarantee that the parcel would arrive intact	6	3	2	2	-	2	-	6	-	3
	4%	*5%*	*22%*	*9%*	-	*48%*	-	*4%*	-	*4%*
Lower cost of insurance	5	*	-	-	-	-	-	5	-	2
	4%	*1%*	-	-	-	-	-	*4%*	-	*3%*
Ability to set a specific date\time for delivery	3	1	-	-	-	-	-	3	-	3
	2%	*2%*	-	-	-	-	-	*2%*	-	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	138	58	8	20	13	3	4	138	-	73
Weighted Base	144	55*	9**	22**	13**	4**	5**	144	-**	78*
Ability to select an express service	1	-	-	-	-	-	-	1	-	1
	1%	-	-	-	-	-	-	*1%*	-	*1%*
Other	17	7	1	3	1	1	-	17	-	9
	12%	*12%*	*11%*	*12%*	*11%*	*32%*	-	*12%*	-	*12%*
Don't know	31	14	1	1	1	-	-	31	-	16
	22%	*26%*	*8%*	*4%*	*7%*	-	-	*22%*	-	*20%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	138	16	30	86	17	40	77	6	41	86	4	33	92	10	29	92	2	17
Weighted Base	144	21**	28**	89*	15**	40*	84*	6**	39*	94*	4**	34**	97*	12**	29**	97*	3**	17**
Price related (verbatim)	23	8	6	8	4	9	9	1	7	14	-	6	16	3	3	15	3	5
	16%	*38%*	*21%*	*9%*	*25%*	*23%*	*11%*	*14%*	*19%*	*15%*	*-*	*17%*	*16%*	*26%*	*11%*	*16%*	*100%*	*27%*
Better ability to track the delivery	17	2	7	8	1	6	9	1	7	9	1	5	9	3	5	9	-	2
	12%	*7%*	*24%*	*9%*	*8%*	*14%*	*10%*	*21%*	*17%*	*9%*	*28%*	*15%*	*9%*	*24%*	*18%*	*9%*	*-*	*9%*
More convenient for me to drop the parcel off	15	4	4	7	1	7	7	-	7	8	-	5	10	3	4	9	-	5
	11%	*20%*	*14%*	*8%*	*4%*	*18%*	*9%*	*-*	*17%*	*9%*	*-*	*14%*	*10%*	*23%*	*12%*	*9%*	*-*	*27%*
More convenient for the recipient to take the delivery	13	3	1	9	4	3	7	1	3	8	1	3	8	1	3	9	-	1
	9%	*12%*	*4%*	*11%*	*25%*	*7%*	*8%*	*23%*	*8%*	*8%*	*32%*	*8%*	*8%*	*12%*	*9%*	*9%*	*-*	*7%*
Recommended by others	13	3	2	7	2	4	7	-	5	7	-	3	10	2	3	8	-	2
	9%	*13%*	*8%*	*8%*	*12%*	*9%*	*9%*	*-*	*14%*	*8%*	*-*	*9%*	*10%*	*13%*	*11%*	*8%*	*-*	*14%*
Quicker delivery	9	3	2	4	4	2	3	2	1	6	2	1	6	2	1	6	-	1
	6%	*15%*	*7%*	*4%*	*26%*	*5%*	*4%*	*32%*	*3%*	*7%*	*43%*	*3%*	*7%*	*16%*	*4%*	*7%*	*-*	*8%*
More convenient for me to have the parcel collected	9	3	-	6	2	-	7	-	1	8	-	1	8	-	1	8	-	3
	6%	*15%*	*-*	*6%*	*15%*	*-*	*8%*	*-*	*3%*	*8%*	*-*	*3%*	*8%*	*-*	*4%*	*8%*	*-*	*18%*
Parcel less likely to get lost	7	2	1	5	-	1	7	-	1	7	-	-	7	-	-	7	-	2
	5%	*9%*	*3%*	*5%*	*-*	*2%*	*8%*	*-*	*2%*	*7%*	*-*	*-*	*8%*	*-*	*-*	*8%*	*-*	*11%*
Guarantee that the parcel would arrive on time	6	1	3	2	1	4	1	-	3	3	-	2	4	-	2	4	-	1
	4%	*3%*	*11%*	*2%*	*5%*	*10%*	*2%*	*-*	*8%*	*3%*	*-*	*7%*	*4%*	*-*	*8%*	*4%*	*-*	*5%*
Guarantee that the parcel would arrive intact	6	1	3	1	1	3	1	1	3	1	1	3	1	1	3	1	-	2
	4%	*7%*	*12%*	*1%*	*9%*	*9%c*	*1%*	*23%*	*8%*	*1%*	*32%*	*9%*	*1%*	*12%*	*10%*	*1%*	*-*	*11%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.17 And why do you generally choose not to use Royal Mail to send your small /medium parcel(s)?
Base: All aware of Royal Mail but have only used other companies to send packets/parcels

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	138	16	30	86	17	40	77	6	41	86	4	33	92	10	29	92	2	17
Weighted Base	144	21**	28**	89*	15**	40*	84*	6**	39*	94*	4**	34**	97*	12**	29**	97*	3**	17**
Lower cost of insurance	5	-	2	3	-	2	3	-	*	5	-	*	5	-	*	5	-	-
	4%	-	*9%*	*3%*	-	*5%*	*4%*	-	*1%*	*5%*	-	*1%*	*5%*	-	*2%*	*5%*	-	-
Ability to set a specific date\time for delivery	3	-	-	3	-	-	3	-	-	3	-	-	3	-	-	3	-	-
	2%	-	-	*3%*	-	-	*3%*	-	-	*3%*	-	-	*3%*	-	-	*3%*	-	-
Ability to select an express service	1	-	-	1	-	1	-	-	-	1	-	-	1	-	-	1	-	-
	1%	-	-	*1%*	-	*2%*	-	-	-	*1%*	-	-	*1%*	-	-	*1%*	-	-
Other	17	1	3	13	1	4	12	1	4	11	-	4	12	1	4	11	-	3
	12%	*6%*	*11%*	*14%*	*6%*	*9%*	*15%*	*13%*	*10%*	*12%*	-	*11%*	*13%*	*11%*	*13%*	*11%*	-	*15%*
Don't know	31	2	3	23	2	5	21	1	6	22	1	6	21	2	4	23	-	1
	22%	*9%*	*11%*	*26%*	*15%*	*13%*	*25%*	*21%*	*14%*	*23%*	*29%*	*17%*	*22%*	*14%*	*14%*	*23%*	-	*5%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
68-74p	(71)	436	204	233	34	62	84	61	84	111	53	97	145	195
		20%	*20%*	*21%*	*11%*	*17%*	22%c	19%c	24%cd	27%cdf	28%cdf	*14%*	21%j	26%jk
75-79p	(77)	138	52	86	15	18	14	31	26	34	18	33	45	60
		6%	*5%*	8%a	*5%*	*5%*	*4%*	9%de	*7%*	8%e	9%cde	*5%*	*6%*	8%j
80-84p	(82)	127	59	68	19	20	27	25	14	22	12	39	52	36
		6%	*6%*	*6%*	*6%*	*5%*	*7%*	*8%*	*4%*	*5%*	*6%*	*6%*	*7%l*	*5%*
85-89p	(87)	107	52	55	8	24	20	14	21	18	9	33	34	39
		5%	*5%*	*5%*	*3%*	7%c	*5%*	*4%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*
90-94p	(92)	60	26	35	11	13	9	9	10	8	4	25	18	17
		3%	*2%*	*3%*	*4%*	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*
95-99p	(97)	64	24	39	15	11	13	12	3	10	5	26	25	13
		3%	*2%*	*4%*	5%g	*3%*	3%g	4%g	*1%*	*2%*	*2%*	4%l	4%l	*2%*
£1+	(100)	550	279	270	94	119	96	89	83	68	27	213	185	152
		26%	*27%*	*25%*	31%hi	32%ghi	25%hi	27%hi	24%hi	*17%*	*14%*	32%l	26%l	*20%*
SUMMARY CODES														
UP TO 79P		574	255	319	49	81	99	92	110	145	70	130	190	254
		27%	*25%*	29%a	*16%*	*22%*	26%c	28%c	32%cd	35%cdef	37%cdef	*19%*	27%j	34%jk
80P-99P		357	160	197	54	68	69	60	47	58	29	122	129	105
		17%	*15%*	*18%*	*18%*	*18%*	*18%*	*18%*	*14%*	*14%*	*15%*	18%l	18%l	*14%*
OVER £1		550	279	270	94	119	96	89	83	68	27	213	185	152
		26%	*27%*	*25%*	31%hi	32%ghi	25%hi	27%hi	24%hi	*17%*	*14%*	32%l	26%l	*20%*
Don't know		658	344	313	105	104	115	87	103	143	63	209	202	246
		31%	33%b	*28%*	*35%*	*28%*	*30%*	*27%*	*30%*	35%df	*33%*	*31%*	*29%*	*32%*
Mean Score		**86.384**	**86.901**	**85.928**	**90.266efghi**	**88.632eghi**	**86.218hi**	**86.648hi**	**84.863hi**	**82.608**	**81.741**	**89.327kl**	**86.423l**	**83.668**
Standard Deviation		**12.435**	**12.538**	**12.333**	**11.586**	**12.100**	**12.531**	**12.207**	**12.582**	**12.139**	**11.671**	**11.899**	**12.367**	**12.388**
Error Variance		**0.106**	**0.230**	**0.196**	**0.758**	**0.672**	**0.724**	**0.749**	**0.791**	**0.329**	**0.649**	**0.358**	**0.368**	**0.237**

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
68-74p	(71)	436	213	90	133	224	220	216	114	322	106	330
		20%	*20%*	*20%*	*21%*	*21%*	*19%*	*22%*	*18%*	*21%*	25%j	*19%*
75-79p	(77)	138	79	21	38	59	75	63	37	101	31	106
		6%	*7%*	*5%*	*6%*	*5%*	*6%*	*6%*	*6%*	*7%*	*7%*	*6%*
80-84p	(82)	127	66	27	33	61	67	60	38	89	23	104
		6%	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*5%*	*6%*
85-89p	(87)	107	57	18	31	50	60	47	27	79	17	89
		5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*
90-94p	(92)	60	39	9	13	22	38	23	23	37	6	54
		3%	4%d	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*	*3%*
95-99p	(97)	64	28	19	17	36	29	34	22	42	11	52
		3%	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*
£1+	(100)	550	305	106	139	245	349	201	178	371	78	472
		26%	29%cd	*24%*	*22%*	*23%*	30%f	*21%*	*28%*	*25%*	*18%*	28%i
SUMMARY CODES												
UP TO 79P		574	291	112	171	283	295	279	151	423	138	437
		27%	*27%*	*25%*	*27%*	*26%*	*25%*	*28%*	*24%*	*28%*	32%j	*26%*
80P-99P		357	190	73	95	168	193	164	110	247	58	299
		17%	*18%*	*16%*	*15%*	*16%*	*17%*	*17%*	*17%*	*16%*	*14%*	*17%*
OVER £1		550	305	106	139	245	349	201	178	371	78	472
		26%	29%cd	*24%*	*22%*	*23%*	30%f	*21%*	*28%*	*25%*	*18%*	28%i
Don't know		658	279	154	225	379	322	336	192	465	154	503
		31%	*26%*	35%a	36%a	35%a	*28%*	34%e	*30%*	*31%*	36%j	*29%*
Mean Score		**86.384**	**86.883**	**86.347**	**85.443**	**85.821**	**87.484f**	**84.955**	**87.602h**	**85.870**	**83.418**	**87.055i**
Standard Deviation		**12.435**	**12.323**	**12.577**	**12.523**	**12.544**	**12.379**	**12.371**	**12.326**	**12.451**	**12.393**	**12.351**
Error Variance		**0.106**	**0.227**	**0.527**	**0.320**	**0.199**	**0.228**	**0.194**	**0.404**	**0.143**	**0.467**	**0.135**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
			Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
68-74p	(71)	436	385	52	356	81	286	150	255	73	106	347	89
		20%	*20%*	*24%*	*21%*	*19%*	*21%*	*19%*	*21%*	*18%*	*21%*	*20%*	*22%*
75-79p	(77)	138	122	15	121	17	83	54	96	26	15	116	21
		6%	*6%*	*7%*	*7%d*	*4%*	*6%*	*7%*	*8%i*	*6%i*	*3%*	*7%*	*5%*
80-84p	(82)	127	118	9	108	19	72	55	73	23	29	94	33
		6%	*6%*	*4%*	*6%*	*5%*	*5%*	*7%*	*6%*	*6%*	*6%*	*5%*	*8%*
85-89p	(87)	107	97	9	96	11	70	37	63	14	25	84	22
		5%	*5%*	*4%*	*6%d*	*3%*	*5%*	*5%*	*5%*	*3%*	*5%*	*5%*	*5%*
90-94p	(92)	60	57	3	51	9	37	23	38	8	12	45	16
		3%	*3%*	*1%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*
95-99p	(97)	64	57	7	50	13	35	28	29	16	18	51	13
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*4%*	*4%*	*3%*	*3%*
£1+	(100)	550	511	39	428	122	342	208	308	112	124	448	102
		26%	*27%b*	*18%*	*25%*	*29%*	*25%*	*27%*	*26%*	*27%*	*25%*	*26%*	*25%*
SUMMARY CODES													
UP TO 79P		574	507	67	477	97	370	204	350	98	121	464	111
		27%	*26%*	*31%*	*28%*	*23%*	*27%*	*26%*	*29%*	*24%*	*24%*	*27%*	*27%*
80P-99P		357	329	29	305	52	214	144	203	61	84	274	83
		17%	*17%*	*13%*	*18%d*	*13%*	*16%*	*18%*	*17%*	*15%*	*17%*	*16%*	*20%j*
OVER £1		550	511	39	428	122	342	208	308	112	124	448	102
		26%	*27%b*	*18%*	*25%*	*29%*	*25%*	*27%*	*26%*	*27%*	*25%*	*26%*	*25%*
Don't know		658	574	84	514	143	435	223	342	139	169	544	114
		31%	*30%*	38%a	*30%*	*35%*	*32%*	*29%*	*28%*	*34%*	34%g	*31%*	*28%*
Mean Score		**86.384**	**86.646b**	**83.766**	**86.069**	**87.791**	**86.148**	**86.778**	**85.946**	**87.430**	**86.554**	**86.463**	**86.069**
Standard Deviation		**12.435**	**12.400**	**12.523**	**12.318**	**12.870**	**12.525**	**12.285**	**12.366**	**12.522**	**12.638**	**12.478**	**12.276**
Error Variance		**0.106**	**0.122**	**0.796**	**0.127**	**0.630**	**0.165**	**0.298**	**0.182**	**0.643**	**0.450**	**0.137**	**0.472**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
68-74p	(71)	436	21	42	35	40	55	19	45	61	33	351	25	56	5	372	64
		20%	*22%f*	*17%f*	*19%f*	*27%bfgjm*	*30%bcfghijm*	*9%*	*17%f*	*20%f*	*20%f*	*19%f*	*23%fm*	*31%bcfghijm*	*10%*	*20%*	*23%*
75-79p	(77)	138	8	20	7	12	12	9	23	25	5	122	5	6	5	117	19
		6%	*8%*	*8%i*	*4%*	*8%i*	*7%*	*4%*	*9%il*	*8%i*	*3%*	*7%*	*5%*	*3%*	*11%il*	*6%*	*7%*
80-84p	(82)	127	1	18	10	14	20	10	15	18	4	110	4	8	6	111	16
		6%	*1%*	*7%ai*	*5%*	*9%ai*	*11%aijkl*	*5%*	*6%*	*6%*	*2%*	*6%*	*3%*	*4%*	*12%aikl*	*6%*	*6%*
85-89p	(87)	107	4	9	12	9	7	12	8	20	10	90	6	6	5	94	12
		5%	*5%*	*4%*	*6%*	*6%*	*4%*	*6%*	*3%*	*7%*	*6%*	*5%*	*5%*	*3%*	*10%bgl*	*5%*	*4%*
90-94p	(92)	60	2	6	4	5	2	3	8	7	3	41	2	7	10	56	5
		3%	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*21%abcdefghijkl*	*3%*	*2%*
95-99p	(97)	64	2	8	3	6	5	5	9	9	4	51	3	5	4	56	7
		3%	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*9%cefhij*	*3%*	*3%*
£1+	(100)	550	19	59	60	28	52	64	79	73	36	469	30	38	13	482	65
		26%	*20%*	*24%*	*33%adhil*	*19%*	*28%*	*32%dil*	*29%d*	*24%*	*22%*	*26%*	*28%*	*21%*	*27%*	*26%*	*23%*
SUMMARY CODES																	
UP TO 79P		574	28	62	42	52	67	27	68	87	38	473	30	62	10	490	83
		27%	*30%f*	*25%f*	*23%f*	*35%bcfgijm*	*37%bcfgijm*	*14%*	*25%f*	*28%f*	*23%f*	*26%f*	*28%f*	*34%cfij*	*20%*	*26%*	*30%*
80P-99P		357	10	42	28	33	34	31	39	54	21	291	15	26	26	317	40
		17%	*10%*	*17%*	*15%*	*23%ai*	*19%*	*15%*	*15%*	*17%*	*12%*	*16%*	*14%*	*14%*	*53%abcdefghijkl*	*17%*	*14%*
OVER £1		550	19	59	60	28	52	64	79	73	36	469	30	38	13	482	65
		26%	*20%*	*24%*	*33%adhil*	*19%*	*28%*	*32%dil*	*29%d*	*24%*	*22%*	*26%*	*28%*	*21%*	*27%*	*26%*	*23%*
Don't know		658	38	85	52	35	30	79	83	95	72	569	33	56	-	563	92
		31%	*40%dem*	*34%dem*	*29%em*	*23%m*	*17%m*	*39%cdejm*	*31%em*	*31%em*	*43%cdeghjlm*	*32%em*	*31%em*	*31%em*	-	*30%*	*33%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Mean Score	**86.384**	**84.516**	**86.481**	**88.102de**	**83.562**	**84.645**	**90.759ab**	**87.676de**	**85.786**	**86.267**	**86.533dl**	**86.537**	**83.759**	**89.175de**	**86.557**	**85.122**
				l			deghijkl	l						l		
Standard Deviation	**12.435**	**12.834**	**12.216**	**12.534**	**11.909**	**12.620**	**11.337**	**12.401**	**12.224**	**12.900**	**12.414**	**12.963**	**12.952**	**9.781**	**12.400**	**12.617**
Error Variance	**0.106**	**3.362**	**0.963**	**1.298**	**1.202**	**0.977**	**1.099**	**0.894**	**0.751**	**1.648**	**0.129**	**2.049**	**1.386**	**1.568**	**0.119**	**0.983**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
68-74p	(71)	436	185	33	48	28	14	5	414	330	327
		20%	24%cd	*20%*	*17%*	*15%*	*28%*	*13%*	*20%*	*21%*	*20%*
75-79p	(77)	138	63	20	25	15	5	6	134	112	110
		6%	*8%*	*12%*	*9%*	*8%*	*9%*	*15%*	*7%*	*7%*	*7%*
80-84p	(82)	127	52	7	18	12	3	4	126	107	112
		6%	*7%*	*4%*	*7%*	*6%*	*6%*	*9%*	*6%*	*7%*	*7%*
85-89p	(87)	107	46	8	17	13	2	3	104	78	87
		5%	*6%*	*5%*	*6%*	*7%*	*3%*	*7%*	*5%*	*5%*	*5%*
90-94p	(92)	60	23	11	18	16	2	-	60	51	51
		3%	*3%*	*7%a*	*7%a*	*8%a*	*5%*	-	*3%*	*3%*	*3%*
95-99p	(97)	64	19	6	10	9	1	-	61	54	55
		3%	*2%*	*4%*	*4%*	*5%*	*2%*	-	*3%*	*3%*	*3%*
£1+	(100)	550	218	50	81	54	12	15	534	443	448
		26%	*28%*	*31%*	*29%*	*29%*	*23%*	*39%*	*26%*	*28%*	*27%*
SUMMARY CODES											
UP TO 79P		574	248	52	73	43	19	11	547	442	438
		27%	32%d	*33%*	*26%*	*23%*	*36%*	*28%*	*27%*	*28%*	*27%*
80P-99P		357	139	33	64	49	8	7	350	290	306
		17%	*18%*	*20%*	*23%*	26%a	*15%*	*17%*	*17%*	*18%*	*19%*
OVER £1		550	218	50	81	54	12	15	534	443	448
		26%	*28%*	*31%*	*29%*	*29%*	*23%*	*39%*	*26%*	*28%*	*27%*
Don't know		658	174	25	60	41	13	7	600	401	459
		31%	*22%*	*16%*	*22%*	*22%*	*25%*	*16%*	30%h	*25%*	*28%*
Mean Score		**86.384**	**85.806**	**87.082**	**87.656**	**88.466a**	**84.133**	**88.137**	**86.486**	**86.676**	**86.776**
Standard Deviation		**12.435**	**12.432**	**12.168**	**11.812**	**11.477**	**12.641**	**11.921**	**12.397**	**12.375**	**12.300**
Error Variance		**0.106**	**0.248**	**1.139**	**0.705**	**0.976**	**4.566**	**5.075**	**0.109**	**0.134**	**0.131**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
68-74p	(71)	436	26	126	280	50	148	238	15	144	269	4	133	290	17	122	288	13	33
		20%	*12%*	25%af	21%a	19%a	23%a	20%a	*13%*	22%gjm	21%j	*6%*	23%gjm	21%j	*13%*	23%gjm	21%j	*19%*	*16%*
75-79p	(77)	138	30	38	69	21	60	57	14	48	75	10	39	86	15	38	83	9	16
		6%	13%bcf	8%f	*5%*	*8%*	9%cf	*5%*	12%ilo	*7%*	*6%*	13%ilo	*7%*	*6%*	12%ilo	*7%*	*6%*	*13%*	*8%*
80-84p	(82)	127	17	33	75	19	42	64	8	44	75	6	44	77	13	34	80	5	14
		6%	*8%*	*6%*	*6%*	*7%*	*7%*	*5%*	*7%*	*7%*	*6%*	*8%*	*8%*	*6%*	11%l	*6%*	*6%*	*7%*	*7%*
85-89p	(87)	107	18	30	56	20	34	50	4	39	62	4	37	64	7	34	63	3	15
		5%	8%cf	*6%*	*4%*	8%cf	*5%*	*4%*	*4%*	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*6%*	*5%*	*4%*	*7%*
90-94p	(92)	60	23	9	29	20	16	23	12	18	31	9	12	38	8	8	44	6	12
		3%	10%bcef	*2%*	*2%*	8%bcef	*3%*	*2%*	10%hikln o	*3%*	*2%*	13%hikln o	*2%*	*3%*	6%ikn	*2%*	*3%*	*9%*	*6%*
95-99p	(97)	64	6	20	37	7	21	36	8	19	35	5	18	39	7	16	40	2	8
		3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	7%hilo	*3%*	*3%*	*7%*	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*4%*
£1+	(100)	550	59	122	355	75	157	313	29	169	341	26	147	363	37	134	365	12	68
		26%	*26%*	*24%*	*27%*	*28%*	*24%*	*26%*	*25%*	*26%*	*26%*	*36%*	*25%*	*26%*	*29%*	*25%*	*26%*	*18%*	33%p
SUMMARY CODES																			
UP TO 79P		574	56	164	350	71	208	295	28	192	343	14	172	376	31	159	371	22	49
		27%	*25%*	32%cf	*26%*	*27%*	32%cf	*25%*	*25%*	*29%*	*26%*	*19%*	*29%*	*27%*	*24%*	*30%*	*27%*	*32%*	*24%*
80P-99P		357	64	91	197	67	114	173	32	119	203	24	111	218	36	93	227	16	48
		17%	28%bcef	*18%*	*15%*	26%bcef	*18%*	*15%*	28%hikl no	*18%*	*16%*	34%hikl no	*19%*	*16%*	28%hikl no	*17%*	*16%*	*23%*	*24%*
OVER £1		550	59	122	355	75	157	313	29	169	341	26	147	363	37	134	365	12	68
		26%	*26%*	*24%*	*27%*	*28%*	*24%*	*26%*	*25%*	*26%*	*26%*	*36%*	*25%*	*26%*	*29%*	*25%*	*26%*	*18%*	33%p

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18A Thinking about a standard letter you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Don't know	658	45	128	435	50	169	405	24	171	418	8	157	434	24	146	429	17	39
	31%	*20%*	*25%*	33%abde	*19%*	26%d	34%abde	*21%*	26%j	32%ghjk m	*11%*	27%j	31%ghjm	*19%*	28%j	31%gjm	*26%*	*19%*
Mean Score	**86.384**	**87.792b e**	**85.058**	**86.532**	**87.201**	**85.236**	**86.799b e**	**88.074**	**85.914**	**86.464**	**90.844h iklno**	**85.645**	**86.385**	**88.095**	**85.575**	**86.510**	**84.686**	**88.624**
Standard Deviation	**12.435**	**10.920**	**12.439**	**12.683**	**11.742**	**12.317**	**12.672**	**11.258**	**12.357**	**12.557**	**10.035**	**12.327**	**12.549**	**11.281**	**12.426**	**12.513**	**11.530**	**11.694**
Error Variance	**0.106**	**0.745**	**0.414**	**0.179**	**0.647**	**0.321**	**0.210**	**1.509**	**0.321**	**0.180**	**1.767**	**0.359**	**0.167**	**1.430**	**0.410**	**0.163**	**3.165**	**0.900**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
68-74p	(71)	268	126	142	26	37	54	39	41	71	36	63	93	112
		13%	*12%*	*13%*	*9%*	*10%*	*14%*	*12%*	*12%*	17%cd	19%cdfg	*9%*	*13%*	15%j
75-79p	(77)	80	29	51	6	10	8	11	22	24	14	15	19	46
		4%	*3%*	5%a	*2%*	*3%*	*2%*	*3%*	6%cde	6%cde	7%cdef	*2%*	*3%*	6%jk
80-84p	(82)	81	40	41	7	13	16	18	12	15	9	20	34	28
		4%	*4%*	*4%*	*2%*	*4%*	*4%*	*5%*	*4%*	*4%*	*5%*	*3%*	*5%*	*4%*
85-89p	(87)	50	27	23	6	12	10	8	6	8	4	18	18	14
		2%	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*
90-94p	(92)	49	15	33	9	9	5	7	8	11	6	18	12	19
		2%	*1%*	3%a	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*
95-99p	(97)	64	27	37	8	13	11	15	9	8	3	21	26	18
		3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*2%*	*2%*	*3%*	*4%*	*2%*
£1+	(100)	875	422	453	126	175	164	136	146	128	54	301	300	274
		41%	*41%*	*41%*	42%hi	47%hi	43%hi	42%hi	43%hi	*31%*	*28%*	45%l	42%l	*36%*
SUMMARY CODES														
UP TO 79P		348	155	193	32	46	62	50	63	95	50	78	112	158
		16%	*15%*	*18%*	*11%*	*12%*	*16%*	*15%*	19%c	23%cdef	26%cdefg	*12%*	16%j	21%jk
80P-99P		244	110	134	29	48	42	48	36	42	22	77	90	78
		11%	*11%*	*12%*	*10%*	*13%*	*11%*	*15%*	*10%*	*10%*	*11%*	*11%*	*13%*	*10%*
OVER £1		875	422	453	126	175	164	136	146	128	54	301	300	274
		41%	*41%*	*41%*	42%hi	47%hi	43%hi	42%hi	43%hi	*31%*	*28%*	45%l	42%l	*36%*
Don't know		672	353	319	116	103	111	94	98	150	64	219	205	247
		31%	34%b	*29%*	38%defg	*28%*	*29%*	*29%*	*28%*	36%defg	*34%*	*32%*	*29%*	*33%*
Mean Score		**91.606**	**91.836**	**91.404**	**93.664hi**	**93.326hi**	**91.631hi**	**91.834hi**	**91.453hi**	**88.322**	**87.025**	**93.464kl**	**91.726l**	**89.828**
Standard Deviation		**11.765**	**11.738**	**11.793**	**10.738**	**10.766**	**11.953**	**11.493**	**11.806**	**12.787**	**12.810**	**10.744**	**11.729**	**12.412**
Error Variance		**0.096**	**0.206**	**0.181**	**0.691**	**0.529**	**0.652**	**0.684**	**0.687**	**0.373**	**0.789**	**0.299**	**0.334**	**0.240**

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
68-74p	(71)	268	115	71	82	153	131	137	70	198	63	206
		13%	*11%*	16%a	*13%*	14%a	*11%*	*14%*	*11%*	*13%*	*15%*	*12%*
75-79p	(77)	80	41	9	30	39	38	42	19	61	20	60
		4%	*4%*	*2%*	5%b	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*	*4%*
80-84p	(82)	81	32	22	27	49	42	39	29	53	20	62
		4%	*3%*	*5%*	*4%*	*5%*	*4%*	*4%*	*5%*	*3%*	*5%*	*4%*
85-89p	(87)	50	28	7	15	22	27	23	16	35	14	37
		2%	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
90-94p	(92)	49	28	11	10	21	27	22	13	36	11	38
		2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
95-99p	(97)	64	32	14	18	32	35	28	22	41	12	52
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
£1+	(100)	875	507	155	212	367	537	338	274	601	141	734
		41%	48%bcd	*35%*	*34%*	*34%*	46%f	*35%*	*43%*	*40%*	*33%*	43%i
SUMMARY CODES												
UP TO 79P		348	157	80	112	191	169	179	89	259	82	266
		16%	*15%*	*18%*	*18%*	*18%*	*15%*	18%e	*14%*	*17%*	*19%*	*16%*
80P-99P		244	121	53	70	123	132	113	79	165	56	189
		11%	*11%*	*12%*	*11%*	*11%*	*11%*	*11%*	*13%*	*11%*	*13%*	*11%*
OVER £1		875	507	155	212	367	537	338	274	601	141	734
		41%	48%bcd	*35%*	*34%*	*34%*	46%f	*35%*	*43%*	*40%*	*33%*	43%i
Don't know		672	279	156	236	393	321	350	190	481	149	523
		31%	*26%*	35%a	37%a	37%a	*28%*	36%e	*30%*	*32%*	*35%*	*31%*
Mean Score		**91.606**	**92.904bcd**	**90.055**	**90.154**	**90.112**	**92.707f**	**90.143**	**92.427**	**91.253**	**89.547**	**92.089i**
Standard Deviation		**11.765**	**11.106**	**12.481**	**12.218**	**12.321**	**11.257**	**12.265**	**11.298**	**11.949**	**12.285**	**11.592**
Error Variance		**0.096**	**0.185**	**0.528**	**0.314**	**0.197**	**0.190**	**0.195**	**0.339**	**0.134**	**0.456**	**0.121**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
			Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
68-74p	(71)	268	236	32	210	58	171	97	150	41	76	202	66
		13%	*12%*	*15%*	*12%*	*14%*	*13%*	*12%*	*12%*	*10%*	15%h	*12%*	16%j
75-79p	(77)	80	71	9	68	12	56	24	53	11	15	68	12
		4%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*
80-84p	(82)	81	72	10	75	7	54	28	48	15	18	66	15
		4%	*4%*	*5%*	4%d	*2%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
85-89p	(87)	50	45	5	43	7	38	13	27	9	14	39	11
		2%	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*
90-94p	(92)	49	45	4	38	11	25	24	34	4	8	43	6
		2%	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	3%h	*1%*	*2%*	*2%*	*1%*
95-99p	(97)	64	60	3	57	7	40	24	36	14	14	48	16
		3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*
£1+	(100)	875	806	68	706	169	542	332	506	174	182	706	169
		41%	42%b	*31%*	*41%*	*41%*	*40%*	*43%*	42%i	*42%*	*37%*	*41%*	*41%*
SUMMARY CODES													
UP TO 79P		348	307	41	278	70	227	121	203	52	91	270	78
		16%	*16%*	*19%*	*16%*	*17%*	*17%*	*16%*	*17%*	*13%*	18%h	*16%*	*19%*
80P-99P		244	222	22	213	32	157	88	144	42	55	196	48
		11%	*12%*	*10%*	12%d	*8%*	*12%*	*11%*	*12%*	*10%*	*11%*	*11%*	*12%*
OVER £1		875	806	68	706	169	542	332	506	174	182	706	169
		41%	42%b	*31%*	*41%*	*41%*	*40%*	*43%*	42%i	*42%*	*37%*	*41%*	*41%*
Don't know		672	585	87	528	144	434	238	350	142	170	557	114
		31%	*30%*	40%a	*31%*	*35%*	*32%*	*31%*	*29%*	*35%*	34%g	*32%*	*28%*
Mean Score		**91.606**	**91.842b**	**89.212**	**91.613**	**91.578**	**91.331**	**92.078**	**91.619**	**92.909i**	**90.335**	**91.801**	**90.832**
Standard Deviation		**11.765**	**11.661**	**12.575**	**11.671**	**12.195**	**11.840**	**11.632**	**11.696**	**11.192**	**12.383**	**11.626**	**12.293**
Error Variance		**0.096**	**0.109**	**0.837**	**0.116**	**0.568**	**0.149**	**0.273**	**0.166**	**0.522**	**0.434**	**0.120**	**0.481**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
68-74p	(71)	268	5	19	21	27	34	7	26	34	27	200	18	48	2	225	43
		13%	*5%*	*8%*	12%f	18%abfgh jm	18%abfghj m	*3%*	10%f	11%f	16%abfjm	11%f	17%abfm	26%abcfgh ijm	*3%*	*12%*	*15%*
75-79p	(77)	80	7	10	3	5	11	4	20	13	4	75	2	2	2	58	22
		4%	7%cfl	*4%*	*2%*	*3%*	6%cfl	*2%*	7%cfijkl	*4%*	*2%*	*4%*	*2%*	*1%*	*4%*	*3%*	8%n
80-84p	(82)	81	1	12	3	11	13	4	7	20	1	71	1	6	4	74	8
		4%	*1%*	5%i	*2%*	7%acfgik	7%acfgik	*2%*	*3%*	6%acfgik	*	4%i	*1%*	*3%*	8%acfgik	*4%*	*3%*
85-89p	(87)	50	5	5	1	7	2	2	3	14	3	41	2	*	6	44	6
		2%	5%cgl	*2%*	*	5%cgl	*1%*	*1%*	*1%*	5%cfgjl	*2%*	*2%*	*2%*	*	13%bcdefg hijkl	*2%*	*2%*
90-94p	(92)	49	2	7	3	5	4	3	7	8	1	40	2	4	3	43	6
		2%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*	*2%*	*2%*	*2%*	5%i	*2%*	*2%*
95-99p	(97)	64	6	3	5	7	4	5	9	8	4	50	5	5	4	52	11
		3%	6%b	*1%*	*3%*	*5%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	8%befhj	*3%*	*4%*
£1+	(100)	875	29	112	87	51	86	96	112	129	44	745	40	62	28	782	92
		41%	*31%*	45%ail	48%adil	*35%*	47%adil	48%adil	42%i	42%i	*26%*	41%i	38%i	*34%*	58%adghi jkl	42%o	*33%*
SUMMARY CODES																	
UP TO 79P		348	12	28	24	32	45	10	46	47	31	275	20	49	3	283	64
		16%	*12%*	11%f	13%f	22%bfjm	24%abcfhj m	*5%*	17%f	15%f	19%fm	15%f	19%f	27%abcfgh jm	*7%*	*15%*	23%n
80P-99P		244	13	27	12	29	23	14	26	51	9	202	10	16	17	213	30
		11%	13%i	*11%*	*6%*	20%bcfgi jkl	13%i	*7%*	*10%*	16%cfgijl	*5%*	11%i	*9%*	*9%*	35%abcde fghijkl	*12%*	*11%*
OVER £1		875	29	112	87	51	86	96	112	129	44	745	40	62	28	782	92
		41%	*31%*	45%ail	48%adil	*35%*	47%adil	48%adil	42%i	42%i	*26%*	41%i	38%i	*34%*	58%adghi jkl	42%o	*33%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Don't know	672	41	81	60	35	30	80	86	82	84	579	37	55	-	574	93
	31%	44%dehjm	33%em	33%em	24%m	16%m	40%dehjm	32%em	27%em	50%bcdeghjklm	32%dem	35%em	30%em	-	*31%*	*33%*
Mean Score	**91.606**	**92.509l**	**93.398de** ii	**93.503de** il	**88.997**	**90.002**	**96.518ab** cdeghijkl	**92.045di** l	**91.510l**	**88.654**	**91.971di** l	**90.815**	**87.473**	**94.327de** il	**91.970o**	**89.132**
Standard Deviation	**11.765**	**10.542**	**10.574**	**11.418**	**12.259**	**12.461**	**8.202**	**11.513**	**11.293**	**13.487**	**11.526**	**12.738**	**13.678**	**8.373**	**11.607**	**12.539**
Error Variance	**0.096**	**2.365**	**0.721**	**1.164**	**1.296**	**0.941**	**0.580**	**0.789**	**0.607**	**2.044**	**0.113**	**2.080**	**1.533**	**1.149**	**0.106**	**0.976**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
68-74p	(71)	268	112	19	30	14	11	5	252	191	194
		13%	14%d	*12%*	*11%*	*8%*	21%d	*13%*	*12%*	*12%*	*12%*
75-79p	(77)	80	40	6	13	9	1	3	75	61	62
		4%	*5%*	*4%*	*5%*	*5%*	*2%*	*9%*	*4%*	*4%*	*4%*
80-84p	(82)	81	32	3	9	7	-	2	81	65	68
		4%	*4%*	*2%*	*3%*	*4%*	-	*6%*	*4%*	*4%*	*4%*
85-89p	(87)	50	18	3	6	4	-	2	49	37	46
		2%	*2%*	*2%*	*2%*	*2%*	-	*4%*	*2%*	*2%*	*3%*
90-94p	(92)	49	24	7	10	6	3	1	49	40	40
		2%	*3%*	*4%*	*4%*	*3%*	*5%*	*2%*	*2%*	*3%*	*2%*
95-99p	(97)	64	24	4	10	9	-	1	59	43	50
		3%	*3%*	*3%*	*4%*	*5%*	-	*3%*	*3%*	*3%*	*3%*
£1+	(100)	875	364	94	136	93	25	18	858	729	725
		41%	*47%*	59%a	*49%*	*50%*	*49%*	*45%*	*42%*	46%g	*44%*
SUMMARY CODES											
UP TO 79P		348	151	25	43	23	12	9	327	251	256
		16%	19%d	*16%*	*16%*	*12%*	*23%*	*21%*	*16%*	*16%*	*15%*
80P-99P		244	99	17	35	26	3	6	238	184	204
		11%	*13%*	*11%*	*13%*	*14%*	*5%*	*16%*	*12%*	*12%*	*12%*
OVER £1		875	364	94	136	93	25	18	858	729	725
		41%	*47%*	59%a	*49%*	*50%*	*49%*	*45%*	*42%*	46%g	*44%*
Don't know		672	166	24	63	45	12	7	609	411	466
		31%	*21%*	*15%*	*23%*	*24%*	*23%*	*17%*	30%h	*26%*	*28%*
Mean Score		**91.606**	**91.492**	**93.760**	**92.903**	**93.931a**	**90.914**	**90.802**	**91.782**	**92.250**	**92.118**
Standard Deviation		**11.765**	**11.814**	**10.834**	**11.045**	**10.187**	**13.022**	**11.816**	**11.670**	**11.462**	**11.440**
Error Variance		**0.096**	**0.223**	**0.896**	**0.629**	**0.792**	**4.845**	**4.987**	**0.098**	**0.116**	**0.114**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
68-74p	(71)	268	6	77	184	20	90	157	12	89	166	3	83	180	7	79	181	10	18
		13%	*3%*	15%ad	14%ad	*7%a*	14%ad	13%ad	*11%*	14%jm	13%m	*4%*	14%jm	13%m	*5%*	15%jm	13%m	*15%*	*9%*
75-79p	(77)	80	13	30	36	14	36	30	4	29	44	5	24	47	6	20	50	6	7
		4%	6%cf	6%cf	*3%*	5%cf	6%cf	*2%*	*3%*	*4%*	*3%*	*7%*	*4%*	*3%*	*5%*	*4%*	*4%*	*10%*	*3%*
80-84p	(82)	81	10	19	52	12	24	46	2	23	57	2	23	56	6	23	53	4	5
		4%	*5%*	*4%*	*4%*	*5%*	*4%*	*4%*	*1%*	*3%*	*4%*	*2%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*
85-89p	(87)	50	7	14	27	6	16	27	5	18	28	3	18	29	3	16	30	-	6
		2%	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*3%*	*2%*	-	*3%*
90-94p	(92)	49	13	11	25	12	15	22	5	12	31	4	10	33	8	9	30	4	6
		2%	6%bcef	*2%*	*2%*	5%cf	*2%*	*2%*	*4%*	*2%*	*2%*	6%kn	*2%*	*2%*	6%hikln o	*2%*	*2%*	*6%*	*3%*
95-99p	(97)	64	13	19	32	9	22	33	7	22	33	6	21	34	12	15	36	1	9
		3%	6%cf	*4%*	*2%*	*4%*	*3%*	*3%*	6%llo	*3%*	*3%*	9%hilno	*4%*	*2%*	9%hikln o	*3%*	*3%*	*1%*	*5%*
£1+	(100)	875	116	209	535	137	282	450	54	288	516	40	255	561	64	223	570	24	112
		41%	52%bcf	*41%*	*40%*	52%bcef	44%f	*38%*	*48%*	*44%*	*40%*	55%ilo	*44%*	*40%*	50%i	*42%*	*41%*	*36%*	55%p
SUMMARY CODES																			
UP TO 79P		348	19	107	220	34	126	187	16	118	210	8	107	227	13	99	231	16	25
		16%	*9%*	21%acdf	16%a	*13%*	19%ad	16%a	*14%*	18%m	*16%*	*12%*	18%m	*16%*	*10%*	19%m	*17%*	25%q	*12%*
80P-99P		244	43	63	136	40	76	127	19	75	149	15	71	153	29	63	149	8	27
		11%	19%bcef	*13%*	*10%*	15%c	*12%*	*11%*	*16%*	*12%*	*11%*	21%hiln o	*12%*	*11%*	22%hikl no	*12%*	*11%*	*13%*	*13%*
OVER £1		875	116	209	535	137	282	450	54	288	516	40	255	561	64	223	570	24	112
		41%	52%bcf	*41%*	*40%*	52%bcef	44%f	*38%*	*48%*	*44%*	*40%*	55%ilo	*44%*	*40%*	50%i	*42%*	*41%*	*36%*	55%p

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.18B And in a situation when you needed a letter to arrive the next day, how expensive would First Class post have to be for you to choose not to send the letter at all?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Don't know	672	45	126	446	52	163	421	24	170	431	8	153	450	23	147	442	17	41
	31%	*20%*	*25%*	33%abde	*20%*	*25%*	36%abde	*21%*	26%j	33%ghjk mn	*12%*	26%j	32%ghjk m	*18%*	28%jm	32%ghjk m	*26%*	*20%*
Mean Score	**91.606**	**94.979b** cef	**90.520**	**91.312**	**93.743b** cef	**91.215**	**91.251**	**93.319**	**91.574**	**91.364**	**94.758i** n	**91.352**	**91.426**	**94.506h** iklno	**90.933**	**91.483**	**89.041**	**94.352p**
Standard Deviation	**11.765**	**8.570**	**12.162**	**12.070**	**10.152**	**11.936**	**12.028**	**10.665**	**11.854**	**11.859**	**8.970**	**11.932**	**11.890**	**9.130**	**12.106**	**11.894**	**12.399**	**10.093**
Error Variance	**0.096**	**0.462**	**0.390**	**0.165**	**0.493**	**0.296**	**0.195**	**1.338**	**0.295**	**0.165**	**1.412**	**0.333**	**0.153**	**0.926**	**0.388**	**0.150**	**3.660**	**0.684**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
59-63p	(61)	337	150	187	27	52	72	53	54	80	39	78	125	134
		16%	*14%*	*17%*	*9%*	*14%*	19%c	16%c	16%c	19%cd	21%cd	*12%*	18%j	18%j
64-68p	(66)	130	61	69	15	15	21	24	24	32	20	29	45	55
		6%	*6%*	*6%*	*5%*	*4%*	*6%*	*7%*	*7%*	8%d	11%cde	*4%*	*6%*	7%j
69-73p	(71)	134	60	74	16	18	25	18	31	25	10	35	43	56
		6%	*6%*	*7%*	*5%*	*5%*	*7%*	*6%*	*9%*	*6%*	*5%*	*5%*	*6%*	*7%*
74-78p	(76)	120	56	65	13	31	22	22	12	19	10	44	45	32
		6%	*5%*	*6%*	*4%*	8%gh	*6%*	*7%*	*4%*	*5%*	*5%*	*7%*	*6%*	*4%*
79-83p	(81)	69	33	36	9	13	10	9	14	15	4	21	19	29
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*2%*	*3%*	*3%*	*4%*
84p+	(84)	607	293	314	100	127	104	97	92	86	37	227	202	178
		28%	*28%*	*29%*	33%hi	34%hi	28%hi	30%hi	*27%*	*21%*	*20%*	34%l	29%l	*24%*
SUMMARY CODES														
UP TO 68P		468	211	256	42	66	93	77	78	111	60	108	170	189
		22%	*20%*	*23%*	*14%*	*18%*	24%cd	24%c	23%c	27%cd	31%cdfg	*16%*	24%j	25%j
69P-83P		323	149	175	37	62	57	50	58	59	24	100	107	117
		15%	*14%*	*16%*	*12%*	*17%*	*15%*	*15%*	*17%*	*14%*	*13%*	*15%*	*15%*	*15%*
OVER 84P		607	293	314	100	127	104	97	92	86	37	227	202	178
		28%	*28%*	*29%*	33%hi	34%hi	28%hi	30%hi	*27%*	*21%*	*20%*	34%l	29%l	*24%*
Don't know		741	386	355	123	116	125	103	115	158	68	239	229	273
		35%	37%b	*32%*	41%df	*31%*	*33%*	*32%*	*34%*	38%d	*36%*	*35%*	*32%*	*36%*
Mean Score		**74.694**	**75.009**	**74.417**	**77.176efghi**	**76.279eghi**	**73.919i**	**74.627hi**	**74.234i**	**72.612**	**71.716**	**76.648kl**	**74.251**	**73.375**
Standard Deviation		**9.664**	**9.620**	**9.700**	**8.962**	**9.282**	**9.876**	**9.669**	**9.602**	**9.820**	**9.727**	**9.152**	**9.776**	**9.742**
Error Variance		**0.068**	**0.145**	**0.128**	**0.502**	**0.414**	**0.467**	**0.505**	**0.490**	**0.227**	**0.466**	**0.228**	**0.243**	**0.155**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
59-63p	(61)	337	150	82	105	187	175	162	102	235	80	258
		16%	*14%*	*18%*	*17%*	*17%*	*15%*	*17%*	*16%*	*16%*	*19%*	*15%*
64-68p	(66)	130	84	16	30	46	69	61	37	94	27	103
		6%	8%bcd	*4%*	*5%*	*4%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*
69-73p	(71)	134	64	23	47	69	71	63	30	104	33	101
		6%	*6%*	*5%*	*7%*	*6%*	*6%*	*6%*	*5%*	*7%*	*8%*	*6%*
74-78p	(76)	120	70	26	24	50	72	49	42	79	22	98
		6%	7%c	*6%*	*4%*	*5%*	*6%*	*5%*	*7%*	*5%*	*5%*	*6%*
79-83p	(81)	69	38	13	19	31	33	37	16	53	9	60
		3%	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*4%*
84p+	(84)	607	336	117	155	272	368	240	194	414	97	511
		28%	32%cd	*26%*	*25%*	*25%*	32%f	*24%*	*31%*	*27%*	*23%*	30%i
SUMMARY CODES												
UP TO 68P		468	234	98	136	233	244	223	139	329	107	361
		22%	*22%*	*22%*	*22%*	*22%*	*21%*	*23%*	*22%*	*22%*	*25%*	*21%*
69P-83P		323	173	62	89	151	176	148	88	236	65	259
		15%	*16%*	*14%*	*14%*	*14%*	*15%*	*15%*	*14%*	*16%*	*15%*	*15%*
OVER 84P		607	336	117	155	272	368	240	194	414	97	511
		28%	32%cd	*26%*	*25%*	*25%*	32%f	*24%*	*31%*	*27%*	*23%*	30%i
Don't know		741	322	168	251	419	371	369	212	528	159	581
		35%	*30%*	38%a	40%a	39%a	*32%*	38%e	*34%*	*35%*	*37%*	*34%*
Mean Score		**74.694**	**75.275cd**	**74.190**	**73.924**	**74.036**	**75.276f**	**73.943**	**74.996**	**74.564**	**72.952**	**75.107i**
Standard Deviation		**9.664**	**9.425**	**9.981**	**9.840**	**9.893**	**9.572**	**9.737**	**9.743**	**9.632**	**9.754**	**9.600**
Error Variance		**0.068**	**0.140**	**0.353**	**0.211**	**0.132**	**0.146**	**0.127**	**0.265**	**0.091**	**0.300**	**0.087**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
			Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
59-63p	(61)	337	300	37	281	57	224	114	189	55	92	251	87
		16%	*16%*	*17%*	*16%*	*14%*	*16%*	*15%*	*16%*	*13%*	*18%*	*14%*	*21%j*
64-68p	(66)	130	117	13	111	19	90	40	81	25	24	106	24
		6%	*6%*	*6%*	*6%*	*5%*	*7%*	*5%*	*7%*	*6%*	*5%*	*6%*	*6%*
69-73p	(71)	134	122	12	121	13	86	48	82	27	22	112	22
		6%	*6%*	*5%*	*7%d*	*3%*	*6%*	*6%*	*7%*	*7%*	*4%*	*6%*	*5%*
74-78p	(76)	120	114	6	102	18	73	48	73	23	22	94	26
		6%	*6%b*	*3%*	*6%*	*4%*	*5%*	*6%*	*6%*	*6%*	*4%*	*5%*	*6%*
79-83p	(81)	69	66	4	54	15	45	25	44	11	14	57	13
		3%	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*
84p+	(84)	607	550	57	477	130	369	238	355	110	133	504	103
		28%	*29%*	*26%*	*28%*	*31%*	*27%*	*31%*	*30%*	*27%*	*27%*	*29%*	*25%*
SUMMARY CODES													
UP TO 68P		468	417	50	392	76	313	154	270	80	116	356	111
		22%	*22%*	*23%*	*23%*	*18%*	*23%*	*20%*	*22%*	*19%*	*23%*	*21%*	*27%j*
69P-83P		323	302	22	277	47	204	120	199	60	57	262	61
		15%	*16%b*	*10%*	*16%d*	*11%*	*15%*	*15%*	*17%i*	*15%*	*11%*	*15%*	*15%*
OVER 84P		607	550	57	477	130	369	238	355	110	133	504	103
		28%	*29%*	*26%*	*28%*	*31%*	*27%*	*31%*	*30%*	*27%*	*27%*	*29%*	*25%*
Don't know		741	651	89	579	162	474	267	379	160	192	606	135
		35%	*34%*	*41%a*	*34%*	*39%*	*35%*	*34%*	*31%*	*39%g*	*39%g*	*35%*	*33%*
Mean Score		**74.694**	**74.774**	**73.902**	**74.396**	**76.042c**	**74.303**	**75.371**	**74.795**	**74.908**	**74.063**	**75.056k**	**73.217**
Standard Deviation		**9.664**	**9.617**	**10.118**	**9.633**	**9.708**	**9.721**	**9.536**	**9.565**	**9.517**	**10.135**	**9.555**	**9.978**
Error Variance		**0.068**	**0.078**	**0.553**	**0.082**	**0.382**	**0.104**	**0.194**	**0.114**	**0.401**	**0.313**	**0.085**	**0.335**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Total	GOVERNMENT REGIONS													ETHNIC ORIGIN	
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
59-63p	(61)	337	13	19	18	35	37	14	50	42	30	258	17	49	13	278	59
		16%	*13%*	*8%*	*10%*	24%bcfhj	20%bcfj	*7%*	19%bcf	14%f	18%bcf	14%bf	16%bf	27%abcfhjk	27%bcfhj	*15%*	21%n
64-68p	(66)	130	5	18	6	11	8	8	23	26	7	112	5	7	7	108	21
		6%	*5%*	*7%*	*4%*	*8%*	*5%*	*4%*	*9%*	*8%*	*4%*	*6%*	*4%*	*4%*	14%cefijkl	*6%*	*7%*
69-73p	(71)	134	5	23	4	14	16	7	18	24	7	118	5	4	7	117	17
		6%	*6%*	9%cfl	*2%*	9%cfl	9%cfl	*3%*	7%c	8%cl	*4%*	7%cl	*4%*	*2%*	14%cfjkl	*6%*	*6%*
74-78p	(76)	120	5	13	10	9	11	12	17	19	5	101	8	7	4	107	13
		6%	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*3%*	*6%*	*7%*	*4%*	*8%*	*6%*	*5%*
79-83p	(81)	69	5	9	7	3	7	4	7	10	5	57	1	8	3	59	9
		3%	*5%*	*4%*	*4%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*1%*	*4%*	*6%*	*3%*	*3%*
84p+	(84)	607	20	77	67	36	68	73	58	96	21	516	25	51	15	550	56
		28%	*21%*	31%gi	37%adgijk	25%i	37%adgijk	36%adgijk	21%i	31%gi	*13%*	29%gi	23%i	28%i	30%i	30%o	*20%*
SUMMARY CODES																	
UP TO 68P		468	18	37	24	46	46	22	73	68	37	370	22	56	20	386	80
		22%	*18%*	*15%*	*13%*	31%abcfhj	25%bcf	*11%*	27%bcfj	22%cf	22%cf	21%cf	20%f	31%bcfj	41%abcefhijk	*21%*	29%n
69P-83P		323	15	45	21	25	34	23	43	53	18	276	14	20	14	283	39
		15%	*15%*	*18%*	*11%*	*17%*	19%fil	*11%*	*16%*	*17%*	*11%*	*15%*	*13%*	*11%*	29%cfghijkl	*15%*	*14%*
OVER 84P		607	20	77	67	36	68	73	58	96	21	516	25	51	15	550	56
		28%	*21%*	31%gi	37%adgijk	25%i	37%adgijk	36%adgijk	21%i	31%gi	*13%*	29%gi	23%i	28%i	30%i	30%o	*20%*
Don't know		741	43	89	70	40	35	84	95	92	91	639	46	56	-	632	105
		35%	45%dehlm	36%em	38%dem	27%m	19%m	42%dehlm	35%em	30%em	54%bcdefghjlm	35%dem	43%dehlm	31%em	-	*34%*	*38%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Mean Score	**74.694**	**74.354**	**76.483dg**	**78.022ad**	**72.282**	**75.062dg**	**78.417ad**	**72.660**	**75.132dg**	**71.285**	**74.997dg**	**73.982**	**73.048**	**72.610**	**75.067o**	**72.053**
			ilm	eghijklm		i	eghijklm		i		i					
Standard Deviation	**9.664**	**9.623**	**8.644**	**8.871**	**9.789**	**9.762**	**8.380**	**9.630**	**9.341**	**9.978**	**9.533**	**9.900**	**10.627**	**9.429**	**9.584**	**9.854**
Error Variance	**0.068**	**2.058**	**0.492**	**0.764**	**0.848**	**0.599**	**0.627**	**0.576**	**0.441**	**1.214**	**0.081**	**1.463**	**0.933**	**1.457**	**0.075**	**0.643**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
59-63p	(61)	337	139	25	32	17	11	4	316	249	257
		16%	18%cd	*15%*	*12%*	*9%*	21%d	*10%*	*16%*	*16%*	*16%*
64-68p	(66)	130	66	12	16	12	4	-	126	108	115
		6%	*9%*	*8%*	*6%*	*7%*	*7%*	-	*6%*	*7%*	*7%*
69-73p	(71)	134	63	17	20	15	3	3	134	107	109
		6%	*8%*	*11%*	*7%*	*8%*	*5%*	*8%*	*7%*	*7%*	*7%*
74-78p	(76)	120	50	13	30	19	3	8	119	92	102
		6%	*6%*	*8%*	11%a	*10%*	*5%*	21%abe	*6%*	*6%*	*6%*
79-83p	(81)	69	25	7	11	8	1	3	65	57	54
		3%	*3%*	*4%*	*4%*	*4%*	*2%*	*7%*	*3%*	*4%*	*3%*
84p+	(84)	607	235	51	88	59	18	11	592	485	500
		28%	*30%*	*32%*	*32%*	*31%*	*36%*	*27%*	*29%*	*31%*	*30%*
SUMMARY CODES											
UP TO 68P		468	205	37	48	30	15	4	441	357	372
		22%	26%cdf	*23%*	*17%*	*16%*	*29%*	*10%*	*22%*	*23%*	*23%*
69P-83P		323	137	37	62	42	6	14	319	256	266
		15%	*18%*	*23%*	*22%*	*22%*	*12%*	35%ae	*16%*	*16%*	*16%*
OVER 84P		607	235	51	88	59	18	11	592	485	500
		28%	*30%*	*32%*	*32%*	*31%*	*36%*	*27%*	*29%*	*31%*	*30%*
Don't know		741	202	36	80	57	12	11	679	477	513
		35%	*26%*	*22%*	*29%*	*30%*	*23%*	*27%*	*33%*	*30%*	*31%*
Mean Score		**74.694**	**74.159**	**74.905**	**76.072a**	**76.400a**	**74.423**	**76.809**	**74.820**	**74.919**	**74.872**
Standard Deviation		**9.664**	**9.608**	**9.210**	**8.809**	**8.547**	**10.253**	**7.872**	**9.603**	**9.582**	**9.564**
Error Variance		**0.068**	**0.156**	**0.701**	**0.433**	**0.609**	**3.003**	**2.582**	**0.070**	**0.086**	**0.083**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
59-63p	(61)	337	17	99	216	31	112	192	16	108	209	5	107	220	15	100	216	13	19
		16%	*8%*	20%ad	16%a	*12%*	17%ad	16%a	*14%*	*17%*	*16%*	*7%*	18%j	*16%*	*12%*	19%j	*16%*	*20%*	*9%*
64-68p	(66)	130	17	39	73	24	51	55	7	47	76	6	41	81	9	38	81	3	12
		6%	*7%*	8%f	*5%*	9%cf	8%cf	*5%*	*6%*	*7%*	*6%*	*8%*	*7%*	*6%*	*7%*	*7%*	*6%*	*4%*	*6%*
69-73p	(71)	134	26	25	80	21	36	75	10	37	87	8	35	91	12	28	94	8	13
		6%	12%bcef	*5%*	*6%*	*8%*	*6%*	*6%*	*8%*	*6%*	*7%*	*11%*	*6%*	*7%*	*9%*	*5%*	*7%*	*11%*	*6%*
74-78p	(76)	120	18	31	71	21	45	54	5	43	69	6	37	74	10	32	75	4	26
		6%	*8%*	*6%*	*5%*	8%f	*7%*	*5%*	*5%*	*7%*	*5%*	*8%*	*6%*	*5%*	*8%*	*6%*	*5%*	*6%*	*13%*
79-83p	(81)	69	14	20	34	14	25	31	9	27	32	4	24	40	8	18	43	3	9
		3%	6%cf	*4%*	*3%*	5%cf	*4%*	*3%*	8%ilno	*4%*	*2%*	*5%*	*4%*	*3%*	6%i	*3%*	*3%*	*4%*	*4%*
84p+	(84)	607	73	156	372	88	189	327	42	196	358	35	173	385	47	156	389	19	69
		28%	*33%*	*31%*	*28%*	*33%*	*29%*	*28%*	37%il	*30%*	*27%*	48%hikl no	*30%*	*28%*	37%i	*29%*	*28%*	*29%*	*34%*
SUMMARY CODES																			
UP TO 68P		468	34	138	289	54	163	247	22	156	284	11	148	301	24	138	297	16	31
		22%	*15%*	27%acf	22%a	*21%*	25%af	*21%*	*20%*	*24%*	*22%*	*15%*	*25%*	*22%*	*19%*	26%o	*21%*	*24%*	*15%*
69P-83P		323	58	76	185	56	106	160	24	107	188	17	96	204	30	78	212	14	48
		15%	26%bcef	*15%*	*14%*	21%bcf	*16%*	*14%*	*21%*	*16%*	*14%*	*24%*	*16%*	*15%*	23%ilno	*15%*	*15%*	*21%*	*23%*
OVER 84P		607	73	156	372	88	189	327	42	196	358	35	173	385	47	156	389	19	69
		28%	*33%*	*31%*	*28%*	*33%*	*29%*	*28%*	37%il	*30%*	*27%*	48%hikl no	*30%*	*28%*	37%i	*29%*	*28%*	*29%*	*34%*
Don't know		741	59	135	492	65	190	451	25	192	476	10	170	501	27	160	493	17	56
		35%	*27%*	*27%*	37%abde	*25%*	*29%*	38%abde	*22%*	30%j	36%ghjk mn	*13%*	29%j	36%ghjk mn	*21%*	30%j	35%ghjk mn	*26%*	*27%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.19 Thinking about a standard letter you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the letter at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Mean Score	**74.694**	**76.600b** cef	**74.237**	**74.550**	**75.855**	**74.378**	**74.581**	**76.390**	**74.746**	**74.435**	**77.993h** iklno	**74.357**	**74.554**	**76.456**	**74.158**	**74.663**	**74.080**	**76.822**
Standard Deviation	**9.664**	**8.254**	**9.890**	**9.780**	**8.932**	**9.673**	**9.829**	**9.164**	**9.637**	**9.721**	**8.005**	**9.754**	**9.697**	**8.796**	**9.879**	**9.648**	**9.708**	**8.403**
Error Variance	**0.068**	**0.463**	**0.265**	**0.114**	**0.407**	**0.204**	**0.136**	**1.000**	**0.202**	**0.117**	**1.144**	**0.230**	**0.108**	**0.900**	**0.266**	**0.104**	**2.244**	**0.519**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
£3.46 - £4.45	(3.95)	407	177	230	27	61	77	73	76	93	44	88	150	169
		19%	*17%*	21%a	*9%*	16%c	20%c	22%c	22%c	22%cd	23%cd	*13%*	21%j	22%j
£4.46 - £5.45	(4.95)	273	117	155	43	53	48	46	47	34	14	97	95	81
		13%	*11%*	*14%*	14%hi	14%hi	13%hi	14%hi	14%hi	*8%*	*7%*	*14%*	*13%*	*11%*
£5.46 - £6.45	(5.95)	246	117	129	36	62	49	35	28	37	17	98	83	65
		12%	*11%*	*12%*	*12%*	17%fghi	*13%*	*11%*	*8%*	*9%*	*9%*	15%l	*12%*	*9%*
£6.46 - £7.45	(6.95)	105	59	45	25	22	25	9	15	9	4	47	33	24
		5%	*6%*	*4%*	8%fhi	6%hi	6%fhi	*3%*	*4%*	*2%*	*2%*	7%l	*5%*	*3%*
£7.46 - £8.45	(7.95)	46	22	24	7	8	10	9	7	5	-	15	19	12
		2%	*2%*	*2%*	2%i	2%i	3%i	3%i	2%i	1%i	-	*2%*	*3%*	*2%*
£8.46+	(8.46)	224	131	93	34	40	42	43	38	27	12	74	86	65
		10%	13%b	*8%*	11%h	11%h	11%h	13%hi	11%h	*6%*	*6%*	*11%*	12%l	*9%*
SUMMARY CODES														
UP TO £5.45		680	295	385	70	114	126	120	123	127	58	184	245	250
		32%	*28%*	35%a	*23%*	*31%*	33%c	37%c	36%c	31%c	*30%*	*27%*	35%j	33%j
£5.46 - £7.45		351	176	174	61	84	73	44	43	46	21	145	117	89
		16%	*17%*	*16%*	20%fghi	23%fghi	19%ghi	*13%*	*13%*	*11%*	*11%*	21%kl	17%l	*12%*
OVER £7.46		270	153	117	41	48	52	52	45	32	12	89	105	77
		13%	15%b	*11%*	13%hi	13%hi	14%hi	16%hi	13%hi	*8%*	*6%*	*13%*	15%l	*10%*
Don't know		838	414	424	131	126	128	112	132	210	99	256	240	342
		39%	*40%*	*39%*	43%def	*34%*	*34%*	*34%*	*39%*	51%defg	52%cdefg	*38%*	*34%*	45%jk
Mean Score		**5.698**	**5.887b**	**5.524**	**6.102efghi**	**5.803hi**	**5.743hi**	**5.686hi**	**5.594**	**5.300**	**5.218**	**5.926l**	**5.716l**	**5.449**
Standard Deviation		**1.645**	**1.698**	**1.576**	**1.552**	**1.564**	**1.646**	**1.729**	**1.699**	**1.591**	**1.572**	**1.564**	**1.683**	**1.651**
Error Variance		**0.002**	**0.005**	**0.004**	**0.016**	**0.012**	**0.013**	**0.017**	**0.017**	**0.007**	**0.016**	**0.007**	**0.007**	**0.005**

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Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
£3.46 - £4.45	(3.95)	407	187	97	123	220	213	194	119	288	97	310
		19%	*18%*	*22%*	*20%*	*20%*	*18%*	*20%*	*19%*	*19%*	23%j	*18%*
£4.46 - £5.45	(4.95)	273	170	38	65	103	161	112	81	191	45	228
		13%	16%bcd	*8%*	*10%*	*10%*	*14%*	*11%*	*13%*	*13%*	*11%*	*13%*
£5.46 - £6.45	(5.95)	246	144	44	59	103	145	101	85	162	48	198
		12%	13%cd	*10%*	*9%*	*10%*	*13%*	*10%*	*13%*	*11%*	*11%*	*12%*
£6.46 - £7.45	(6.95)	105	61	20	23	43	68	37	36	68	11	93
		5%	*6%*	*4%*	*4%*	*4%*	6%f	*4%*	*6%*	*5%*	*3%*	5%i
£7.46 - £8.45	(7.95)	46	25	8	13	21	23	23	14	32	2	44
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*	3%i
£8.46+	(8.46)	224	123	51	50	101	158	66	63	161	36	188
		10%	12%c	*11%*	*8%*	*9%*	14%f	*7%*	*10%*	*11%*	*8%*	*11%*
SUMMARY CODES												
UP TO £5.45		680	357	134	189	323	374	305	200	479	142	537
		32%	*33%*	*30%*	*30%*	*30%*	*32%*	*31%*	*32%*	*32%*	*33%*	*31%*
£5.46 - £7.45		351	205	64	82	146	213	138	121	230	59	292
		16%	19%bcd	*14%*	*13%*	*14%*	18%f	*14%*	19%h	*15%*	*14%*	*17%*
OVER £7.46		270	148	59	63	122	181	89	77	193	38	233
		13%	14%c	*13%*	*10%*	*11%*	16%f	*9%*	*12%*	*13%*	*9%*	14%i
Don't know		838	355	187	296	483	391	448	233	605	189	650
		39%	*33%*	42%a	47%a	45%a	*34%*	46%e	*37%*	*40%*	44%j	*38%*
Mean Score		**5.698**	**5.775c**	**5.686**	**5.544**	**5.606**	**5.849f**	**5.481**	**5.708**	**5.694**	**5.385**	**5.769i**
Standard Deviation		**1.645**	**1.608**	**1.744**	**1.640**	**1.686**	**1.679**	**1.573**	**1.606**	**1.663**	**1.589**	**1.650**
Error Variance		**0.002**	**0.004**	**0.012**	**0.007**	**0.004**	**0.005**	**0.004**	**0.008**	**0.003**	**0.009**	**0.003**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

			INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
£3.46 - £4.45	(3.95)	407	365	42	345	62	276	131	234	66	105	320	87
		19%	*19%*	*19%*	20%d	*15%*	*20%*	*17%*	*19%*	*16%*	*21%*	*19%*	*21%*
£4.46 - £5.45	(4.95)	273	257	16	221	52	163	110	170	54	46	210	63
		13%	13%b	*7%*	*13%*	*12%*	*12%*	*14%*	14%i	*13%*	*9%*	*12%*	*15%*
£5.46 - £6.45	(5.95)	246	226	21	214	32	158	89	138	52	54	203	43
		12%	*12%*	*9%*	12%d	*8%*	*12%*	*11%*	*11%*	*13%*	*11%*	*12%*	*10%*
£6.46 - £7.45	(6.95)	105	101	3	79	26	57	48	58	29	16	89	15
		5%	5%b	*1%*	*5%*	*6%*	*4%*	*6%*	*5%*	*7%i*	*3%*	*5%*	*4%*
£7.46 - £8.45	(7.95)	46	45	1	38	8	30	16	28	9	9	39	7
		2%	2%b	*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
£8.46+	(8.46)	224	210	14	171	53	133	91	133	46	44	187	37
		10%	11%b	*6%*	*10%*	*13%*	*10%*	*12%*	*11%*	*11%*	*9%*	*11%*	*9%*
SUMMARY CODES													
UP TO £5.45		680	622	58	566	114	439	240	404	120	150	530	149
		32%	*32%*	*26%*	*33%*	*27%*	*32%*	*31%*	*34%*	*29%*	*30%*	*31%*	36%j
£5.46 - £7.45		351	327	24	293	58	215	136	195	81	70	293	58
		16%	17%b	*11%*	*17%*	*14%*	*16%*	*18%*	*16%*	20%i	*14%*	*17%*	*14%*
OVER £7.46		270	256	15	209	61	163	107	161	55	53	226	44
		13%	13%b	*7%*	*12%*	*15%*	*12%*	*14%*	*13%*	*13%*	*11%*	*13%*	*11%*
Don't know		838	716	122	657	182	544	295	443	154	224	680	158
		39%	*37%*	56%a	*38%*	44%c	*40%*	*38%*	*37%*	*38%*	45%gh	*39%*	*39%*
Mean Score		**5.698**	**5.729b**	**5.320**	**5.645**	**5.944c**	**5.625**	**5.822**	**5.700**	**5.855i**	**5.550**	**5.747k**	**5.495**
Standard Deviation		**1.645**	**1.647**	**1.582**	**1.623**	**1.728**	**1.641**	**1.648**	**1.650**	**1.618**	**1.661**	**1.655**	**1.590**
Error Variance		**0.002**	**0.002**	**0.018**	**0.003**	**0.013**	**0.003**	**0.006**	**0.004**	**0.011**	**0.010**	**0.003**	**0.010**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

		Total	GOVERNMENT REGIONS													ETHNIC ORIGIN	
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
£3.46 - £4.45	(3.95)	407	18	32	31	35	58	22	54	50	18	320	17	57	13	340	67
		19%	*19%*	*13%*	*17%*	24%bfi	32%abcfg hijk	*11%*	20%bfi	*16%*	*11%*	18%fi	*16%*	31%bcfgh ijk	28%bfhi	*18%*	*24%*
£4.46 - £5.45	(4.95)	273	6	39	18	28	25	18	18	57	16	226	17	16	14	242	30
		13%	*7%*	16%g	*10%*	19%acfgi jl	14%g	*9%*	*7%*	19%acfgij l	*9%*	13%g	16%g	*9%*	28%abcef gijl	*13%*	*11%*
£5.46 - £6.45	(5.95)	246	8	25	17	20	24	20	33	49	13	208	11	14	14	222	24
		12%	*8%*	*10%*	*9%*	*13%*	*13%*	*10%*	*12%*	16%il	*8%*	*12%*	*10%*	*8%*	28%abcde fghijkl	*12%*	*9%*
£6.46 - £7.45	(6.95)	105	3	12	9	10	10	13	21	11	2	90	3	7	4	89	15
		5%	*3%*	*5%*	*5%*	7%i	5%i	6%i	8%hi	*4%*	*1%*	5%i	*3%*	*4%*	8%i	*5%*	*5%*
£7.46 - £8.45	(7.95)	46	5	3	7	2	1	7	7	8	1	40	-	6	-	38	8
		2%	6%beik	*1%*	4%i	*1%*	*1%*	*3%*	*2%*	*3%*	*	*2%*	-	*3%*	-	*2%*	*3%*
£8.46+	(8.46)	224	10	20	22	11	23	38	24	34	13	195	9	19	1	194	30
		10%	*10%*	*8%*	*12%*	*7%*	12%m	19%bdghij klm	*9%*	*11%*	*8%*	*11%*	*8%*	*11%*	*3%*	*11%*	*11%*
SUMMARY CODES																	
UP TO £5.45		680	25	71	49	63	83	41	73	108	34	546	34	73	27	581	97
		32%	*26%*	*28%*	*27%*	43%abcfg ij	45%abcfg hijk	*20%*	*27%*	35%fi	*20%*	30%fi	32%fi	40%abcfg ij	56%abcfg hijkl	*31%*	*35%*
£5.46 - £7.45		351	11	37	26	30	33	32	54	59	15	298	14	21	17	311	40
		16%	*11%*	*15%*	*14%*	20%il	18%i	16%i	20%il	19%i	*9%*	17%i	*13%*	*12%*	36%abcde fghijkl	*17%*	*14%*
OVER £7.46		270	15	23	29	12	24	44	31	42	14	235	9	25	1	232	38
		13%	16%m	*9%*	16%im	*8%*	13%m	22%bdegh ijkm	*11%*	14%m	*8%*	13%m	*8%*	14%m	*3%*	*13%*	*14%*
Don't know		838	44	118	79	42	42	83	111	99	104	723	50	63	3	727	106
		39%	46%dehm	47%dehlm	43%dehm	29%m	23%m	42%dehm	41%dehm	32%em	63%abcde fghjklm	40%dehm	47%dehm	35%em	*6%*	*39%*	*38%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Mean Score	**5.698**	**5.853**	**5.690**	**5.937dem**	**5.405**	**5.438**	**6.441bde**	**5.744m**	**5.733m**	**5.708**	**5.760dem**	**5.495**	**5.417**	**5.231**	**5.712**	**5.620**
Standard Deviation	**1.645**	**1.825**	**1.541**	**1.758**	**1.453**	**1.650**	**1.749** ghijklm	**1.653**	**1.559**	**1.680**	**1.653**	**1.528**	**1.748**	**1.123**	**1.634**	**1.720**
Error Variance	**0.002**	**0.072**	**0.020**	**0.034**	**0.020**	**0.018**	**0.028**	**0.019**	**0.013**	**0.046**	**0.003**	**0.038**	**0.027**	**0.022**	**0.002**	**0.020**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
£3.46 - £4.45	(3.95)	407	174	37	49	28	14	6	389	302	310
		19%	*22%*	*23%*	*18%*	*15%*	*28%*	*16%*	*19%*	*19%*	*19%*
£4.46 - £5.45	(4.95)	273	107	38	47	33	8	6	270	225	232
		13%	*14%*	24%a	*17%*	*18%*	*16%*	*14%*	*13%*	*14%*	*14%*
£5.46 - £6.45	(5.95)	246	99	24	43	24	4	14	245	200	209
		12%	*13%*	*15%*	*15%*	*13%*	*8%*	36%abcde	*12%*	*13%*	*13%*
£6.46 - £7.45	(6.95)	105	33	6	22	22	-	-	100	93	88
		5%	*4%*	*4%*	8%a	12%abef	-	-	*5%*	*6%*	*5%*
£7.46 - £8.45	(7.95)	46	23	5	11	5	4	2	42	40	37
		2%	*3%*	*3%*	*4%*	*3%*	*8%*	*4%*	*2%*	*3%*	*2%*
£8.46+	(8.46)	224	86	19	37	22	10	5	219	191	189
		10%	*11%*	*12%*	*13%*	*12%*	*19%*	*11%*	*11%*	*12%*	*11%*
SUMMARY CODES											
UP TO £5.45		680	281	76	96	61	22	12	659	527	542
		32%	*36%*	47%acd	*35%*	*33%*	*44%*	*31%*	*32%*	*33%*	*33%*
£5.46 - £7.45		351	132	31	65	46	4	14	345	293	296
		16%	*17%*	*19%*	23%ae	25%ae	*8%*	36%abe	*17%*	*19%*	*18%*
OVER £7.46		270	109	24	48	28	14	6	261	231	226
		13%	*14%*	*15%*	*17%*	*15%*	27%a	*16%*	*13%*	*15%*	*14%*
Don't know		838	258	30	70	52	10	7	767	524	587
		39%	33%bc	*18%*	*25%*	*28%*	*20%*	*18%*	38%h	*33%*	*36%*
Mean Score		**5.698**	**5.642**	**5.586**	**5.907**	**5.941**	**5.851**	**5.833**	**5.701**	**5.782**	**5.749**
Standard Deviation		**1.645**	**1.652**	**1.567**	**1.613**	**1.569**	**1.899**	**1.448**	**1.639**	**1.650**	**1.639**
Error Variance		**0.002**	**0.005**	**0.020**	**0.014**	**0.020**	**0.100**	**0.075**	**0.002**	**0.003**	**0.003**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£3.46 - £4.45	(3.95)	407	32	106	265	52	129	222	17	136	250	14	129	259	26	115	261	19	29
		19%	*14%*	*21%*	*20%*	*20%*	*20%*	*19%*	*15%*	*21%*	*19%*	*19%*	*22%*	*19%*	*21%*	*22%*	*19%*	29%q	*14%*
£4.46 - £5.45	(4.95)	273	43	74	150	35	95	140	16	96	159	13	85	172	23	78	171	9	36
		13%	19%cf	*15%*	*11%*	*13%*	15%c	*12%*	*14%*	*15%*	*12%*	*18%*	*15%*	*12%*	*18%*	*15%*	*12%*	*14%*	*18%*
£5.46 - £6.45	(5.95)	246	45	58	141	35	79	132	20	77	149	14	75	156	28	60	157	12	31
		12%	20%bcef	*12%*	*11%*	*13%*	*12%*	*11%*	*17%*	*12%*	*11%*	20%l	*13%*	*11%*	22%hikl no	*11%*	*11%*	*18%*	*15%*
£6.46 - £7.45	(6.95)	105	13	24	65	18	34	52	11	35	55	6	31	63	7	26	67	2	20
		5%	*6%*	*5%*	*5%*	*7%*	*5%*	*4%*	10%ilo	*5%*	*4%*	*9%*	*5%*	*5%*	*6%*	*5%*	*5%*	*3%*	*10%*
£7.46 - £8.45	(7.95)	46	8	13	24	10	15	20	4	14	25	5	12	27	7	8	28	2	9
		2%	*4%*	*3%*	*2%*	*4%*	*2%*	*2%*	*4%*	*2%*	*2%*	7%hikln o	*2%*	*2%*	6%iklno	*2%*	*2%*	*3%*	*4%*
£8.46+	(8.46)	224	29	60	131	27	73	121	15	70	134	12	65	142	17	59	141	10	27
		10%	*13%*	*12%*	*10%*	*10%*	*11%*	*10%*	*13%*	*11%*	*10%*	*16%*	*11%*	*10%*	*13%*	*11%*	*10%*	*15%*	*13%*
SUMMARY CODES																			
UP TO £5.45		680	75	180	415	87	224	362	33	233	409	27	214	431	49	193	432	28	65
		32%	*34%*	*36%*	*31%*	*33%*	*35%*	*31%*	*29%*	36%l	*31%*	*37%*	37%ilo	*31%*	*39%*	36%lo	*31%*	*43%*	*32%*
£5.46 - £7.45		351	58	83	206	53	114	184	31	113	204	21	106	219	35	86	225	14	51
		16%	26%bcef	*16%*	*15%*	*20%*	*18%*	*16%*	27%hikl no	*17%*	*16%*	28%hiln o	*18%*	*16%*	27%hikl no	*16%*	*16%*	*21%*	*25%*
OVER £7.46		270	37	73	155	37	89	141	19	85	159	17	77	169	24	67	169	12	35
		13%	*17%*	*14%*	*12%*	*14%*	*14%*	*12%*	*17%*	*13%*	*12%*	23%hikl no	*13%*	*12%*	*19%*	*13%*	*12%*	*19%*	*17%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20A Thinking about a small parcel (up to 1kg) you would currently send by First Class post, how expensive would First Class post have to be for you to choose to send it by Second Class post instead (assume Second Class post remains less expensive than First Class post)?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Don't know	838	53	169	562	86	221	498	31	222	534	8	190	572	20	187	564	12	53
	39%	*24%*	33%a	42%abde	*33%*	34%a	42%abde	27%jm	34%jm	41%ghjk mn	*11%*	32%jm	41%ghjk mn	*15%*	35%jm	41%ghjk mn	*18%*	*26%*
Mean Score	**5.698**	**5.919**	**5.696**	**5.642**	**5.760**	**5.706**	**5.677**	**6.015**	**5.651**	**5.669**	**6.024**	**5.631**	**5.683**	**5.842**	**5.610**	**5.689**	**5.658**	**6.022**
Standard Deviation	**1.645**	**1.536**	**1.667**	**1.655**	**1.623**	**1.640**	**1.652**	**1.584**	**1.629**	**1.649**	**1.636**	**1.627**	**1.645**	**1.581**	**1.640**	**1.644**	**1.704**	**1.575**
Error Variance	**0.002**	**0.016**	**0.008**	**0.004**	**0.015**	**0.006**	**0.004**	**0.033**	**0.006**	**0.004**	**0.047**	**0.007**	**0.003**	**0.027**	**0.008**	**0.003**	**0.062**	**0.018**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
£3.46 - £4.45	(3.95)	291	137	154	19	45	59	49	51	69	31	64	108	120
		14%	*13%*	*14%*	*6%*	12%c	16%c	15%c	15%c	17%c	16%c	*9%*	15%j	16%j
£4.46 - £5.45	(4.95)	194	72	122	18	39	39	38	27	34	15	57	77	60
		9%	*7%*	11%a	*6%*	*10%*	*10%*	12%c	*8%*	*8%*	*8%*	*8%*	*11%*	*8%*
£5.46 - £6.45	(5.95)	196	82	114	29	41	32	28	36	30	13	70	60	66
		9%	*8%*	*10%*	*10%*	*11%*	*8%*	*9%*	*10%*	*7%*	*7%*	*10%*	*8%*	*9%*
£6.46 - £7.45	(6.95)	138	62	76	25	31	31	19	15	16	9	56	50	31
		6%	*6%*	*7%*	8%h	8%h	8%h	*6%*	*4%*	*4%*	*5%*	8%l	7%l	*4%*
£7.46 - £8.45	(7.95)	106	50	56	23	27	21	13	10	13	5	49	34	23
		5%	*5%*	*5%*	8%ghi	7%ghi	*6%*	*4%*	*3%*	*3%*	*3%*	7%l	*5%*	*3%*
£8.46+	(8.46)	352	201	151	56	64	57	59	68	48	18	120	116	116
		16%	19%b	*14%*	19%hi	17%hi	15%i	18%hi	20%hi	*12%*	*9%*	*18%*	*16%*	*15%*
SUMMARY CODES														
UP TO £5.45		485	210	276	36	84	98	87	78	102	46	120	185	180
		23%	*20%*	25%a	*12%*	23%c	26%c	27%c	23%c	25%c	24%c	*18%*	26%j	24%j
£5.46 - £7.45		333	144	190	54	72	63	47	51	46	22	126	110	97
		16%	*14%*	17%a	18%hi	19%hi	17%h	*14%*	*15%*	*11%*	*12%*	19%l	*16%*	*13%*
OVER £7.46		458	251	207	79	91	78	72	77	61	23	170	150	138
		21%	24%b	*19%*	26%hi	24%hi	21%hi	22%hi	23%hi	*15%*	*12%*	25%l	*21%*	*18%*
Don't know		862	435	427	133	125	140	121	136	206	99	259	262	342
		40%	*42%*	*39%*	44%d	*34%*	*37%*	*37%*	*40%*	50%defg	52%defg	*38%*	*37%*	45%jk
Mean Score		**6.308**	**6.479b**	**6.154**	**6.870defghi**	**6.422hi**	**6.202i**	**6.228i**	**6.318hi**	**5.906**	**5.801**	**6.604kl**	**6.214**	**6.111**
Standard Deviation		**1.765**	**1.812**	**1.709**	**1.576**	**1.696**	**1.756**	**1.795**	**1.824**	**1.805**	**1.757**	**1.661**	**1.772**	**1.824**
Error Variance		**0.003**	**0.006**	**0.004**	**0.016**	**0.014**	**0.016**	**0.019**	**0.020**	**0.009**	**0.020**	**0.008**	**0.008**	**0.006**

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
£3.46 - £4.45	(3.95)	291	131	75	86	161	154	138	85	206	67	224
		14%	*12%*	17%a	*14%*	*15%*	*13%*	*14%*	*13%*	*14%*	*16%*	*13%*
£4.46 - £5.45	(4.95)	194	92	38	64	102	106	88	57	137	39	155
		9%	*9%*	*8%*	*10%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*
£5.46 - £6.45	(5.95)	196	106	36	54	90	115	81	73	122	37	159
		9%	*10%*	*8%*	*9%*	*8%*	*10%*	*8%*	12%h	*8%*	*9%*	*9%*
£6.46 - £7.45	(6.95)	138	88	18	32	50	91	47	46	92	22	116
		6%	8%bcd	*4%*	*5%*	*5%*	8%f	*5%*	*7%*	*6%*	*5%*	*7%*
£7.46 - £8.45	(7.95)	106	70	18	19	36	57	49	32	74	10	96
		5%	7%cd	*4%*	*3%*	*3%*	*5%*	*5%*	*5%*	*5%*	*2%*	6%i
£8.46+	(8.46)	352	205	74	73	147	228	124	89	263	61	291
		16%	19%cd	17%c	*12%*	*14%*	20%f	*13%*	*14%*	*17%*	*14%*	*17%*
SUMMARY CODES												
UP TO £5.45		485	223	113	150	263	259	226	142	344	106	379
		23%	*21%*	*25%*	*24%*	*24%*	*22%*	*23%*	*22%*	*23%*	*25%*	*22%*
£5.46 - £7.45		333	194	54	86	140	206	127	119	214	58	275
		16%	18%bcd	*12%*	*14%*	*13%*	18%f	*13%*	19%h	*14%*	*14%*	*16%*
OVER £7.46		458	275	92	91	183	285	173	121	337	72	386
		21%	26%bcd	21%c	*14%*	*17%*	25%f	*18%*	*19%*	*22%*	*17%*	23%i
Don't know		862	373	186	303	489	408	454	250	613	191	671
		40%	*35%*	42%a	48%ab	45%a	*35%*	46%e	*39%*	*41%*	45%j	*39%*
Mean Score		**6.308**	**6.512bcd**	**6.154**	**5.997**	**6.066**	**6.435f**	**6.126**	**6.230**	**6.341**	**6.047**	**6.367i**
Standard Deviation		**1.765**	**1.725**	**1.852**	**1.725**	**1.783**	**1.751**	**1.771**	**1.700**	**1.792**	**1.791**	**1.755**
Error Variance		**0.003**	**0.005**	**0.013**	**0.008**	**0.005**	**0.005**	**0.005**	**0.009**	**0.004**	**0.012**	**0.003**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

			INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
£3.46 - £4.45	(3.95)	291	259	33	240	51	194	98	170	52	68	229	63
		14%	*13%*	*15%*	*14%*	*12%*	*14%*	*13%*	*14%*	*13%*	*14%*	*13%*	*15%*
£4.46 - £5.45	(4.95)	194	185	9	170	24	124	70	116	32	41	152	42
		9%	10%b	*4%*	10%d	*6%*	*9%*	*9%*	*10%*	*8%*	*8%*	*9%*	*10%*
£5.46 - £6.45	(5.95)	196	183	13	168	27	123	72	105	43	47	161	35
		9%	10%b	*6%*	*10%*	*7%*	*9%*	*9%*	*9%*	*11%*	*9%*	*9%*	*9%*
£6.46 - £7.45	(6.95)	138	127	11	108	30	83	55	76	30	29	113	25
		6%	*7%*	*5%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*
£7.46 - £8.45	(7.95)	106	98	8	85	22	59	47	69	26	10	86	20
		5%	*5%*	*4%*	*5%*	*5%*	*4%*	*6%*	6%i	6%i	*2%*	*5%*	*5%*
£8.46+	(8.46)	352	330	22	276	76	216	136	215	63	72	292	59
		16%	17%b	*10%*	*16%*	*18%*	*16%*	*17%*	*18%*	*15%*	*14%*	*17%*	*15%*
SUMMARY CODES													
UP TO £5.45		485	444	41	410	75	318	167	286	85	110	381	105
		23%	*23%*	*19%*	24%d	*18%*	*23%*	*22%*	*24%*	*21%*	*22%*	*22%*	*26%*
£5.46 - £7.45		333	309	24	276	57	206	127	181	73	76	274	60
		16%	16%b	*11%*	*16%*	*14%*	*15%*	*16%*	*15%*	*18%*	*15%*	*16%*	*15%*
OVER £7.46		458	428	30	360	98	275	183	284	89	82	378	80
		21%	22%b	*14%*	*21%*	*24%*	*20%*	*24%*	24%i	*22%*	*16%*	*22%*	*19%*
Don't know		862	739	123	678	184	561	301	452	164	230	697	166
		40%	*38%*	56%a	*39%*	*44%*	*41%*	*39%*	*38%*	*40%*	46%g	*40%*	*40%*
Mean Score		**6.308**	**6.329**	**6.038**	**6.255**	**6.549c**	**6.239**	**6.422**	**6.348**	**6.369**	**6.139**	**6.347**	**6.142**
Standard Deviation		**1.765**	**1.758**	**1.841**	**1.754**	**1.801**	**1.774**	**1.747**	**1.783**	**1.724**	**1.760**	**1.762**	**1.773**
Error Variance		**0.003**	**0.003**	**0.025**	**0.003**	**0.014**	**0.004**	**0.007**	**0.004**	**0.013**	**0.011**	**0.003**	**0.012**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
£3.46 - £4.45	(3.95)	291	3	32	22	28	40	13	38	35	16	225	15	47	4	238	54
		14%	*3%*	13%af	12%a	19%afhij	22%abcfgh ijm	*6%*	14%af	11%a	*9%*	13%af	14%af	26%abcfgh ijkm	*8%*	*13%*	19%n
£4.46 - £5.45	(4.95)	194	6	20	12	19	27	8	28	25	10	156	17	17	4	168	24
		9%	*7%*	*8%*	*7%*	13%fi	15%bcfhij	*4%*	10%f	*8%*	*6%*	9%f	16%bcfhi j	10%f	*8%*	*9%*	*9%*
£5.46 - £6.45	(5.95)	196	8	21	6	25	20	13	19	47	4	162	7	12	15	174	22
		9%	8%i	8%ci	*3%*	17%bcfgi jkl	11%ci	*6%*	7%i	15%bcfgij kl	*2%*	9%ci	*7%*	*6%*	31%abcdef ghijkl	*9%*	*8%*
£6.46 - £7.45	(6.95)	138	3	17	11	10	14	15	16	25	6	116	1	6	15	119	18
		6%	*3%*	7%k	*6%*	*7%*	8%k	7%k	*6%*	8%kl	*3%*	6%k	*1%*	*3%*	30%abcdef ghijkl	*6%*	*7%*
£7.46 - £8.45	(7.95)	106	5	9	13	9	9	19	19	14	3	99	2	3	2	93	14
		5%	*5%*	*4%*	7%il	6%l	*5%*	9%bhijkl	7%il	*4%*	*2%*	6%l	*2%*	*2%*	*4%*	*5%*	*5%*
£8.46+	(8.46)	352	20	34	37	14	31	45	38	62	13	295	15	35	7	313	39
		16%	21%di	*14%*	20%di	*10%*	17%i	22%bdgij	*14%*	20%di	*8%*	16%di	*14%*	19%di	*15%*	*17%*	*14%*
SUMMARY CODES																	
UP TO £5.45		485	9	51	34	47	68	21	66	60	26	382	32	64	8	406	78
		23%	*10%*	21%af	19%f	32%abcfh ijm	37%abcfg hijm	*10%*	25%afi	20%af	*15%*	21%af	30%acfhi j	35%abcfg hijm	*16%*	*22%*	*28%*
£5.46 - £7.45		333	11	39	16	34	34	27	36	72	10	278	9	17	30	293	40
		16%	*11%*	16%i	*9%*	23%acfgi jkl	18%cikl	14%i	13%i	23%abcfgi jkl	*6%*	15%cik	*8%*	*10%*	61%abcde fghijkl	*16%*	*14%*
OVER £7.46		458	24	43	50	23	40	64	57	75	16	394	17	38	9	406	52
		21%	26%i	17%i	28%bdik	*16%*	22%i	32%bdegi jkl	21%i	24%di	*10%*	22%i	*16%*	21%i	*19%*	*22%*	*19%*
Don't know		862	51	116	82	43	42	89	109	101	116	748	50	62	2	746	111
		40%	54%dehjl m	47%dehlm	45%dehm	29%m	23%m	44%dehm	41%dem	33%em	69%abcde fghjklm	42%dehm	47%dehlm	34%em	*4%*	*40%*	*39%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Mean Score	**6.308**	**7.075bde** gijkl	**6.235**	**6.690dek** l	**5.844**	**5.970**	**7.134bde** ghijklm	**6.237**	**6.490dek** l	**6.019**	**6.375dek** l	**5.875**	**5.855**	**6.493dkl**	**6.355o**	**6.013**
Standard Deviation	**1.765**	**1.580**	**1.748**	**1.853**	**1.598**	**1.760**	**1.576**	**1.781**	**1.666**	**1.851**	**1.754**	**1.780**	**1.933**	**1.284**	**1.755**	**1.811**
Error Variance	**0.003**	**0.059**	**0.025**	**0.038**	**0.024**	**0.021**	**0.023**	**0.022**	**0.015**	**0.066**	**0.003**	**0.051**	**0.032**	**0.028**	**0.003**	**0.023**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
£3.46 - £4.45	(3.95)	291	124	24	33	16	11	6	274	201	212
		14%	16%d	*15%*	*12%*	*9%*	21%d	*14%*	*13%*	*13%*	*13%*
£4.46 - £5.45	(4.95)	194	85	25	29	22	5	3	191	158	160
		9%	*11%*	*16%*	*10%*	*12%*	*9%*	*6%*	*9%*	*10%*	*10%*
£5.46 - £6.45	(5.95)	196	74	14	34	18	4	11	190	163	165
		9%	*10%*	*9%*	*12%*	*10%*	*8%*	29%abcde	*9%*	*10%*	*10%*
£6.46 - £7.45	(6.95)	138	62	20	21	17	3	1	138	115	121
		6%	*8%*	*12%*	*8%*	*9%*	*7%*	*2%*	*7%*	*7%*	*7%*
£7.46 - £8.45	(7.95)	106	35	6	25	20	4	2	104	89	88
		5%	*4%*	*4%*	9%ab	10%ab	*8%*	*4%*	*5%*	*6%*	*5%*
£8.46+	(8.46)	352	133	37	57	34	12	11	342	300	292
		16%	*17%*	*23%*	*20%*	*18%*	*24%*	*27%*	*17%*	*19%*	*18%*
SUMMARY CODES											
UP TO £5.45		485	210	49	62	38	16	8	465	360	372
		23%	*27%*	31%d	*22%*	*20%*	*31%*	*21%*	*23%*	*23%*	*23%*
£5.46 - £7.45		333	136	34	55	35	7	12	327	278	286
		16%	*17%*	*21%*	*20%*	*19%*	*14%*	*31%*	*16%*	*18%*	*17%*
OVER £7.46		458	168	42	82	53	17	13	445	389	379
		21%	*22%*	*27%*	30%a	*28%*	*33%*	*32%*	*22%*	*25%*	*23%*
Don't know		862	266	34	79	61	11	6	794	549	613
		40%	34%bf	*21%*	*28%*	32%b	*22%*	*16%*	39%h	*35%*	*37%*
Mean Score		**6.308**	**6.205**	**6.344**	**6.550a**	**6.624a**	**6.368**	**6.480**	**6.326**	**6.423**	**6.379**
Standard Deviation		**1.765**	**1.760**	**1.739**	**1.697**	**1.637**	**1.906**	**1.693**	**1.757**	**1.737**	**1.736**
Error Variance		**0.003**	**0.006**	**0.025**	**0.016**	**0.023**	**0.104**	**0.099**	**0.003**	**0.003**	**0.003**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£3.46 - £4.45	(3.95)	291	17	81	189	32	93	164	16	92	179	9	90	188	17	85	185	12	21
		14%	*8%*	16%a	14%a	*12%*	14%a	14%a	*14%*	*14%*	*14%*	*13%*	*15%*	*14%*	*13%*	*16%*	*13%*	*19%*	*10%*
£4.46 - £5.45	(4.95)	194	19	57	112	33	70	88	9	72	111	9	64	117	15	56	121	6	23
		9%	*8%*	11%f	*8%*	13%cf	11%f	*7%*	*8%*	*11%*	*9%*	*13%*	*11%*	*8%*	*12%*	*11%*	*9%*	*9%*	*11%*
£5.46 - £6.45	(5.95)	196	34	53	108	26	65	105	13	67	114	12	64	119	22	54	119	10	24
		9%	15%cf	*10%*	*8%*	*10%*	*10%*	*9%*	*11%*	*10%*	*9%*	16%ilo	*11%*	*9%*	17%ilo	*10%*	*9%*	*15%*	*12%*
£6.46 - £7.45	(6.95)	138	30	31	77	24	44	69	11	44	82	6	40	91	12	35	90	6	15
		6%	13%bcef	*6%*	*6%*	*9%*	*7%*	*6%*	*10%*	*7%*	*6%*	*8%*	*7%*	*7%*	*9%*	*7%*	*6%*	*10%*	*7%*
£7.46 - £8.45	(7.95)	106	13	27	66	12	35	59	9	31	64	8	31	65	12	24	67	2	24
		5%	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*8%*	*5%*	*5%*	11%l	*5%*	*5%*	10%ilo	*5%*	*5%*	*3%*	*12%*
£8.46+	(8.46)	352	58	81	207	54	110	184	26	110	208	19	97	227	29	86	227	15	42
		16%	26%bcef	*16%*	*15%*	*21%*	*17%*	*16%*	*23%*	*17%*	*16%*	26%i	*16%*	*16%*	*22%*	*16%*	*16%*	*22%*	*21%*
SUMMARY CODES																			
UP TO £5.45		485	36	138	301	65	163	252	24	164	291	18	154	305	31	141	307	19	44
		23%	*16%*	27%acf	23%a	25%a	25%a	*21%*	*21%*	*25%*	*22%*	*25%*	*26%*	*22%*	*25%*	27%l	*22%*	*28%*	*21%*
£5.46 - £7.45		333	64	83	185	50	109	174	24	111	197	18	104	209	34	89	209	16	38
		16%	28%bcde f	*17%*	*14%*	19%c	*17%*	*15%*	*22%*	*17%*	*15%*	*24%*	*18%*	*15%*	26%hikl no	*17%*	*15%*	*25%*	*19%*
OVER £7.46		458	71	109	272	67	144	243	35	141	272	26	127	292	41	110	293	17	66
		21%	32%bcef	*21%*	*20%*	*25%*	*22%*	*21%*	31%hikl no	*22%*	*21%*	37%hikl no	*22%*	*21%*	32%hikl no	*21%*	*21%*	*25%*	*32%*
Don't know		862	54	175	579	81	232	516	29	236	547	10	201	584	22	192	582	15	56
		40%	*24%*	35%a	43%abde	*31%*	36%a	44%abde	*26%*	36%gjm	42%ghjk mn	*14%*	34%jm	42%ghjk mn	*17%*	36%jm	42%ghjk mn	*22%*	*28%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20B And in a situation when you needed a small parcel (up to 1kg) to arrive the next day, how expensive would First Class post have to be to choose to not send the parcel at all?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Mean Score	**6.308**	**6.820bc def**	**6.161**	**6.262**	**6.427**	**6.270**	**6.299**	**6.610**	**6.251**	**6.295**	**6.608**	**6.209**	**6.318**	**6.521**	**6.163**	**6.320**	**6.265**	**6.649**
Standard Deviation	**1.765**	**1.545**	**1.760**	**1.793**	**1.721**	**1.751**	**1.785**	**1.725**	**1.744**	**1.774**	**1.684**	**1.744**	**1.776**	**1.657**	**1.764**	**1.772**	**1.764**	**1.667**
Error Variance	**0.003**	**0.016**	**0.009**	**0.004**	**0.017**	**0.007**	**0.005**	**0.038**	**0.007**	**0.004**	**0.052**	**0.008**	**0.004**	**0.030**	**0.009**	**0.004**	**0.069**	**0.020**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Total	GENDER		AGE							AGE		
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base		2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base		2139	1039	1100	303	372	379	328	343	414	190	675	707	757
£2.96 - £3.25	(3.10)	263	127	136	18	38	55	42	46	64	29	56	97	110
		12%	*12%*	*12%*	*6%*	*10%*	15%c	13%c	13%c	15%cd	15%c	*8%*	14%j	14%j
£3.26 - £3.55	(3.40)	104	39	64	9	21	16	16	20	22	9	30	32	42
		5%	*4%*	6%a	*3%*	*6%*	*4%*	*5%*	*6%*	*5%*	*4%*	*4%*	*5%*	*6%*
£3.56 - £3.85	(3.70)	98	46	53	9	19	23	13	16	18	9	28	37	33
		5%	*4%*	*5%*	*3%*	*5%*	*6%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*
£3.86 - £4.15	(4.00)	123	51	73	25	29	21	19	16	15	5	53	40	30
		6%	*5%*	*7%*	8%hi	8%hi	*5%*	*6%*	*5%*	*4%*	*3%*	8%l	*6%*	*4%*
£4.16 - £4.45	(4.30)	111	47	64	15	20	24	22	16	14	5	35	46	30
		5%	*5%*	*6%*	*5%*	*5%*	6%hi	7%hi	*5%*	*3%*	*2%*	*5%*	6%l	*4%*
£4.46 - £4.75	(4.60)	67	33	34	15	14	7	10	10	11	7	29	17	21
		3%	*3%*	*3%*	5%e	*4%*	*2%*	*3%*	*3%*	*3%*	*4%*	*4%*	*2%*	*3%*
£4.76 - £5.05	(4.90)	79	32	46	17	14	14	11	15	8	3	31	24	23
		4%	*3%*	*4%*	6%hi	*4%*	*4%*	*3%*	*4%*	*2%*	*1%*	*5%*	*3%*	*3%*
£5.06+	(5.06)	379	203	176	58	81	68	64	58	50	21	139	132	109
		18%	20%b	*16%*	19%hi	22%hi	18%hi	19%hi	17%i	*12%*	*11%*	21%l	19%l	*14%*
SUMMARY CODES														
UP TO £3.55		367	167	200	27	59	71	58	66	86	38	86	130	152
		17%	*16%*	*18%*	*9%*	16%c	19%c	18%c	19%c	21%c	20%c	*13%*	18%j	20%j
£3.56 - £4.45		333	143	189	49	68	68	54	48	46	18	117	122	94
		16%	*14%*	17%a	16%i	18%hi	18%hi	17%hi	*14%*	*11%*	*10%*	17%l	17%l	*12%*
£4.46 - £5.05		146	66	80	32	28	21	20	25	20	10	60	41	45
		7%	*6%*	*7%*	11%ehi	*7%*	*6%*	*6%*	*7%*	*5%*	*5%*	9%l	*6%*	*6%*
OVER £5.06		379	203	176	58	81	68	64	58	50	21	139	132	109
		18%	20%b	*16%*	19%hi	22%hi	18%hi	19%hi	17%i	*12%*	*11%*	21%l	19%l	*14%*
Don't know		914	460	455	137	136	151	131	146	212	103	273	282	359
		43%	*44%*	*41%*	45%d	*37%*	*40%*	*40%*	*43%*	51%defg	54%cdefg	*41%*	*40%*	47%jk
Mean Score		**4.178**	**4.219**	**4.141**	**4.398efghi**	**4.255hi**	**4.130h**	**4.192hi**	**4.143hi**	**3.980**	**3.955**	**4.314kl**	**4.159**	**4.060**
Standard Deviation		**0.780**	**0.794**	**0.766**	**0.688**	**0.755**	**0.788**	**0.781**	**0.798**	**0.804**	**0.807**	**0.731**	**0.784**	**0.804**
Error Variance		**0.001**	**0.001**	**0.001**	**0.003**	**0.003**	**0.003**	**0.004**	**0.004**	**0.002**	**0.004**	**0.002**	**0.002**	**0.001**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
			ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base		2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base		2139	1064	444	630	1075	1159	980	632	1507	428	1711
£2.96 - £3.25	(3.10)	263	108	66	89	155	135	128	77	186	61	202
		12%	*10%*	15%a	14%a	14%a	*12%*	*13%*	*12%*	*12%*	*14%*	*12%*
£3.26 - £3.55	(3.40)	104	59	20	25	45	59	45	26	78	20	84
		5%	*6%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*
£3.56 - £3.85	(3.70)	98	48	13	38	51	49	50	35	64	25	73
		5%	*4%*	*3%*	6%b	*5%*	*4%*	*5%*	*6%*	*4%*	*6%*	*4%*
£3.86 - £4.15	(4.00)	123	66	27	31	57	69	55	41	83	28	96
		6%	*6%*	*6%*	*5%*	*5%*	*6%*	*6%*	*6%*	*5%*	*6%*	*6%*
£4.16 - £4.45	(4.30)	111	65	20	25	45	70	41	43	68	14	97
		5%	*6%*	*5%*	*4%*	*4%*	*6%*	*4%*	7%h	*4%*	*3%*	6%i
£4.46 - £4.75	(4.60)	67	46	12	9	21	38	29	20	47	11	56
		3%	4%cd	*3%*	*1%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
£4.76 - £5.05	(4.90)	79	49	12	18	30	47	31	21	58	11	68
		4%	5%d	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*
£5.06+	(5.06)	379	232	78	69	147	256	123	113	266	52	327
		18%	22%cd	17%c	*11%*	*14%*	22%f	*13%*	*18%*	*18%*	*12%*	19%i
SUMMARY CODES												
UP TO £3.55		367	166	86	114	201	194	173	103	264	81	286
		17%	*16%*	*19%*	*18%*	*19%*	*17%*	*18%*	*16%*	*18%*	*19%*	*17%*
£3.56 - £4.45		333	179	60	94	153	188	145	119	214	67	266
		16%	*17%*	*13%*	*15%*	*14%*	*16%*	*15%*	19%h	*14%*	*16%*	*16%*
£4.46 - £5.05		146	95	23	27	51	85	60	41	105	22	124
		7%	9%bcd	*5%*	*4%*	*5%*	*7%*	*6%*	*6%*	*7%*	*5%*	*7%*
OVER £5.06		379	232	78	69	147	256	123	113	266	52	327
		18%	22%cd	17%c	*11%*	*14%*	22%f	*13%*	*18%*	*18%*	*12%*	19%i
Don't know		914	392	197	325	522	435	479	257	657	206	708
		43%	*37%*	44%a	52%ab	49%a	*38%*	49%e	*41%*	*44%*	48%j	*41%*
Mean Score		**4.178**	**4.283bcd**	**4.124c**	**3.987**	**4.049**	**4.258f**	**4.062**	**4.181**	**4.176**	**4.002**	**4.216i**
Standard Deviation		**0.780**	**0.754**	**0.809**	**0.776**	**0.793**	**0.775**	**0.774**	**0.762**	**0.788**	**0.772**	**0.777**
Error Variance		**0.001**	**0.001**	**0.003**	**0.002**	**0.001**	**0.001**	**0.001**	**0.002**	**0.001**	**0.002**	**0.001**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
			Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base		2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base		2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
£2.96 - £3.25	(3.10)	263	233	31	219	44	187	76	150	46	66	206	57
		12%	*12%*	*14%*	*13%*	*11%*	*14%f*	*10%*	*12%*	*11%*	*13%*	*12%*	*14%*
£3.26 - £3.55	(3.40)	104	96	8	90	14	67	37	59	20	22	75	29
		5%	*5%*	*3%*	*5%*	*3%*	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	*7%j*
£3.56 - £3.85	(3.70)	98	91	7	89	10	66	32	51	18	28	77	22
		5%	*5%*	*3%*	*5%d*	*2%*	*5%*	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*
£3.86 - £4.15	(4.00)	123	116	8	105	18	73	50	66	32	24	92	31
		6%	*6%*	*3%*	*6%*	*4%*	*5%*	*6%*	*6%*	*8%*	*5%*	*5%*	*8%*
£4.16 - £4.45	(4.30)	111	109	2	92	19	66	44	69	19	22	97	13
		5%	*6%b*	*1%*	*5%*	*4%*	*5%*	*6%*	*6%*	*5%*	*4%*	*6%*	*3%*
£4.46 - £4.75	(4.60)	67	64	4	57	10	45	22	44	16	6	59	8
		3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*4%i*	*4%i*	*1%*	*3%*	*2%*
£4.76 - £5.05	(4.90)	79	73	6	63	16	43	36	50	14	14	67	12
		4%	*4%*	*3%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*3%*	*4%*	*3%*
£5.06+	(5.06)	379	355	24	287	92	222	157	242	70	62	313	66
		18%	*19%b*	*11%*	*17%*	*22%c*	*16%*	*20%e*	*20%i*	*17%*	*12%*	*18%*	*16%*
SUMMARY CODES													
UP TO £3.55		367	329	38	309	58	254	113	209	66	89	280	87
		17%	*17%*	*17%*	*18%*	*14%*	*19%f*	*14%*	*17%*	*16%*	*18%*	*16%*	*21%j*
£3.56 - £4.45		333	316	17	286	47	205	127	187	69	74	266	66
		16%	*16%b*	*8%*	*17%d*	*11%*	*15%*	*16%*	*16%*	*17%*	*15%*	*15%*	*16%*
£4.46 - £5.05		146	136	10	121	25	88	58	94	31	21	126	20
		7%	*7%*	*4%*	*7%*	*6%*	*6%*	*8%*	*8%i*	*7%i*	*4%*	*7%*	*5%*
OVER £5.06		379	355	24	287	92	222	157	242	70	62	313	66
		18%	*19%b*	*11%*	*17%*	*22%c*	*16%*	*20%e*	*20%i*	*17%*	*12%*	*18%*	*16%*
Don't know		914	784	131	722	193	591	323	470	176	253	744	171
		43%	*41%*	*60%a*	*42%*	*46%*	*43%*	*42%*	*39%*	*43%*	*51%gh*	*43%*	*42%*
Mean Score		**4.178**	**4.192b**	**3.989**	**4.144**	**4.328c**	**4.119**	**4.276e**	**4.223i**	**4.184i**	**4.030**	**4.207k**	**4.056**
Standard Deviation		**0.780**	**0.774**	**0.838**	**0.773**	**0.794**	**0.788**	**0.757**	**0.781**	**0.761**	**0.783**	**0.777**	**0.783**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Error Variance	**0.001**	**0.001**	**0.006**	**0.001**	**0.003**	**0.001**	**0.001**	**0.001**	**0.003**	**0.002**	**0.001**	**0.002**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

			GOVERNMENT REGIONS													ETHNIC ORIGIN	
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base		2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base		2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
£2.96 - £3.25	(3.10)	263	8	21	17	23	34	10	32	33	11	191	14	48	10	220	43
		12%	*8%*	*9%*	*10%*	16%bfi	19%abcfhij	*5%*	12%f	11%f	*6%*	11%f	13%f	27%abcdfghijk	20%abcfij	*12%*	*15%*
£3.26 - £3.55	(3.40)	104	-	18	7	11	18	6	14	13	2	88	4	5	7	82	22
		5%	-	7%ai	*4%*	8%ai	10%acfhijl	*3%*	5%a	*4%*	*1%*	5%ai	*4%*	*3%*	14%acfghijkl	*4%*	8%n
£3.56 - £3.85	(3.70)	98	4	12	4	11	9	8	13	16	1	79	4	6	9	84	15
		5%	*4%*	5%i	*2%*	7%ci	5%i	*4%*	5%i	5%i	*1%*	4%i	*4%*	*3%*	19%abcdefghijkl	*5%*	*5%*
£3.86 - £4.15	(4.00)	123	5	7	6	20	12	12	11	24	8	105	3	12	4	109	14
		6%	*5%*	*3%*	*4%*	13%bcefgijkl	*6%*	*6%*	*4%*	8%b	*5%*	*6%*	*3%*	*6%*	*8%*	*6%*	*5%*
£4.16 - £4.45	(4.30)	111	4	14	9	12	9	6	17	21	6	98	3	5	4	97	13
		5%	*4%*	*6%*	*5%*	8%l	*5%*	*3%*	*6%*	*7%*	*3%*	*5%*	*3%*	*3%*	9%l	*5%*	*5%*
£4.46 - £4.75	(4.60)	67	3	8	4	5	9	6	13	11	2	60	1	5	2	58	9
		3%	*3%*	*3%*	*2%*	*3%*	5%i	*3%*	*5%*	*3%*	*1%*	*3%*	*1%*	*3%*	*4%*	*3%*	*3%*
£4.76 - £5.05	(4.90)	79	3	12	5	2	8	15	9	11	4	69	2	7	1	73	5
		4%	*4%*	*5%*	*3%*	*1%*	*5%*	7%dijk	*3%*	*3%*	*2%*	*4%*	*2%*	*4%*	*1%*	*4%*	*2%*
£5.06+	(5.06)	379	13	36	46	15	41	48	45	70	9	323	16	30	10	340	39
		18%	14%i	15%i	25%abdgijk	*10%*	22%di	24%bdi	17%i	23%bdi	*5%*	18%di	15%i	17%i	20%i	*18%*	*14%*
SUMMARY CODES																	
UP TO £3.55		367	8	40	24	35	52	15	46	46	13	279	18	53	17	302	64
		17%	*8%*	16%fi	*13%*	23%acfhij	28%abcfghijk	*7%*	17%fi	15%fi	*8%*	15%fi	17%fi	29%abcfghijk	34%abcfghijk	*16%*	23%n
£3.56 - £4.45		333	13	34	19	43	30	25	42	62	15	283	10	22	17	290	42
		16%	*14%*	*14%*	*11%*	29%abcefgijkl	16%i	*13%*	*15%*	20%cfikl	*9%*	16%i	*9%*	*12%*	35%abcefghijkl	*16%*	*15%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
£4.46 - £5.05	146	6	20	9	7	17	21	22	21	5	129	3	12	3	131	14
	7%	*6%*	*8%*	*5%*	*5%*	9%ik	10%ik	*8%*	*7%*	*3%*	*7%*	*3%*	*7%*	*5%*	*7%*	*5%*
OVER £5.06	379	13	36	46	15	41	48	45	70	9	323	16	30	10	340	39
	18%	14%i	15%i	25%abdgijk	*10%*	22%di	24%bdi	17%i	23%bdi	*5%*	18%di	15%i	17%i	20%i	*18%*	*14%*
Don't know	914	55	119	83	48	43	92	115	108	124	788	60	65	2	789	121
	43%	58%deghjlm	48%dehlm	46%dehm	33%m	23%m	46%dehm	43%em	35%em	75%abcdefghjklm	44%dehm	56%deghjlm	36%em	*4%*	*43%*	*43%*
Mean Score	**4.178**	**4.278**	**4.188dl**	**4.382dekm**	**3.933**	**4.103**	**4.508bdeghijklm**	**4.176dl**	**4.270dlm**	**4.096**	**4.219dlm**	**4.071**	**3.954**	**3.956**	**4.205o**	**3.997**
Standard Deviation	**0.780**	**0.757**	**0.764**	**0.790**	**0.677**	**0.805**	**0.685**	**0.772**	**0.749**	**0.754**	**0.766**	**0.847**	**0.844**	**0.726**	**0.777**	**0.778**
Error Variance	**0.001**	**0.016**	**0.005**	**0.007**	**0.005**	**0.004**	**0.005**	**0.004**	**0.003**	**0.013**	**0.001**	**0.014**	**0.006**	**0.009**	**0.001**	**0.004**

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

			Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
		Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base		2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base		2139	779	160	278	188	51*	40*	2032	1575	1651
£2.96 - £3.25	(3.10)	263	112	24	28	15	10	3	245	179	187
		12%	*14%d*	*15%*	*10%*	*8%*	*19%*	*8%*	*12%*	*11%*	*11%*
£3.26 - £3.55	(3.40)	104	44	9	13	9	3	1	103	83	89
		5%	*6%*	*6%*	*5%*	*5%*	*6%*	*2%*	*5%*	*5%*	*5%*
£3.56 - £3.85	(3.70)	98	43	10	12	10	1	1	98	81	79
		5%	*6%*	*6%*	*4%*	*5%*	*3%*	*2%*	*5%*	*5%*	*5%*
£3.86 - £4.15	(4.00)	123	45	19	17	10	4	3	123	104	107
		6%	*6%*	*12%a*	*6%*	*5%*	*8%*	*8%*	*6%*	*7%*	*6%*
£4.16 - £4.45	(4.30)	111	44	9	20	11	5	4	106	95	91
		5%	*6%*	*6%*	*7%*	*6%*	*9%*	*10%*	*5%*	*6%*	*5%*
£4.46 - £4.75	(4.60)	67	25	7	16	9	2	4	67	51	54
		3%	*3%*	*4%*	*6%*	*5%*	*3%*	*11%a*	*3%*	*3%*	*3%*
£4.76 - £5.05	(4.90)	79	39	6	12	6	4	1	76	64	62
		4%	*5%*	*4%*	*4%*	*3%*	*9%*	*3%*	*4%*	*4%*	*4%*
£5.06+	(5.06)	379	146	37	71	52	10	10	367	323	325
		18%	*19%*	*23%*	*26%a*	*27%a*	*19%*	*26%*	*18%*	*20%*	*20%*
SUMMARY CODES											
UP TO £3.55		367	156	34	41	24	13	4	348	262	276
		17%	*20%d*	*21%*	*15%*	*13%*	*25%*	*10%*	*17%*	*17%*	*17%*
£3.56 - £4.45		333	133	38	50	32	10	8	327	280	277
		16%	*17%*	*24%*	*18%*	*17%*	*19%*	*21%*	*16%*	*18%*	*17%*
£4.46 - £5.05		146	64	13	28	16	6	6	143	115	117
		7%	*8%*	*8%*	*10%*	*8%*	*12%*	*15%*	*7%*	*7%*	*7%*
OVER £5.06		379	146	37	71	52	10	10	367	323	325
		18%	*19%*	*23%*	*26%a*	*27%a*	*19%*	*26%*	*18%*	*20%*	*20%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Don't know	914	281	39	88	64	13	11	846	596	656
	43%	36%b	*24%*	*32%*	*34%*	*25%*	*29%*	42%h	*38%*	*40%*
Mean Score	**4.178**	**4.155**	**4.177**	**4.344a**	**4.384a**	**4.148**	**4.431**	**4.183**	**4.228**	**4.216**
Standard Deviation	**0.780**	**0.785**	**0.764**	**0.741**	**0.734**	**0.795**	**0.671**	**0.775**	**0.765**	**0.769**
Error Variance	**0.001**	**0.001**	**0.005**	**0.003**	**0.005**	**0.019**	**0.019**	**0.001**	**0.001**	**0.001**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

			Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base		2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base		2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£2.96 - £3.25	(3.10)	263	13	66	183	28	78	155	15	75	170	8	77	175	14	70	175	11	17
		12%	*6%*	13%a	14%a	*11%*	12%a	13%a	*13%*	*12%*	*13%*	*11%*	*13%*	*13%*	*11%*	*13%*	*13%*	*16%*	*8%*
£3.26 - £3.55	(3.40)	104	13	27	64	14	28	62	5	29	70	3	22	78	6	22	76	4	9
		5%	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*4%*	*5%*	*4%*	*4%*	*6%*	*4%*	*4%*	*5%*	*6%*	*4%*
£3.56 - £3.85	(3.70)	98	20	28	51	24	32	43	7	41	50	5	40	53	8	34	56	1	11
		5%	9%cf	*5%*	*4%*	9%cef	*5%*	*4%*	*6%*	6%ilo	*4%*	*7%*	7%ilo	*4%*	*7%*	6%ilo	*4%*	*1%*	*6%*
£3.86 - £4.15	(4.00)	123	13	31	75	18	38	65	5	44	73	7	41	75	10	38	74	4	14
		6%	*6%*	*6%*	*6%*	*7%*	*6%*	*5%*	*4%*	*7%*	*6%*	*9%*	*7%*	*5%*	*8%*	*7%*	*5%*	*5%*	*7%*
£4.16 - £4.45	(4.30)	111	21	29	60	8	45	58	11	40	59	9	35	65	17	29	62	6	14
		5%	10%cdf	*6%*	*4%*	*3%*	7%cd	*5%*	10%ilo	*6%*	*5%*	12%ilo	*6%*	*5%*	13%hikln o	*6%*	*4%*	*9%*	*7%*
£4.46 - £4.75	(4.60)	67	15	21	30	13	22	31	6	23	37	6	23	37	7	17	41	5	10
		3%	7%cf	4%c	*2%*	5%c	*3%*	*3%*	*5%*	*4%*	*3%*	9%ilno	*4%*	*3%*	*6%*	*3%*	*3%*	*8%*	*5%*
£4.76 - £5.05	(4.90)	79	13	22	43	17	27	35	6	28	42	4	25	45	5	21	49	4	8
		4%	*6%*	*4%*	*3%*	6%cf	*4%*	*3%*	*6%*	*4%*	*3%*	*6%*	*4%*	*3%*	*4%*	*4%*	*4%*	*6%*	*4%*
£5.06+	(5.06)	379	50	92	233	52	123	203	26	114	232	18	98	255	32	88	249	11	60
		18%	*22%*	*18%*	*17%*	*20%*	*19%*	*17%*	*23%*	*17%*	*18%*	*25%*	*17%*	*18%*	25%kn	*17%*	*18%*	*17%*	*29%*
SUMMARY CODES																			
UP TO £3.55		367	26	92	247	42	106	217	20	104	240	11	99	253	20	92	252	15	26
		17%	*12%*	18%a	18%a	*16%*	*16%*	18%a	*18%*	*16%*	*18%*	*15%*	*17%*	*18%*	*15%*	*17%*	*18%*	*22%*	*13%*
£3.56 - £4.45		333	54	88	186	50	114	165	23	125	182	20	116	192	36	101	192	10	39
		16%	24%cf	*17%*	*14%*	19%cf	18%c	*14%*	*20%*	19%ilo	*14%*	28%ilo	20%ilo	*14%*	28%hiln o	19%ilo	*14%*	*16%*	*19%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q.20C Thinking about a small parcel (up to 2kg) you would currently send by Second Class post, how expensive would Second Class post have to be for you to choose to not send the parcel at all (assume First Class post remains more expensive than Second Class post)?
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
£4.46 - £5.05	146	28	43	73	30	50	66	12	51	79	11	48	82	13	38	91	9	18
	7%	12%cf	9%cf	*5%*	11%cf	*8%*	*6%*	*11%*	*8%*	*6%*	15%ilno	*8%*	*6%*	*10%*	*7%*	*7%*	*14%*	*9%*
OVER £5.06	379	50	92	233	52	123	203	26	114	232	18	98	255	32	88	249	11	60
	18%	*22%*	*18%*	*17%*	*20%*	*19%*	*17%*	*23%*	*17%*	*18%*	*25%*	*17%*	*18%*	25%kn	*17%*	*18%*	*17%*	*29%*
Don't know	914	66	190	598	90	255	534	31	259	573	12	225	609	27	212	608	21	60
	43%	*30%*	*38%*	45%abde	*34%*	39%a	45%abde	*28%*	40%gjm	44%gjkm	*17%*	38%gjm	44%gjkm	*21%*	40%gjm	44%gjkm	*31%*	*29%*
Mean Score	**4.178**	**4.343bc** f	**4.175**	**4.140**	**4.230**	**4.215**	**4.142**	**4.268**	**4.189**	**4.155**	**4.323**	**4.156**	**4.168**	**4.297**	**4.140**	**4.168**	**4.180**	**4.396**
Standard Deviation	**0.780**	**0.676**	**0.771**	**0.802**	**0.753**	**0.766**	**0.795**	**0.761**	**0.754**	**0.795**	**0.700**	**0.758**	**0.796**	**0.710**	**0.765**	**0.793**	**0.779**	**0.723**
Error Variance	**0.001**	**0.003**	**0.002**	**0.001**	**0.003**	**0.002**	**0.001**	**0.008**	**0.001**	**0.001**	**0.009**	**0.002**	**0.001**	**0.006**	**0.002**	**0.001**	**0.015**	**0.004**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
GENDER													
Male	1039	1039	-	154	176	195	164	166	183	80	330	359	350
	49%	100%b	-	51%i	*47%*	51%hi	*50%*	*48%*	*44%*	*42%*	*49%*	*51%*	*46%*
Female	1100	-	1100	149	196	184	164	177	231	110	344	348	408
	51%	-	100%a	*49%*	*53%*	*49%*	*50%*	*52%*	56%e	58%ce	*51%*	*49%*	*54%*
AGE													
16-24	303	154	149	303	-	-	-	-	-	-	303	-	-
	14%	*15%*	*14%*	100%defghi	-	-	-	-	-	-	45%kl	-	-
25-34	372	176	196	-	372	-	-	-	-	-	372	-	-
	17%	*17%*	*18%*	-	100%cefghi	-	-	-	-	-	55%kl	-	-
35-44	379	195	184	-	-	379	-	-	-	-	-	379	-
	18%	*19%*	*17%*	-	-	100%cdfghi	-	-	-	-	-	54%jl	-
45-54	328	164	164	-	-	-	328	-	-	-	-	328	-
	15%	*16%*	*15%*	-	-	-	100%cdeghi	-	-	-	-	46%jl	-
55-64	343	166	177	-	-	-	-	343	-	-	-	-	343
	16%	*16%*	*16%*	-	-	-	-	100%cdefhi	-	-	-	-	45%jk
65+	414	183	231	-	-	-	-	-	414	190	-	-	414
	19%	*18%*	*21%*	-	-	-	-	-	100%cdefg	100%cdefg	-	-	55%jk
75+	190	80	110	-	-	-	-	-	190	190	-	-	190
	9%	*8%*	*10%*	-	-	-	-	-	46%cdefg	100%cdefgh	-	-	25%jk
AGE													
16-34	675	330	344	303	372	-	-	-	-	-	675	-	-
	32%	*32%*	*31%*	100%efghi	100%efghi	-	-	-	-	-	100%kl	-	-
35-54	707	359	348	-	-	379	328	-	-	-	-	707	-
	33%	*35%*	*32%*	-	-	100%cdghi	100%cdghi	-	-	-	-	100%jl	-
55+	757	350	408	-	-	-	-	343	414	190	-	-	757
	35%	*34%*	*37%*	-	-	-	-	100%cdef	100%cdef	100%cdef	-	-	100%jk
SOCIAL GRADE													
ABC1	1064	520	545	150	205	200	167	177	165	68	356	367	342
	50%	*50%*	*50%*	50%hi	55%hi	53%hi	51%hi	52%hi	*40%*	*36%*	53%l	52%l	*45%*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
C2	444	238	206	64	68	92	86	64	71	38	132	179	134
	21%	*23%b*	*19%*	*21%*	*18%*	*24%h*	*26%dgh*	*19%*	*17%*	*20%*	*19%*	*25%jl*	*18%*
DE	630	281	349	89	99	87	75	103	178	84	187	162	281
	29%	*27%*	*32%a*	*29%*	*27%*	*23%*	*23%*	*30%*	*43%cdefg*	*44%cdefg*	*28%*	*23%*	*37%jk*
C2DE	1075	519	555	152	167	179	161	166	249	122	319	340	415
	50%	*50%*	*50%*	*50%*	*45%*	*47%*	*49%*	*48%*	*60%cdefg*	*64%cdefg*	*47%*	*48%*	*55%jk*
WORKING STATUS													
Working	1159	634	525	142	276	302	243	180	15	*	418	545	195
	54%	*61%b*	*48%*	*47%hi*	*74%cghi*	*80%cghi*	*74%cghi*	*53%hi*	*4%i*	*	*62%l*	*77%jl*	*26%*
Not working	980	405	575	161	96	77	85	163	399	189	256	162	562
	46%	*39%*	*52%a*	*53%def*	*26%*	*20%*	*26%*	*47%def*	*96%cdefg*	*100%cdefgh*	*38%k*	*23%*	*74%jk*
CHILDREN IN HOUSEHOLD													
Any	632	255	377	84	176	226	111	25	11	3	260	337	36
	30%	*25%*	*34%a*	*28%ghi*	*47%cfghi*	*60%cdfghi*	*34%ghi*	*7%hi*	*3%*	*2%*	*38%l*	*48%jl*	*5%*
None	1507	784	723	219	196	153	217	318	404	187	415	370	722
	70%	*75%b*	*66%*	*72%de*	*53%e*	*40%*	*66%de*	*93%cdef*	*97%cdefg*	*98%cdefg*	*62%k*	*52%*	*95%jk*
HOUSEHOLD SIZE													
1	428	198	230	36	29	43	51	83	185	106	65	94	269
	20%	*19%*	*21%*	*12%*	*8%*	*11%*	*16%d*	*24%cdef*	*45%cdefg*	*56%cdefgh*	*10%*	*13%*	*35%jk*
2+	1711	841	870	267	343	336	277	260	229	84	610	613	489
	80%	*81%*	*79%*	*88%ghi*	*92%fghi*	*89%ghi*	*84%ghi*	*76%hi*	*55%i*	*44%*	*90%l*	*87%l*	*65%*
INTERNET ACCESS													
Any Internet access	1920	949	972	301	371	368	312	310	258	81	672	680	568
	90%	*91%b*	*88%*	*100%efghi*	*100%efghi*	*97%ghi*	*95%ghi*	*90%hi*	*62%i*	*43%*	*100%kl*	*96%l*	*75%*
No Internet access	219	90	128	1	1	11	16	33	157	109	2	27	189
	10%	*9%*	*12%a*	*	*	*3%cd*	*5%cd*	*10%cdef*	*38%cdefg*	*57%cdefgh*	*	*4%j*	*25%jk*
PRINCIPAL SHOPPER													
Yes	1725	758	966	143	332	311	286	292	362	166	474	597	654
	81%	*73%*	*88%a*	*47%*	*89%ce*	*82%c*	*87%c*	*85%c*	*87%ce*	*87%c*	*70%*	*84%j*	*86%j*
No	414	281	134	160	40	68	42	51	53	24	200	110	104
	19%	*27%b*	*12%*	*53%defghi*	*11%*	*18%dh*	*13%*	*15%*	*13%*	*13%*	*30%kl*	*16%*	*14%*

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
CHIEF INCOME EARNER													
Yes	1360	800	561	128	211	251	212	230	329	158	339	463	559
	64%	*77%b*	*51%*	*42%*	*57%c*	*66%cd*	*65%c*	*67%cd*	*79%cdefg*	*83%cdefg*	*50%*	*66%j*	*74%jk*
No	779	239	539	175	161	128	116	113	86	32	336	244	199
	36%	*23%*	*49%a*	*58%defghi*	*43%eghi*	*34%hi*	*35%hi*	*33%hi*	*21%*	*17%*	*50%kl*	*34%l*	*26%*
TENURE													
Own\Mortgage	1203	585	618	116	150	201	206	234	295	128	266	407	529
	56%	*56%*	*56%*	*38%*	*40%*	*53%cd*	*63%cde*	*68%cde*	*71%cdef*	*68%cde*	*39%*	*58%j*	*70%jk*
Rent Private	411	222	188	101	128	89	44	30	19	9	229	133	49
	19%	*21%b*	*17%*	*33%efghi*	*35%efghi*	*24%fghi*	*13%hi*	*9%h*	*5%*	*5%*	*34%kl*	*19%l*	*6%*
Rent LA	498	222	276	69	91	87	75	79	96	49	160	162	176
	23%	*21%*	*25%*	*23%*	*25%*	*23%*	*23%*	*23%*	*23%*	*26%*	*24%*	*23%*	*23%*
AREA													
Urban	1729	850	879	261	313	314	263	269	308	138	575	578	576
	81%	*82%*	*80%*	*86%ghi*	*84%hi*	*83%hi*	*80%hi*	*78%*	*74%*	*73%*	*85%l*	*82%l*	*76%*
Rural	410	189	221	41	59	65	64	74	107	51	100	129	181
	19%	*18%*	*20%*	*14%*	*16%*	*17%*	*20%*	*22%c*	*26%cdef*	*27%cdef*	*15%*	*18%*	*24%jk*
GOVERNMENT REGIONS													
North East	95	37	58	9	13	11	12	31	19	8	22	23	50
	4%	*4%*	*5%*	*3%*	*3%*	*3%*	*4%*	*9%cdefhi*	*5%*	*4%*	*3%*	*3%*	*7%jk*
North West	248	117	132	23	38	52	37	52	46	25	61	89	98
	12%	*11%*	*12%*	*8%*	*10%*	*14%c*	*11%*	*15%c*	*11%*	*13%c*	*9%*	*13%*	*13%j*
Yorkshire and The Humber	182	100	82	44	43	22	21	22	30	14	87	43	52
	9%	*10%*	*7%*	*15%efghi*	*12%efgh*	*6%*	*7%*	*6%*	*7%*	*7%*	*13%kl*	*6%*	*7%*
East Midlands	148	82	66	17	28	31	19	20	33	18	45	50	53
	7%	*8%*	*6%*	*6%*	*7%*	*8%*	*6%*	*6%*	*8%*	*10%*	*7%*	*7%*	*7%*
West Midlands	183	85	98	19	22	33	34	25	49	24	41	67	75
	9%	*8%*	*9%*	*6%*	*6%*	*9%*	*10%*	*7%*	*12%cdg*	*13%cdg*	*6%*	*10%j*	*10%j*
East of England	201	97	104	33	43	32	34	35	24	11	77	66	59
	9%	*9%*	*9%*	*11%hi*	*12%hi*	*8%*	*10%h*	*10%h*	*6%*	*6%*	*11%l*	*9%*	*8%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
London	269	138	131	40	66	63	46	25	29	16	106	109	53
	13%	*13%*	*12%*	13%gh	18%ghi	17%ghi	14%ghi	*7%*	*7%*	*8%*	16%l	15%l	*7%*
South East	308	151	157	45	52	59	48	51	54	23	97	107	105
	14%	*15%*	*14%*	*15%*	*14%*	*15%*	*15%*	*15%*	*13%*	*12%*	*14%*	*15%*	*14%*
South West	167	74	93	17	14	27	23	31	55	23	30	50	87
	8%	*7%*	*8%*	*5%*	*4%*	*7%*	*7%*	9%d	13%cdef	12%cdef	*4%*	*7%*	11%jk
England	1802	881	920	247	318	331	274	292	339	162	565	605	631
	84%	*85%*	*84%*	*82%*	*86%*	87%h	*84%*	*85%*	*82%*	*86%*	*84%*	*86%*	*83%*
Wales	107	47	60	18	17	9	21	18	24	9	35	30	41
	5%	*5%*	*5%*	*6%*	*5%*	*2%*	6%e	*5%*	6%e	*5%*	*5%*	*4%*	*5%*
Scotland	182	89	93	35	26	29	26	24	42	14	61	55	66
	9%	*9%*	*8%*	*12%*	*7%*	*8%*	*8%*	*7%*	*10%*	*7%*	*9%*	*8%*	*9%*
Northern Ireland	49	22	27	3	11	10	6	9	10	5	14	16	19
	2%	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*
ETHNIC ORIGIN													
White	1852	883	969	249	299	285	295	324	400	188	548	580	725
	87%	*85%*	*88%*	*82%*	*80%*	*75%*	90%cde	95%cdef	97%cdef	99%cdefgh	*81%*	*82%*	96%jk
Minority Ethnic	280	152	128	54	72	94	31	18	12	1	125	125	30
	13%	*15%*	*12%*	18%fghi	19%fghi	25%fghi	9%hi	5%i	3%i	*1%*	19%l	18%l	*4%*
Q2 ITEMS SENT PMTH													
Standard Letters	779	314	465	45	78	115	147	168	226	109	123	263	393
	36%	*30%*	42%a	*15%*	*21%*	30%cd	45%cde	49%cde	54%cdef	57%cdefg	*18%*	37%j	52%jk
Large Letters	160	74	86	8	24	33	38	25	32	12	32	70	58
	7%	*7%*	*8%*	*3%*	*6%*	9%c	11%cd	7%c	8%c	7%c	*5%*	10%j	8%j
Any Small or medium parcels (up to 2kg)	278	110	168	35	32	69	64	46	31	10	67	133	77
	13%	*11%*	15%a	12%i	*9%*	18%cdhi	20%cdhi	13%hi	*8%*	*5%*	*10%*	19%jl	*10%*
1-2 Parcels	188	69	119	22	25	48	43	29	20	8	47	91	49
	9%	*7%*	11%a	*7%*	*7%*	13%cdhi	13%cdhi	9%hi	*5%*	*4%*	*7%*	13%jl	*6%*
3-4 Parcels	51	23	28	6	7	10	10	9	9	1	13	20	18
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	3%i	*3%*	*2%*	*	*2%*	*3%*	*2%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
5+ Parcels	40	18	21	7	-	11	12	7	3	1	7	23	10
	2%	*2%*	*2%*	*2%d*	*-*	*3%dhi*	*4%dhi*	*2%d*	*1%*	*	*1%*	*3%jl*	*1%*
Q13\14 ROYAL MAIL AWARENESS\USAGE													
Aware Royal Mail	2032	986	1045	281	359	364	317	324	387	175	640	681	711
	95%	*95%*	*95%*	*93%*	*96%hi*	*96%i*	*97%chi*	*94%*	*93%*	*92%*	*95%*	*96%l*	*94%*
Ever Used Royal Mail for parcels	1575	733	842	200	265	302	256	264	290	132	465	557	553
	74%	*71%*	*77%a*	*66%*	*71%*	*80%cdhi*	*78%chi*	*77%ch*	*70%*	*70%*	*69%*	*79%jl*	*73%*
Ever Encountered Royal Mail for parcels	1651	803	848	232	306	310	274	253	275	125	539	584	528
	77%	*77%*	*77%*	*77%hi*	*82%ghi*	*82%ghi*	*84%ghi*	*74%hi*	*66%*	*66%*	*80%l*	*83%l*	*70%*
Q6\7 SPEND COMPARED TO 2 YEARS AGO													
Spend more on parcels	224	86	138	32	39	40	41	40	33	12	71	80	73
	10%	*8%*	*13%a*	*11%*	*10%*	*11%*	*12%hi*	*12%i*	*8%*	*6%*	*11%*	*11%*	*10%*
Spend less on parcels	505	234	271	41	85	92	90	91	107	48	126	182	197
	24%	*23%*	*25%*	*14%*	*23%c*	*24%c*	*27%c*	*26%c*	*26%c*	*25%c*	*19%*	*26%j*	*26%j*
Spend about the same on parcels	1337	678	659	212	234	231	186	208	267	126	446	417	475
	63%	*65%b*	*60%*	*70%efg*	*63%*	*61%*	*57%*	*61%*	*64%f*	*66%f*	*66%k*	*59%*	*63%*
Spend more on letters	263	105	158	36	41	39	41	40	66	32	77	80	106
	12%	*10%*	*14%a*	*12%*	*11%*	*10%*	*13%*	*12%*	*16%de*	*17%de*	*11%*	*11%*	*14%*
Spend less on letters	648	298	349	50	102	118	113	125	139	65	152	231	264
	30%	*29%*	*32%*	*17%*	*27%c*	*31%c*	*35%c*	*37%cd*	*34%c*	*34%c*	*23%*	*33%j*	*35%j*
Spend about the same on letters	1185	613	572	205	220	213	167	175	205	90	425	380	380
	55%	*59%b*	*52%*	*68%defghi*	*59%hi*	*56%i*	*51%*	*51%*	*50%*	*47%*	*63%kl*	*54%*	*50%*
Q3 USE OF POST COMPARED TO 2 YEARS AGO													
Send more standard letters	113	49	64	31	22	19	14	12	14	5	53	34	26
	5%	*5%*	*6%*	*10%efghi*	*6%*	*5%*	*4%*	*3%*	*3%*	*3%*	*8%kl*	*5%*	*3%*
Send less standard letters	652	305	347	41	96	115	119	131	149	70	137	235	280
	30%	*29%*	*32%*	*14%*	*26%c*	*30%c*	*36%cd*	*38%cd*	*36%cd*	*37%cd*	*20%*	*33%j*	*37%j*
No change in standard letters	1306	648	658	206	238	235	190	195	242	109	445	425	436
	61%	*62%*	*60%*	*68%fghi*	*64%*	*62%*	*58%*	*57%*	*58%*	*58%*	*66%l*	*60%*	*58%*
Send more large letters	72	36	37	19	15	9	12	9	8	2	33	22	17
	3%	*3%*	*3%*	*6%eghi*	*4%*	*2%*	*4%*	*3%*	*2%*	*1%*	*5%l*	*3%*	*2%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	GENDER		AGE							AGE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	75+ (i)	16-34 (j)	35-54 (k)	55+ (l)
Unweighted Base	2139	1038	1101	272	308	312	274	287	686	315	580	586	973
Weighted Base	2139	1039	1100	303	372	379	328	343	414	190	675	707	757
Send less large letters	586	280	306	37	90	109	110	117	123	55	127	219	240
	27%	*27%*	*28%*	*12%*	24%c	29%c	34%cd	34%cd	30%c	29%c	*19%*	31%j	32%j
No change in large letters	1391	674	717	218	248	248	200	209	268	124	466	447	477
	65%	*65%*	*65%*	72%fgh	*67%*	*65%*	*61%*	*61%*	*65%*	*65%*	69%kl	*63%*	*63%*
Send more parcels	128	56	72	30	21	22	24	20	11	3	51	46	31
	6%	*5%*	*7%*	10%hi	6%hi	6%hi	7%hi	6%hi	*3%*	*2%*	8%l	*7%*	*4%*
Send less parcels	532	252	280	41	74	95	102	106	114	51	115	197	220
	25%	*24%*	*25%*	*13%*	*20%*	25%c	31%cd	31%cd	27%cd	27%c	*17%*	28%j	29%j
No change in parcels	1391	684	707	205	257	249	197	209	275	128	461	446	484
	65%	*66%*	*64%*	*68%*	69%fg	*66%*	*60%*	*61%*	*66%*	*67%*	*68%*	*63%*	*64%*
Q15 FREQUENCY OF USE PARCELS/PACKETS													
Once a week or more	66	32	34	9	5	22	13	12	5	1	14	35	17
	3%	*3%*	*3%*	*3%*	*1%*	6%dhi	4%hi	3%hi	*1%*	*1%*	*2%*	5%jl	*2%*
Less than once a week but in the past month	204	71	133	23	27	45	50	34	26	9	49	95	59
	10%	*7%*	12%a	*7%*	*7%*	12%hi	15%cdhi	10%i	*6%*	*4%*	*7%*	13%jl	*8%*

KANTAR MEDIA

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
GENDER											
Male	1039	520	238	281	519	634	405	255	784	198	841
	49%	*49%*	54%c	*45%*	*48%*	55%f	*41%*	*40%*	52%g	*46%*	*49%*
Female	1100	545	206	349	555	525	575	377	723	230	870
	51%	*51%*	*46%*	55%b	*52%*	*45%*	59%e	60%h	*48%*	*54%*	*51%*
AGE											
16-24	303	150	64	89	152	142	161	84	219	36	267
	14%	*14%*	*14%*	*14%*	*14%*	*12%*	16%e	*13%*	*15%*	*8%*	16%i
25-34	372	205	68	99	167	276	96	176	196	29	343
	17%	19%d	*15%*	*16%*	*16%*	24%f	*10%*	28%h	*13%*	*7%*	20%i
35-44	379	200	92	87	179	302	77	226	153	43	336
	18%	19%c	21%c	*14%*	*17%*	26%f	*8%*	36%h	*10%*	*10%*	20%i
45-54	328	167	86	75	161	243	85	111	217	51	277
	15%	16%c	19%cd	*12%*	*15%*	21%f	*9%*	*18%*	*14%*	*12%*	16%i
55-64	343	177	64	103	166	180	163	25	318	83	260
	16%	*17%*	*14%*	*16%*	*15%*	*16%*	*17%*	*4%*	21%g	19%j	*15%*
65+	414	165	71	178	249	15	399	11	404	185	229
	19%	*16%*	*16%*	28%abd	23%ab	*1%*	41%e	*2%*	27%g	43%j	*13%*
75+	190	68	38	84	122	*	189	3	187	106	84
	9%	*6%*	*9%*	13%ab	11%a	*	19%e	*	12%g	25%j	*5%*
AGE											
16-34	675	356	132	187	319	418	256	260	415	65	610
	32%	*33%*	*30%*	*30%*	*30%*	36%f	*26%*	41%h	*28%*	*15%*	36%i
35-54	707	367	179	162	340	545	162	337	370	94	613
	33%	34%c	40%acd	*26%*	32%c	47%f	*17%*	53%h	*25%*	*22%*	36%i
55+	757	342	134	281	415	195	562	36	722	269	489
	35%	*32%*	*30%*	45%abd	39%ab	*17%*	57%e	*6%*	48%g	63%j	*29%*
SOCIAL GRADE											
ABC1	1064	1064	-	-	-	691	373	320	744	163	901
	50%	100%bcd	-	-	-	60%f	*38%*	*51%*	*49%*	*38%*	53%i

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
C2	444	-	444	-	444	282	162	149	296	64	381
	21%	-	100%acd	-	41%ac	24%f	*17%*	*24%*	*20%*	*15%*	22%i
DE	630	-	-	630	630	185	445	163	467	201	430
	29%	-	-	100%abd	59%ab	*16%*	45%e	*26%*	31%g	47%j	*25%*
C2DE	1075	-	444	630	1075	467	607	312	763	264	810
	50%	-	100%a	100%a	100%a	*40%*	62%e	*49%*	*51%*	62%j	*47%*
WORKING STATUS											
Working	1159	691	282	185	467	1159	-	424	735	129	1029
	54%	65%cd	63%cd	*29%*	44%c	100%f	-	67%h	*49%*	*30%*	60%i
Not working	980	373	162	445	607	-	980	208	772	298	682
	46%	*35%*	*37%*	71%abd	56%ab	-	100%e	*33%*	51%g	70%j	*40%*
CHILDREN IN HOUSEHOLD											
Any	632	320	149	163	312	424	208	632	-	-	632
	30%	*30%*	33%c	*26%*	*29%*	37%f	*21%*	100%h	-	-	37%i
None	1507	744	296	467	763	735	772	-	1507	428	1079
	70%	*70%*	*67%*	74%b	*71%*	*63%*	79%e	-	100%g	100%j	*63%*
HOUSEHOLD SIZE											
1	428	163	64	201	264	129	298	-	428	428	-
	20%	*15%*	*14%*	32%abd	25%ab	*11%*	30%e	-	28%g	100%j	-
2+	1711	901	381	430	810	1029	682	632	1079	-	1711
	80%	85%cd	86%cd	*68%*	75%c	89%f	*70%*	100%h	*72%*	-	100%i
INTERNET ACCESS											
Any Internet access	1920	1007	404	509	913	1138	782	624	1296	303	1617
	90%	95%bcd	91%cd	*81%*	85%c	98%f	*80%*	99%h	*86%*	*71%*	95%i
No Internet access	219	57	40	121	162	20	198	8	211	125	94
	10%	*5%*	9%a	19%abd	15%ab	*2%*	20%e	*1%*	14%g	29%j	*5%*
PRINCIPAL SHOPPER											
Yes	1725	855	350	520	870	924	801	502	1223	410	1314
	81%	*80%*	*79%*	*83%*	*81%*	*80%*	*82%*	*79%*	*81%*	96%j	*77%*
No	414	210	95	110	205	235	180	130	284	17	397
	19%	*20%*	*21%*	*17%*	*19%*	*20%*	*18%*	*21%*	*19%*	*4%*	23%i

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
CHIEF INCOME EARNER											
Yes	1360	660	248	453	701	769	591	330	1030	419	941
	64%	62%b	*56%*	*72%abd*	65%b	66%f	*60%*	*52%*	68%g	98%j	*55%*
No	779	405	196	177	374	390	389	302	477	9	770
	36%	38%c	44%acd	*28%*	35%c	*34%*	40%e	48%h	*32%*	*2%*	45%i
TENURE											
Own\Mortgage	1203	727	264	212	476	709	494	316	886	212	991
	56%	68%bcd	59%cd	*34%*	44%c	61%f	*50%*	*50%*	59%g	*50%*	58%i
Rent Private	411	212	86	112	199	265	145	138	272	68	342
	19%	*20%*	*19%*	*18%*	*18%*	23%f	*15%*	*22%*	*18%*	*16%*	*20%*
Rent LA	498	113	94	291	384	176	322	170	327	142	356
	23%	*11%*	21%a	46%abd	36%ab	*15%*	33%e	27%h	*22%*	33%j	*21%*
AREA											
Urban	1729	846	359	524	883	951	778	519	1210	326	1404
	81%	*79%*	*81%*	*83%*	*82%*	*82%*	*79%*	*82%*	*80%*	*76%*	82%i
Rural	410	218	86	106	191	207	202	113	297	102	308
	19%	*21%*	*19%*	*17%*	*18%*	*18%*	*21%*	*18%*	*20%*	24%j	*18%*
GOVERNMENT REGIONS											
North East	95	40	7	48	55	36	59	25	70	23	72
	4%	4%b	*2%*	8%abd	5%b	*3%*	6%e	*4%*	*5%*	*5%*	*4%*
North West	248	121	67	61	128	147	101	63	185	58	191
	12%	*11%*	15%c	*10%*	*12%*	*13%*	*10%*	*10%*	*12%*	*14%*	*11%*
Yorkshire and The Humber	182	88	32	62	94	86	96	64	119	23	159
	9%	*8%*	*7%*	*10%*	*9%*	*7%*	*10%*	*10%*	*8%*	*5%*	9%i
East Midlands	148	68	32	48	80	82	65	47	101	40	107
	7%	*6%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*7%*	9%j	*6%*
West Midlands	183	81	47	55	102	95	88	52	132	28	155
	9%	*8%*	*11%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*7%*	*9%*
East of England	201	116	34	51	86	122	79	77	124	27	174
	9%	11%d	*8%*	*8%*	*8%*	*11%*	*8%*	12%h	*8%*	*6%*	10%i

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
London	269	149	44	76	120	174	95	82	187	48	221
	13%	14%b	*10%*	*12%*	*11%*	15%f	*10%*	*13%*	*12%*	*11%*	*13%*
South East	308	191	61	56	117	186	123	96	213	52	257
	14%	18%cd	14%c	*9%*	*11%*	16%f	*13%*	*15%*	*14%*	*12%*	*15%*
South West	167	82	32	53	85	75	92	33	134	48	119
	8%	*8%*	*7%*	*8%*	*8%*	*6%*	9%e	*5%*	9%g	11%j	*7%*
England	1802	935	357	509	866	1003	798	537	1264	348	1454
	84%	88%bcd	*80%*	*81%*	*81%*	87%f	*81%*	*85%*	*84%*	*81%*	*85%*
Wales	107	41	29	37	65	47	59	32	75	21	85
	5%	*4%*	6%a	*6%*	6%a	*4%*	*6%*	*5%*	*5%*	*5%*	*5%*
Scotland	182	77	53	52	105	88	94	48	134	42	140
	9%	*7%*	12%ac	*8%*	*10%*	*8%*	*10%*	*8%*	*9%*	*10%*	*8%*
Northern Ireland	49	10	6	32	38	20	28	15	33	16	33
	2%	*1%*	*1%*	5%ab	4%ab	*2%*	*3%*	*2%*	*2%*	4%j	*2%*
ETHNIC ORIGIN											
White	1852	904	393	555	948	976	876	511	1341	393	1459
	87%	*85%*	*89%*	*88%*	88%a	*84%*	89%e	*81%*	89%g	92%j	*85%*
Minority Ethnic	280	154	51	75	127	178	103	121	159	34	247
	13%	*14%*	*11%*	*12%*	*12%*	15%f	*10%*	19%h	*11%*	*8%*	14%i
Q2 ITEMS SENT PMTH											
Standard Letters	779	437	145	197	342	389	390	173	606	191	588
	36%	41%bcd	*33%*	*31%*	*32%*	*34%*	40%e	*27%*	40%g	45%j	*34%*
Large Letters	160	104	23	33	57	96	64	47	113	26	135
	7%	10%bcd	*5%*	*5%*	*5%*	*8%*	*7%*	*7%*	*7%*	*6%*	*8%*
Any Small or medium parcels (up to 2kg)	278	178	48	52	100	170	108	109	169	37	241
	13%	17%bcd	*11%*	*8%*	*9%*	15%f	*11%*	17%h	*11%*	*9%*	14%i
1-2 Parcels	188	116	35	36	71	112	76	73	115	24	163
	9%	11%cd	*8%*	*6%*	*7%*	*10%*	*8%*	11%h	*8%*	*6%*	10%i
3-4 Parcels	51	33	7	11	18	29	21	18	32	8	43
	2%	3%d	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
5+ Parcels	40	28	6	5	11	29	11	18	22	5	35
	2%	*3%cd*	*1%*	*1%*	*1%*	*2%f*	*1%*	*3%*	*1%*	*1%*	*2%*
Q13\14 ROYAL MAIL AWARENESS\USAGE											
Aware Royal Mail	2032	1024	420	588	1008	1111	920	609	1422	395	1637
	95%	*96%cd*	*95%*	*93%*	*94%*	*96%f*	*94%*	*96%*	*94%*	*92%*	*96%i*
Ever Used Royal Mail for parcels	1575	829	321	425	746	868	707	485	1091	288	1288
	74%	*78%bcd*	*72%*	*67%*	*69%*	*75%*	*72%*	*77%*	*72%*	*67%*	*75%i*
Ever Encountered Royal Mail for parcels	1651	861	342	449	790	943	708	510	1140	298	1352
	77%	*81%cd*	*77%c*	*71%*	*74%*	*81%f*	*72%*	*81%h*	*76%*	*70%*	*79%i*
Q6\7 SPEND COMPARED TO 2 YEARS AGO											
Spend more on parcels	224	143	37	45	81	133	91	74	151	32	193
	10%	*13%bcd*	*8%*	*7%*	*8%*	*12%*	*9%*	*12%*	*10%*	*7%*	*11%i*
Spend less on parcels	505	256	106	143	249	273	232	144	361	100	405
	24%	*24%*	*24%*	*23%*	*23%*	*24%*	*24%*	*23%*	*24%*	*23%*	*24%*
Spend about the same on parcels	1337	641	285	411	697	712	625	382	955	286	1051
	63%	*60%*	*64%*	*65%a*	*65%a*	*61%*	*64%*	*60%*	*63%*	*67%j*	*61%*
Spend more on letters	263	145	50	69	118	133	130	65	198	59	204
	12%	*14%*	*11%*	*11%*	*11%*	*11%*	*13%*	*10%*	*13%*	*14%*	*12%*
Spend less on letters	648	349	130	169	299	351	296	194	454	125	523
	30%	*33%cd*	*29%*	*27%*	*28%*	*30%*	*30%*	*31%*	*30%*	*29%*	*31%*
Spend about the same on letters	1185	555	255	375	630	647	539	356	830	239	946
	55%	*52%*	*57%*	*60%a*	*59%a*	*56%*	*55%*	*56%*	*55%*	*56%*	*55%*
Q3 USE OF POST COMPARED TO 2 YEARS AGO											
Send more standard letters	113	59	21	33	54	55	58	31	82	19	94
	5%	*6%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	*5%*
Send less standard letters	652	347	136	169	305	357	294	206	445	119	533
	30%	*33%c*	*31%*	*27%*	*28%*	*31%*	*30%*	*33%*	*30%*	*28%*	*31%*
No change in standard letters	1306	642	269	395	664	712	594	366	940	276	1030
	61%	*60%*	*61%*	*63%*	*62%*	*61%*	*61%*	*58%*	*62%*	*65%*	*60%*
Send more large letters	72	41	11	21	31	37	35	25	47	12	60
	3%	*4%*	*2%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	SOCIAL GRADE				WORKING STATUS		CHILDREN IN HOUSEHOLD		HOUSEHOLD SIZE	
		ABC1 (a)	C2 (b)	DE (c)	C2DE (d)	Working (e)	Not working (f)	Any (g)	None (h)	1 (i)	2+ (j)
Unweighted Base	2139	921	465	753	1218	940	1199	546	1593	511	1628
Weighted Base	2139	1064	444	630	1075	1159	980	632	1507	428	1711
Send less large letters	586	309	123	154	278	326	260	185	401	107	479
	27%	*29%*	*28%*	*24%*	*26%*	*28%*	*27%*	*29%*	*27%*	*25%*	*28%*
No change in large letters	1391	692	286	412	699	750	640	387	1004	290	1100
	65%	*65%*	*64%*	*65%*	*65%*	*65%*	*65%*	*61%*	67%g	*68%*	*64%*
Send more parcels	128	80	23	26	48	72	56	48	80	17	112
	6%	7%cd	*5%*	*4%*	*5%*	*6%*	*6%*	*8%*	*5%*	*4%*	7%i
Send less parcels	532	275	120	137	257	295	237	162	370	101	431
	25%	*26%*	27%c	*22%*	*24%*	*25%*	*24%*	*26%*	*25%*	*24%*	*25%*
No change in parcels	1391	686	279	426	705	749	641	386	1005	293	1098
	65%	*64%*	*63%*	*68%*	*66%*	*65%*	*65%*	*61%*	67%g	*68%*	*64%*
Q15 FREQUENCY OF USE PARCELS/PACKETS											
Once a week or more	66	44	11	11	23	47	20	26	40	8	59
	3%	4%cd	*3%*	*2%*	*2%*	4%f	*2%*	*4%*	*3%*	*2%*	*3%*
Less than once a week but in the past month	204	132	35	37	72	120	84	81	123	28	176
	10%	12%bcd	*8%*	*6%*	*7%*	*10%*	*9%*	13%h	*8%*	*7%*	10%i

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
GENDER												
Male	1039	949	90	758	281	800	239	585	222	222	850	189
	49%	49%b	*41%*	*44%*	68%c	59%f	*31%*	*49%*	54%i	*45%*	*49%*	*46%*
Female	1100	972	128	966	134	561	539	618	188	276	879	221
	51%	*51%*	59%a	56%d	*32%*	*41%*	69%e	*51%*	*46%*	55%h	*51%*	*54%*
AGE												
16-24	303	301	1	143	160	128	175	116	101	69	261	41
	14%	16%b	*1%*	*8%*	39%c	*9%*	22%e	*10%*	25%gi	14%g	15%k	*10%*
25-34	372	371	1	332	40	211	161	150	128	91	313	59
	17%	19%b	*1%*	19%d	*10%*	*16%*	21%e	*12%*	31%gi	18%g	*18%*	*14%*
35-44	379	368	11	311	68	251	128	201	89	87	314	65
	18%	19%b	*5%*	*18%*	*16%*	*18%*	*16%*	*17%*	22%g	*17%*	*18%*	*16%*
45-54	328	312	16	286	42	212	116	206	44	75	263	64
	15%	16%b	*7%*	17%d	*10%*	*16%*	*15%*	17%h	*11%*	*15%*	*15%*	*16%*
55-64	343	310	33	292	51	230	113	234	30	79	269	74
	16%	*16%*	*15%*	17%d	*12%*	*17%*	*15%*	19%h	*7%*	16%h	*16%*	*18%*
65+	414	258	157	362	53	329	86	295	19	96	308	107
	19%	*13%*	72%a	21%d	*13%*	24%f	*11%*	25%hi	*5%*	19%h	*18%*	26%j
75+	190	81	109	166	24	158	32	128	9	49	138	51
	9%	*4%*	50%a	10%d	*6%*	12%f	*4%*	11%h	*2%*	10%h	*8%*	12%j
AGE												
16-34	675	672	2	474	200	339	336	266	229	160	575	100
	32%	35%b	*1%*	*28%*	48%c	*25%*	43%e	*22%*	56%gi	32%g	33%k	*24%*
35-54	707	680	27	597	110	463	244	407	133	162	578	129
	33%	35%b	*12%*	35%d	*27%*	*34%*	*31%*	*34%*	*32%*	*33%*	*33%*	*32%*
55+	757	568	189	654	104	559	199	529	49	176	576	181
	35%	*30%*	87%a	38%d	*25%*	41%f	*26%*	44%hi	*12%*	35%h	*33%*	44%j
SOCIAL GRADE												
ABC1	1064	1007	57	855	210	660	405	727	212	113	846	218
	50%	52%b	*26%*	*50%*	*51%*	*48%*	*52%*	60%hi	52%i	*23%*	*49%*	*53%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
C2	444	404	40	350	95	248	196	264	86	94	359	86
	21%	*21%*	*18%*	*20%*	*23%*	*18%*	25%e	*22%*	*21%*	*19%*	*21%*	*21%*
DE	630	509	121	520	110	453	177	212	112	291	524	106
	29%	*26%*	56%a	*30%*	*27%*	33%f	*23%*	*18%*	27%g	58%gh	*30%*	*26%*
C2DE	1075	913	162	870	205	701	374	476	199	384	883	191
	50%	*48%*	74%a	*50%*	*49%*	*52%*	*48%*	*40%*	48%g	77%gh	*51%*	*47%*
WORKING STATUS												
Working	1159	1138	20	924	235	769	390	709	265	176	951	207
	54%	59%b	*9%*	*54%*	*57%*	57%f	*50%*	59%i	65%i	*35%*	*55%*	*51%*
Not working	980	782	198	801	180	591	389	494	145	322	778	202
	46%	*41%*	91%a	*46%*	*43%*	*43%*	50%e	*41%*	*35%*	65%gh	*45%*	*49%*
CHILDREN IN HOUSEHOLD												
Any	632	624	8	502	130	330	302	316	138	170	519	113
	30%	32%b	*4%*	*29%*	*31%*	*24%*	39%e	*26%*	34%g	34%g	*30%*	*28%*
None	1507	1296	211	1223	284	1030	477	886	272	327	1210	297
	70%	*68%*	96%a	*71%*	*69%*	76%f	*61%*	74%hi	*66%*	*66%*	*70%*	*72%*
HOUSEHOLD SIZE												
1	428	303	125	410	17	419	9	212	68	142	326	102
	20%	*16%*	57%a	24%d	*4%*	31%f	*1%*	*18%*	*17%*	28%gh	*19%*	25%j
2+	1711	1617	94	1314	397	941	770	991	342	356	1404	308
	80%	84%b	*43%*	*76%*	96%c	*69%*	99%e	82%i	83%i	*72%*	81%k	*75%*
INTERNET ACCESS												
Any Internet access	1920	1920	-	1530	390	1186	735	1088	392	414	1563	357
	90%	100%b	-	*89%*	94%c	*87%*	94%e	90%i	95%gi	*83%*	*90%*	*87%*
No Internet access	219	-	219	195	24	175	44	114	19	84	166	53
	10%	-	100%a	11%d	*6%*	13%f	*6%*	10%h	*5%*	17%gh	*10%*	*13%*
PRINCIPAL SHOPPER												
Yes	1725	1530	195	1725	-	1167	557	943	365	401	1385	340
	81%	*80%*	89%a	100%d	-	86%f	*72%*	*78%*	89%gi	*81%*	*80%*	*83%*
No	414	390	24	-	414	193	221	259	46	97	344	70
	19%	20%b	*11%*	-	100%c	*14%*	28%e	22%h	*11%*	19%h	*20%*	*17%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
CHIEF INCOME EARNER												
Yes	1360	1186	175	1167	193	1360	-	737	266	343	1083	277
	64%	*62%*	80%a	68%d	*47%*	100%f	-	*61%*	*65%*	69%g	*63%*	*68%*
No	779	735	44	557	221	-	779	466	144	155	646	133
	36%	38%b	*20%*	*32%*	53%c	-	100%e	39%i	*35%*	*31%*	*37%*	*32%*
TENURE												
Own\Mortgage	1203	1088	114	943	259	737	466	1203	-	-	948	255
	56%	*57%*	*52%*	*55%*	63%c	*54%*	60%e	100%hi	-	-	*55%*	62%j
Rent Private	411	392	19	365	46	266	144	-	411	-	362	49
	19%	20%b	*8%*	21%d	*11%*	*20%*	*19%*	-	100%gi	-	21%k	*12%*
Rent LA	498	414	84	401	97	343	155	-	-	498	395	103
	23%	*22%*	38%a	*23%*	*23%*	25%f	*20%*	-	-	100%gh	*23%*	*25%*
AREA												
Urban	1729	1563	166	1385	344	1083	646	948	362	395	1729	-
	81%	81%b	*76%*	*80%*	*83%*	*80%*	*83%*	*79%*	88%gi	*79%*	100%k	-
Rural	410	357	53	340	70	277	133	255	49	103	-	410
	19%	*19%*	24%a	*20%*	*17%*	*20%*	*17%*	21%h	*12%*	21%h	-	100%j
GOVERNMENT REGIONS												
North East	95	82	13	78	17	63	32	43	9	43	95	-
	4%	*4%*	*6%*	*5%*	*4%*	*5%*	*4%*	*4%*	*2%*	9%gh	5%k	-
North West	248	221	27	191	57	157	92	164	43	40	248	-
	12%	*12%*	*13%*	*11%*	*14%*	*12%*	*12%*	14%i	*10%*	*8%*	14%k	-
Yorkshire and The Humber	182	164	18	136	47	126	56	102	44	26	143	40
	9%	*9%*	*8%*	*8%*	11%c	*9%*	*7%*	8%i	11%i	*5%*	*8%*	*10%*
East Midlands	148	128	20	125	22	97	51	78	33	36	102	45
	7%	*7%*	*9%*	*7%*	*5%*	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	11%j
West Midlands	183	161	22	144	39	108	75	139	21	23	148	35
	9%	*8%*	*10%*	*8%*	*9%*	*8%*	*10%*	12%hi	*5%*	*5%*	*9%*	*9%*
East of England	201	185	16	159	42	120	81	105	54	40	126	75
	9%	*10%*	*7%*	*9%*	*10%*	*9%*	*10%*	*9%*	13%gi	*8%*	*7%*	18%j

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
London	269	252	16	236	33	168	101	110	98	54	269	-
	13%	13%b	*7%*	14%d	*8%*	*12%*	*13%*	*9%*	24%gi	*11%*	16%k	-
South East	308	290	18	259	49	184	124	191	65	49	281	27
	14%	15%b	*8%*	*15%*	*12%*	*14%*	*16%*	16%i	16%i	*10%*	16%k	*7%*
South West	167	142	25	132	36	111	56	100	14	51	93	74
	8%	*7%*	12%a	*8%*	*9%*	*8%*	*7%*	8%h	*3%*	10%h	*5%*	18%j
England	1802	1625	177	1460	342	1133	669	1033	380	361	1506	296
	84%	*85%*	*81%*	*85%*	*83%*	*83%*	*86%*	86%i	93%gi	*72%*	87%k	*72%*
Wales	107	94	13	89	18	59	47	56	18	33	61	46
	5%	*5%*	*6%*	*5%*	*4%*	*4%*	*6%*	*5%*	*4%*	*7%*	*4%*	11%j
Scotland	182	166	16	135	47	125	57	99	9	75	138	43
	9%	*9%*	*7%*	*8%*	11%c	*9%*	*7%*	8%h	*2%*	15%gh	*8%*	*11%*
Northern Ireland	49	35	14	42	7	43	6	16	3	30	23	25
	2%	*2%*	6%a	*2%*	*2%*	3%f	*1%*	*1%*	*1%*	6%gh	*1%*	6%j
ETHNIC ORIGIN												
White	1852	1641	211	1488	364	1181	671	1077	317	433	1467	385
	87%	*85%*	96%a	*86%*	*88%*	*87%*	*86%*	90%h	*77%*	87%h	*85%*	94%j
Minority Ethnic	280	273	7	230	50	174	106	123	90	64	258	23
	13%	14%b	*3%*	*13%*	*12%*	*13%*	*14%*	*10%*	22%gi	*13%*	15%k	*6%*
Q2 ITEMS SENT PMTH												
Standard Letters	779	676	103	677	102	518	261	526	109	136	606	173
	36%	*35%*	47%a	39%d	*25%*	38%f	*33%*	44%hi	*27%*	*27%*	*35%*	42%j
Large Letters	160	153	7	139	21	106	54	114	24	21	130	30
	7%	8%b	*3%*	*8%*	*5%*	*8%*	*7%*	9%hi	*6%*	*4%*	*7%*	*7%*
Any Small or medium parcels (up to 2kg)	278	269	9	232	46	153	125	187	41	48	226	52
	13%	14%b	*4%*	*13%*	*11%*	*11%*	16%e	16%hi	*10%*	*10%*	*13%*	*13%*
1-2 Parcels	188	183	5	157	31	96	91	124	29	33	152	35
	9%	10%b	*2%*	*9%*	*7%*	*7%*	12%e	10%i	*7%*	*7%*	*9%*	*9%*
3-4 Parcels	51	49	2	39	12	33	18	42	3	6	41	10
	2%	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	3%hi	*1%*	*1%*	*2%*	*2%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
	Total	Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
5+ Parcels	40	38	2	36	4	24	16	22	9	9	34	6
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*
Q13\14 ROYAL MAIL AWARENESS\USAGE												
Aware Royal Mail	2032	1830	202	1636	395	1287	745	1153	393	459	1648	384
	95%	95%b	*92%*	*95%*	*95%*	*95%*	*96%*	96%i	*96%*	*92%*	*95%*	*94%*
Ever Used Royal Mail for parcels	1575	1440	136	1277	298	987	588	914	296	348	1272	303
	74%	75%b	*62%*	*74%*	*72%*	*73%*	*76%*	76%i	*72%*	*70%*	*74%*	*74%*
Ever Encountered Royal Mail for parcels	1651	1511	140	1333	317	1036	615	916	328	384	1340	311
	77%	79%b	*64%*	*77%*	*77%*	*76%*	*79%*	*76%*	*80%*	*77%*	*77%*	*76%*
Q6\7 SPEND COMPARED TO 2 YEARS AGO												
Spend more on parcels	224	212	12	192	32	131	93	139	51	33	179	45
	10%	11%b	*6%*	*11%*	*8%*	*10%*	*12%*	12%i	12%i	*7%*	*10%*	*11%*
Spend less on parcels	505	463	43	409	96	299	206	288	97	118	410	95
	24%	*24%*	*19%*	*24%*	*23%*	*22%*	26%e	*24%*	*24%*	*24%*	*24%*	*23%*
Spend about the same on parcels	1337	1181	156	1068	269	885	453	744	238	333	1077	260
	63%	*61%*	71%a	*62%*	*65%*	65%f	*58%*	*62%*	*58%*	67%h	*62%*	*63%*
Spend more on letters	263	229	34	220	43	162	101	155	51	51	213	50
	12%	*12%*	*15%*	*13%*	*10%*	*12%*	*13%*	*13%*	*12%*	*10%*	*12%*	*12%*
Spend less on letters	648	587	61	541	107	391	257	389	120	136	520	127
	30%	*31%*	*28%*	31%d	*26%*	*29%*	*33%*	*32%*	*29%*	*27%*	*30%*	*31%*
Spend about the same on letters	1185	1065	121	933	252	782	403	639	224	306	953	232
	55%	*55%*	*55%*	*54%*	61%c	57%f	*52%*	*53%*	*55%*	61%g	*55%*	*57%*
Q3 USE OF POST COMPARED TO 2 YEARS AGO												
Send more standard letters	113	108	5	90	23	61	52	57	28	24	93	20
	5%	6%b	*2%*	*5%*	*6%*	*4%*	7%e	*5%*	*7%*	*5%*	*5%*	*5%*
Send less standard letters	652	588	64	536	116	411	241	399	99	152	518	134
	30%	*31%*	*29%*	*31%*	*28%*	*30%*	*31%*	33%h	*24%*	31%h	*30%*	*33%*
No change in standard letters	1306	1162	144	1046	260	844	462	724	265	300	1065	241
	61%	*61%*	*66%*	*61%*	*63%*	*62%*	*59%*	*60%*	*65%*	*60%*	*62%*	*59%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i - j/k
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	INTERNET ACCESS		PRINCIPAL SHOPPER		CHIEF INCOME EARNER		TENURE			AREA	
		Any Internet access (a)	No Internet access (b)	Yes (c)	No (d)	Yes (e)	No (f)	Own\Mortgage (g)	Rent Private (h)	Rent LA (i)	Urban (j)	Rural (k)
Unweighted Base	2139	1823	316	1734	405	1413	726	1210	369	530	1698	441
Weighted Base	2139	1920	219	1725	414	1360	779	1203	411	498	1729	410
Send more large letters	72	69	3	63	9	42	30	41	17	14	61	11
	3%	*4%b*	*1%*	*4%*	*2%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*
Send less large letters	586	542	45	476	110	370	217	354	90	140	468	118
	27%	*28%b*	*20%*	*28%*	*27%*	*27%*	*28%*	*29%h*	*22%*	*28%h*	*27%*	*29%*
No change in large letters	1391	1229	162	1116	275	891	500	775	281	315	1134	257
	65%	*64%*	*74%a*	*65%*	*66%*	*65%*	*64%*	*64%*	*68%*	*63%*	*66%*	*63%*
Send more parcels	128	126	3	105	23	68	61	81	27	20	107	21
	6%	*7%b*	*1%*	*6%*	*6%*	*5%*	*8%e*	*7%i*	*7%*	*4%*	*6%*	*5%*
Send less parcels	532	489	43	430	102	332	200	317	84	130	430	102
	25%	*25%b*	*20%*	*25%*	*25%*	*24%*	*26%*	*26%h*	*20%*	*26%*	*25%*	*25%*
No change in parcels	1391	1227	164	1121	270	906	485	774	275	321	1126	265
	65%	*64%*	*75%a*	*65%*	*65%*	*67%*	*62%*	*64%*	*67%*	*65%*	*65%*	*65%*
Q15 FREQUENCY OF USE PARCELS/PACKETS												
Once a week or more	66	63	3	57	9	39	27	43	10	13	53	14
	3%	*3%*	*1%*	*3%*	*2%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*
Less than once a week but in the past month	204	199	5	171	33	110	93	142	30	31	167	36
	10%	*10%b*	*2%*	*10%*	*8%*	*8%*	*12%e*	*12%hi*	*7%*	*6%*	*10%*	*9%*

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
GENDER																
Male	1039	37	117	100	82	85	97	138	151	74	881	47	89	22	883	152
	49%	*39%*	*47%*	55%a	55%a	*47%*	*48%*	*51%*	*49%*	*44%*	*49%*	*44%*	*49%*	*45%*	*48%*	*54%*
Female	1100	58	132	82	66	98	104	131	157	93	920	60	93	27	969	128
	51%	61%cd	*53%*	*45%*	*45%*	*53%*	*52%*	*49%*	*51%*	*56%*	*51%*	*56%*	*51%*	*55%*	*52%*	*46%*
AGE																
16-24	303	9	23	44	17	19	33	40	45	17	247	18	35	3	249	54
	14%	*9%*	*9%*	24%abdeghijm	*12%*	*10%*	17%bm	*15%*	*14%*	*10%*	*14%*	*16%*	19%beim	*6%*	*13%*	19%n
25-34	372	13	38	43	28	22	43	66	52	14	318	17	26	11	299	72
	17%	*13%*	15%i	24%eil	19%i	*12%*	22%ei	25%abehijl	17%i	*8%*	18%i	16%i	*14%*	22%i	*16%*	26%n
35-44	379	11	52	22	31	33	32	63	59	27	331	9	29	10	285	94
	18%	*12%*	21%ck	*12%*	21%ck	18%k	*16%*	24%ack	19%k	*16%*	18%k	*9%*	*16%*	21%k	*15%*	34%n
45-54	328	12	37	21	19	34	34	46	48	23	274	21	26	6	295	31
	15%	*13%*	*15%*	*12%*	*13%*	*18%*	*17%*	*17%*	*16%*	*14%*	*15%*	*20%*	*15%*	*12%*	*16%*	*11%*
55-64	343	31	52	22	20	25	35	25	51	31	292	18	24	9	324	18
	16%	33%bcdefghijkl	21%cg	*12%*	*13%*	*14%*	17%g	*9%*	17%g	19%g	16%g	*17%*	*13%*	19%g	18%o	*6%*
65+	414	19	46	30	33	49	24	29	54	55	339	24	42	10	400	12
	19%	20%g	19%g	*17%*	22%fg	27%cfghj	*12%*	*11%*	17%g	33%abcdfghj	19%fg	22%fg	23%fg	*20%*	22%o	*4%*
75+	190	8	25	14	18	24	11	16	23	23	162	9	14	5	188	1
	9%	*8%*	*10%*	*8%*	12%fg	13%fg	*6%*	*6%*	*7%*	14%fghj	*9%*	*8%*	*8%*	*10%*	10%o	*
AGE																
16-34	675	22	61	87	45	41	77	106	97	30	565	35	61	14	548	125
	32%	*23%*	*24%*	48%abdehijklm	30%i	*22%*	38%abei	40%abeij	31%ei	*18%*	31%bei	33%i	33%ei	*28%*	*30%*	45%n
35-54	707	23	89	43	50	67	66	109	107	50	605	30	55	16	580	125
	33%	*25%*	36%c	*24%*	*34%*	37%c	*33%*	41%acijkl	35%c	*30%*	34%c	*29%*	*30%*	*33%*	*31%*	44%n

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS													ETHNIC ORIGIN	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
55+	757	50	98	52	53	75	59	53	105	87	631	41	66	19	725	30
	35%	53%cdfgh jl	40%cfg	*28%*	36%g	41%cfg	29%g	*20%*	34%g	52%bcdef ghjkl	35%g	39%g	36%g	39%g	39%o	*11%*
SOCIAL GRADE																
ABC1	1064	40	121	88	68	81	116	149	191	82	935	41	77	10	904	154
	50%	42%m	49%m	48%m	46%m	44%m	57%adekl m	56%aeklm	62%abcde ijklm	49%m	52%klm	39%m	42%m	*21%*	*49%*	*55%*
C2	444	7	67	32	32	47	34	44	61	32	357	29	53	6	393	51
	21%	*8%*	27%acfgj m	18%a	21%a	26%afgm	*17%*	*16%*	20%a	19%a	20%a	27%agm	29%acfgh ijm	*12%*	*21%*	*18%*
DE	630	48	61	62	48	55	51	76	56	53	509	37	52	32	555	75
	29%	50%bcdef ghijkl	*24%*	34%h	33%h	30%h	*26%*	28%h	*18%*	32%h	28%h	34%h	29%h	67%bcdef ghijkl	*30%*	*27%*
C2DE	1075	55	128	94	80	102	86	120	117	85	866	65	105	38	948	127
	50%	58%fgh	51%h	52%h	54%fh	56%fgh	*43%*	*44%*	*38%*	51%h	48%h	61%fghj	58%fghj	79%abcde fghijkl	*51%*	*45%*
WORKING STATUS																
Working	1159	36	147	86	82	95	122	174	186	75	1003	47	88	20	976	178
	54%	*38%*	59%acikl m	*47%*	56%a	52%a	61%acikl m	65%aceij klm	60%acikl m	*45%*	56%aikm	*44%*	*48%*	*42%*	*53%*	63%n
Not working	980	59	101	96	65	88	79	95	123	92	798	59	94	28	876	103
	46%	62%bdefg hj	*41%*	53%bfgh	*44%*	48%g	*39%*	*35%*	*40%*	55%bfghj	44%g	56%bfghj	52%bfgh	58%bfghj	47%o	*37%*
CHILDREN IN HOUSEHOLD																
Any	632	25	63	64	47	52	77	82	96	33	537	32	48	15	511	121
	30%	*26%*	*25%*	35%i	32%i	*28%*	38%beijl	30%i	31%i	*20%*	30%i	*30%*	*26%*	*31%*	*28%*	43%n
None	1507	70	185	119	101	132	124	187	213	134	1264	75	134	33	1341	159
	70%	*74%*	75%f	*65%*	*68%*	72%f	*62%*	*70%*	*69%*	80%cdfgh j	70%f	*70%*	74%f	*69%*	72%o	*57%*
HOUSEHOLD SIZE																
1	428	23	58	23	40	28	27	48	52	48	348	21	42	16	393	34
	20%	24%cf	23%cf	*13%*	27%cefgh j	*15%*	*14%*	*18%*	*17%*	29%cefgh j	*19%*	*20%*	23%cf	33%cefgh j	21%o	*12%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
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*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
2+	1711	72	191	159	107	155	174	221	257	119	1454	85	140	33	1459	247
	80%	*76%*	*77%*	87%abdilm	*73%*	85%dim	86%abdilm	82%dim	83%dim	*71%*	81%dim	*80%*	*77%*	*67%*	*79%*	88%n
INTERNET ACCESS																
Any Internet access	1920	82	221	164	128	161	185	252	290	142	1625	94	166	35	1641	273
	90%	87%m	89%m	90%m	86%m	88%m	92%im	94%adeim	94%abdeijm	85%m	90%im	88%m	91%m	*72%*	*89%*	97%n
No Internet access	219	13	27	18	20	22	16	16	18	25	177	13	16	14	211	7
	10%	13%gh	11%h	*10%*	14%gh	12%gh	*8%*	*6%*	*6%*	15%fghj	10%h	*12%*	*9%*	28%abcdefghijkl	11%o	*3%*
PRINCIPAL SHOPPER																
Yes	1725	78	191	136	125	144	159	236	259	132	1460	89	135	42	1488	230
	81%	*82%*	*77%*	*74%*	85%cl	*79%*	*79%*	88%bcefijl	84%cl	*79%*	81%l	*83%*	*74%*	*85%*	*80%*	*82%*
No	414	17	57	47	22	39	42	33	49	36	342	18	47	7	364	50
	19%	*18%*	23%g	26%dgh	*15%*	21%g	21%g	*12%*	*16%*	21%g	19%g	*17%*	26%dghj	*15%*	*20%*	*18%*
CHIEF INCOME EARNER																
Yes	1360	63	157	126	97	108	120	168	184	111	1133	59	125	43	1181	174
	64%	*66%*	*63%*	69%k	*65%*	*59%*	*59%*	*62%*	*60%*	*66%*	*63%*	*56%*	69%k	88%abcdefghijkl	*64%*	*62%*
No	779	32	92	56	51	75	81	101	124	56	669	47	57	6	671	106
	36%	34%m	37%m	31%m	35%m	41%m	41%m	38%m	40%m	34%m	37%m	44%clm	31%m	*12%*	*36%*	*38%*
TENURE																
Own\Mortgage	1203	43	164	102	78	139	105	110	191	100	1033	56	99	16	1077	123
	56%	*45%*	66%adfgjklm	56%gm	53%gm	76%abcdfghijklm	52%gm	*41%*	62%afgm	60%agm	57%agm	52%m	54%gm	*32%*	58%o	*44%*
Rent Private	411	9	43	44	33	21	54	98	65	14	380	18	9	3	317	90
	19%	*9%*	17%il	24%aeilm	22%aeilm	11%l	27%abeilm	36%abcdefhijklm	21%aeilm	*8%*	21%aeilm	17%il	*5%*	*7%*	*17%*	32%n
Rent LA	498	43	40	26	36	23	40	54	49	51	361	33	75	30	433	64
	23%	45%bcdefghij	*16%*	*14%*	25%ceh	*12%*	*20%*	20%e	*16%*	30%bcefghj	20%e	31%bcefghj	41%bcdefghj	61%bcdefghijkl	*23%*	*23%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
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*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
AREA																
Urban	1729	95	248	143	102	148	126	269	281	93	1506	61	138	23	1467	258
	81%	100%cdef hijklm	100%cdefh ijklm	78%fikm	69%im	81%dfikm	*63%*	100%cdefh ijklm	91%cdefi jklm	*56%*	84%dfikl m	*57%*	76%fikm	*48%*	*79%*	92%n
Rural	410	-	-	40	45	35	75	-	27	74	296	46	43	25	385	23
	19%	-	-	22%abgh	31%abegh j	19%abgh	37%abcegh jl	-	9%abg	44%abcde ghjl	16%abgh	43%abceg hjl	24%abghj	52%abcde ghjl	21%o	*8%*
GOVERNMENT REGIONS																
North East	95	95	-	-	-	-	-	-	-	-	95	-	-	-	92	3
	4%	100%bcdefg hijklm	-	-	-	-	-	-	-	-	5%bcdefg hikl	-	-	-	5%o	*1%*
North West	248	-	248	-	-	-	-	-	-	-	248	-	-	-	237	11
	12%	-	100%acdefg hijklm	-	-	-	-	-	-	-	14%acdefg hiklm	-	-	-	13%o	*4%*
Yorkshire and The Humber	182	-	-	182	-	-	-	-	-	-	182	-	-	-	150	32
	9%	-	-	100%abdefg hijklm	-	-	-	-	-	-	10%abdefg hiklm	-	-	-	*8%*	*12%*
East Midlands	148	-	-	-	148	-	-	-	-	-	148	-	-	-	118	29
	7%	-	-	-	100%abcefg hijklm	-	-	-	-	-	8%abcefg hiklm	-	-	-	*6%*	11%n
West Midlands	183	-	-	-	-	183	-	-	-	-	183	-	-	-	161	22
	9%	-	-	-	-	100%abcdfg hijklm	-	-	-	-	10%abcdfg hiklm	-	-	-	*9%*	*8%*
East of England	201	-	-	-	-	-	201	-	-	-	201	-	-	-	171	28
	9%	-	-	-	-	-	100%abcdeg hijklm	-	-	-	11%abcdeg hiklm	-	-	-	*9%*	*10%*
London	269	-	-	-	-	-	-	269	-	-	269	-	-	-	155	111
	13%	-	-	-	-	-	-	100%abcdef hijklm	-	-	15%abcdef hiklm	-	-	-	*8%*	40%n
South East	308	-	-	-	-	-	-	-	308	-	308	-	-	-	273	35
	14%	-	-	-	-	-	-	-	100%abcdef gijklm	-	17%abcdef giklm	-	-	-	*15%*	*12%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
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*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
South West	167	-	-	-	-	-	-	-	-	167	167	-	-	-	166	-
	8%	-	-	-	-	-	-	-	-	100%abcdefghjklm	9%abcdefghklm	-	-	-	9%o	-
England	1802	95	248	182	148	183	201	269	308	167	1802	-	-	-	1523	272
	84%	100%klm	100%klm	100%klm	100%klm	100%klm	100%klm	100%klm	100%klm	100%klm	100%klm	-	-	-	*82%*	97%n
Wales	107	-	-	-	-	-	-	-	-	-	-	107	-	-	104	3
	5%	-	-	-	-	-	-	-	-	-	-	100%abcdefghijlm	-	-	6%o	*1%*
Scotland	182	-	-	-	-	-	-	-	-	-	-	-	182	-	179	3
	9%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefghijkm	-	10%o	*1%*
Northern Ireland	49	-	-	-	-	-	-	-	-	-	-	-	-	49	47	2
	2%	-	-	-	-	-	-	-	-	-	-	-	-	100%abcdefghijkl	*3%*	*1%*
ETHNIC ORIGIN																
White	1852	92	237	150	118	161	171	155	273	166	1523	104	179	47	1852	-
	87%	97%cdefghj	95%cdefghj	82%g	80%g	88%g	85%g	*58%*	89%dg	99%bcdefghj	85%g	97%cdefghj	98%cdefghj	95%cdfgj	100%o	-
Minority Ethnic	280	3	11	32	29	22	28	111	35	-	272	3	3	2	-	280
	13%	3%i	5%i	18%abiklm	20%abhiklm	12%abikl	14%abikl	41%abcdefhijklm	11%abikl	-	15%abiklm	3%i	*2%*	5%i	-	100%n
Q2 ITEMS SENT PMTH																
Standard Letters	779	35	94	43	63	89	65	101	109	79	677	45	41	15	708	68
	36%	37%cl	38%cl	*24%*	43%cl	49%bcfghjlm	*32%*	37%cl	35%cl	47%cfhjlm	38%cl	42%cl	*23%*	*31%*	38%o	*24%*
Large Letters	160	4	13	12	11	17	14	21	30	10	132	9	13	7	152	8
	7%	*4%*	*5%*	*6%*	*8%*	*9%*	*7%*	*8%*	*10%*	*6%*	*7%*	*8%*	*7%*	14%ab	*8%o*	*3%*
Any Small or medium parcels (up to 2kg)	278	12	27	19	21	26	28	36	42	27	237	13	21	7	247	30
	13%	*13%*	*11%*	*10%*	*14%*	*14%*	*14%*	*13%*	*13%*	*16%*	*13%*	*12%*	*11%*	*15%*	*13%*	*11%*
1-2 Parcels	188	7	23	9	15	15	17	28	26	18	159	11	11	6	164	22
	9%	*8%*	*9%*	*5%*	*10%*	*8%*	*8%*	*10%*	*9%*	*11%*	*9%*	*10%*	*6%*	13%c	*9%*	*8%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
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Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
3-4 Parcels	51	2	1	6	3	6	9	2	9	5	41	1	8	1	47	4
	2%	*2%*	*	*3%*	*2%*	3%bg	4%bg	*1%*	*3%*	*3%*	*2%*	*1%*	4%bg	*2%*	*3%*	*1%*
5+ Parcels	40	3	3	4	3	5	2	6	6	4	36	1	2	-	36	3
	2%	*3%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	-	*2%*	*1%*
Q13\14 ROYAL MAIL AWARENESS\USAGE																
Aware Royal Mail	2032	81	242	176	140	179	195	253	299	155	1719	104	160	49	1761	264
	95%	*85%*	98%ail	97%al	94%a	98%ail	97%al	94%al	97%ail	*93%*	95%al	97%al	*88%*	100%ail	*95%*	*94%*
Ever Used Royal Mail for parcels	1575	72	174	131	120	140	145	204	246	119	1351	77	109	38	1357	212
	74%	76%l	70%l	72%l	81%bl	77%l	72%l	76%l	80%bil	71%l	75%l	73%l	*60%*	78%l	*73%*	*76%*
Ever Encountered Royal Mail for parcels	1651	70	191	118	124	149	167	224	250	121	1412	79	116	43	1429	217
	77%	*74%*	77%cl	*65%*	84%cil	81%cl	83%cil	83%cil	81%cil	*72%*	78%cl	*74%*	*64%*	89%abcik l	*77%*	*77%*
Q6\7 SPEND COMPARED TO 2 YEARS AGO																
Spend more on parcels	224	10	32	16	13	20	17	32	34	15	188	12	17	8	194	29
	10%	*11%*	*13%*	*9%*	*9%*	*11%*	*8%*	*12%*	*11%*	*9%*	*10%*	*11%*	*10%*	*15%*	*10%*	*10%*
Spend less on parcels	505	8	77	32	36	47	58	79	68	31	435	18	45	7	428	74
	24%	*8%*	31%achij km	*18%*	24%a	25%a	29%acikm	29%acikm	22%a	18%a	24%a	*17%*	25%a	*14%*	*23%*	*26%*
Spend about the same on parcels	1337	74	137	133	97	115	106	143	197	112	1113	72	118	35	1172	162
	63%	78%befgh j	*55%*	73%bfgj	66%fg	*63%*	*53%*	*53%*	64%fg	67%bfg	62%fg	67%bfg	65%fg	71%bfg	*63%*	*58%*
Spend more on letters	263	11	32	18	19	24	17	34	39	21	215	15	25	8	232	31
	12%	*12%*	*13%*	*10%*	*13%*	*13%*	*8%*	*13%*	*13%*	*12%*	*12%*	*14%*	*14%*	*17%*	*13%*	*11%*
Spend less on letters	648	12	86	40	46	55	76	99	95	46	555	37	48	8	567	76
	30%	*13%*	35%acm	*22%*	31%am	30%am	38%aclm	37%aclm	31%am	28%a	31%acm	34%acm	27%a	*16%*	*31%*	*27%*
Spend about the same on letters	1185	70	129	123	81	102	95	124	169	98	990	54	108	33	1021	161
	55%	73%bdefg hijkl	*52%*	68%bdefg hjk	*55%*	*56%*	*47%*	*46%*	*55%*	58%fg	55%g	*51%*	59%fg	67%bfgk	*55%*	*58%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		GOVERNMENT REGIONS													ETHNIC ORIGIN	
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	White (n)	Minority Ethnic (o)
Unweighted Base	2139	90	238	177	152	199	196	252	290	183	1777	118	183	61	1885	248
Weighted Base	2139	95*	248	182	148	183	201	269	308	167	1802	107	182	49*	1852	280
Q3 USE OF POST COMPARED TO 2 YEARS AGO																
Send more standard letters	113	4	13	10	13	14	14	12	17	8	104	7	2	-	96	17
	5%	*4%*	*5%*	*6%*	9%lm	8%lm	7%lm	*4%*	5%l	*5%*	6%l	6%l	*1%*	-	*5%*	*6%*
Send less standard letters	652	14	87	42	43	57	77	81	101	50	551	30	57	14	573	75
	30%	*14%*	35%ac	*23%*	29%a	31%a	38%acj	30%a	33%ac	30%a	31%a	28%a	31%a	29%a	*31%*	*27%*
No change in standard letters	1306	75	144	121	88	112	101	157	186	104	1089	68	114	35	1133	170
	61%	79%bdefg hijkl	*58%*	67%f	*60%*	61%f	*50%*	*58%*	60%f	62%f	60%f	64%f	63%f	71%f	*61%*	*61%*
Send more large letters	72	3	9	4	5	7	10	9	15	6	68	4	*	-	62	10
	3%	*3%*	4%l	*2%*	3%l	4%l	5%l	3%l	5%l	4%l	4%l	3%l	*	-	*3%*	*4%*
Send less large letters	586	13	80	36	38	53	72	71	86	43	492	26	57	12	511	73
	27%	*14%*	32%ac	*20%*	26%a	29%a	36%acjk	26%a	28%a	26%a	*27%ac*	*24%*	32%ac	*24%*	*28%*	*26%*
No change in large letters	1391	77	156	133	98	122	105	166	203	104	1164	74	116	37	1212	175
	65%	81%bdefg hijl	63%f	73%bfgij	66%f	67%f	*52%*	*62%*	66%f	*63%*	65%f	69%f	64%f	76%fg	*65%*	*62%*
Send more parcels	128	3	17	15	7	12	14	13	24	8	114	9	5	-	107	20
	6%	*4%*	*7%*	8%lm	*5%*	*7%*	*7%*	*5%*	8%lm	*5%*	*6%*	9%lm	*3%*	-	*6%*	*7%*
Send less parcels	532	8	79	30	37	44	62	66	83	40	450	20	55	7	461	70
	25%	*9%*	32%acjkm	*16%*	25%a	24%a	31%ackm	25%a	27%ac	24%a	25%ac	*19%*	30%ackm	*15%*	*25%*	*25%*
No change in parcels	1391	81	149	129	97	126	109	168	196	108	1162	74	113	41	1219	168
	65%	85%bcdef ghijkl	*60%*	71%bf	66%f	69%f	*54%*	*62%*	*64%*	65%f	64%f	69%f	*62%*	85%bcdef ghijkl	*66%*	*60%*
Q15 FREQUENCY OF USE PARCELS/PACKETS																
Once a week or more	66	4	10	2	6	10	8	13	3	6	61	1	4	1	54	11
	3%	*4%*	4%h	*1%*	4%h	6%chk	4%h	5%h	*1%*	*3%*	3%h	*1%*	*2%*	*2%*	*3%*	*4%*
Less than once a week but in the past month	204	7	17	16	15	16	20	23	38	17	169	11	17	6	185	19
	10%	*7%*	*7%*	*9%*	*10%*	*9%*	*10%*	*9%*	*12%*	*10%*	*9%*	*10%*	*9%*	*13%*	*10%*	*7%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
GENDER										
Male	1039	314	74	110	69	23	18	986	733	803
	49%	*40%*	*46%*	*39%*	*37%*	*45%*	*46%*	*49%*	*47%*	*49%*
Female	1100	465	86	168	119	28	21	1045	842	848
	51%	*60%*	*54%*	*61%*	*63%*	*55%*	*54%*	*51%*	*53%*	*51%*
AGE										
16-24	303	45	8	35	22	6	7	281	200	232
	14%	*6%*	*5%*	13%ab	12%a	*13%*	18%ab	*14%*	*13%*	*14%*
25-34	372	78	24	32	25	7	-	359	265	306
	17%	*10%*	15%f	11%f	13%f	13%f	-	*18%*	*17%*	*19%*
35-44	379	115	33	69	48	10	11	364	302	310
	18%	*15%*	*20%*	25%a	26%a	*20%*	*27%*	*18%*	*19%*	*19%*
45-54	328	147	38	64	43	10	12	317	256	274
	15%	*19%*	*23%*	*23%*	*23%*	*19%*	*30%*	*16%*	*16%*	*17%*
55-64	343	168	25	46	29	9	7	324	264	253
	16%	*22%*	*16%*	*17%*	*16%*	*18%*	*18%*	*16%*	*17%*	*15%*
65+	414	226	32	31	20	9	3	387	290	275
	19%	29%bcdf	20%cd	*11%*	*11%*	*17%*	*7%*	*19%*	*18%*	*17%*
75+	190	109	12	10	8	1	1	175	132	125
	9%	14%cde	*8%*	*4%*	*4%*	*2%*	*2%*	*9%*	*8%*	*8%*
AGE										
16-34	675	123	32	67	47	13	7	640	465	539
	32%	*16%*	*20%*	24%a	25%a	*26%*	*18%*	*31%*	*29%*	*33%*
35-54	707	263	70	133	91	20	23	681	557	584
	33%	*34%*	44%a	48%a	49%a	*39%*	57%a	*34%*	*35%*	*35%*
55+	757	393	58	77	49	18	10	711	553	528
	35%	50%bcdf	*36%*	*28%*	*26%*	*36%*	*26%*	*35%*	*35%*	*32%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
SOCIAL GRADE										
ABC1	1064	437	104	178	116	33	28	1024	829	861
	50%	*56%*	*65%*	64%a	*62%*	*65%*	*72%*	*50%*	*53%*	*52%*
C2	444	145	23	48	35	7	6	420	321	342
	21%	*19%*	*15%*	*17%*	*18%*	*13%*	*16%*	*21%*	*20%*	*21%*
DE	630	197	33	52	36	11	5	588	425	449
	29%	25%c	*21%*	*19%*	*19%*	*22%*	*12%*	*29%*	*27%*	*27%*
C2DE	1075	342	57	100	71	18	11	1008	746	790
	50%	44%c	*35%*	*36%*	*38%*	*35%*	*28%*	*50%*	*47%*	*48%*
WORKING STATUS										
Working	1159	389	96	170	112	29	29	1111	868	943
	54%	*50%*	60%a	61%a	60%a	*58%*	73%a	*55%*	*55%*	*57%*
Not working	980	390	64	108	76	21	11	920	707	708
	46%	50%bcdf	*40%*	*39%*	*40%*	*42%*	*27%*	*45%*	*45%*	*43%*
CHILDREN IN HOUSEHOLD										
Any	632	173	47	109	73	18	18	609	485	510
	30%	*22%*	*30%*	39%a	39%a	36%a	45%a	*30%*	*31%*	*31%*
None	1507	606	113	169	115	32	22	1422	1091	1140
	70%	78%cdef	*70%*	*61%*	*61%*	*64%*	*55%*	*70%*	*69%*	*69%*
HOUSEHOLD SIZE										
1	428	191	26	37	24	8	5	395	288	298
	20%	25%bcd	*16%*	*13%*	*13%*	*15%*	*12%*	*19%*	*18%*	*18%*
2+	1711	588	135	241	163	43	35	1637	1288	1352
	80%	*75%*	84%a	87%a	87%a	*85%*	*88%*	*81%*	*82%*	*82%*
INTERNET ACCESS										
Any Internet access	1920	676	153	269	183	49	38	1830	1440	1511
	90%	*87%*	96%a	97%a	97%a	*96%*	*95%*	*90%*	*91%*	*92%*
No Internet access	219	103	7	9	5	2	2	202	136	140
	10%	13%bcd	*4%*	*3%*	*3%*	*4%*	*5%*	*10%*	*9%*	*8%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
PRINCIPAL SHOPPER										
Yes	1725	677	139	232	157	39	36	1636	1277	1333
	81%	*87%*	*87%*	*83%*	*84%*	*77%*	*91%*	*81%*	*81%*	*81%*
No	414	102	21	46	31	12	4	395	298	317
	19%	*13%*	*13%*	*17%*	*16%*	*23%*	*9%*	*19%*	*19%*	*19%*
CHIEF INCOME EARNER										
Yes	1360	518	106	153	96	33	24	1287	987	1036
	64%	67%cd	67%cd	*55%*	*51%*	*65%*	*61%*	*63%*	*63%*	*63%*
No	779	261	54	125	91	18	16	745	588	615
	36%	*33%*	*33%*	45%ab	49%ab	*35%*	*39%*	*37%*	*37%*	*37%*
TENURE										
Own\Mortgage	1203	526	114	187	124	42	22	1153	914	916
	56%	*67%*	*71%*	*67%*	*66%*	82%f	*56%*	*57%*	*58%*	*55%*
Rent Private	411	109	24	41	29	3	9	393	296	328
	19%	*14%*	*15%*	*15%*	*15%*	*6%*	*22%*	*19%*	*19%*	*20%*
Rent LA	498	136	21	48	33	6	9	459	348	384
	23%	*17%*	*13%*	*17%*	*18%*	*12%*	*22%*	*23%*	*22%*	*23%*
AREA										
Urban	1729	606	130	226	152	41	34	1648	1272	1340
	81%	*78%*	*81%*	*81%*	*81%*	*80%*	*85%*	*81%*	*81%*	*81%*
Rural	410	173	30	52	35	10	6	384	303	311
	19%	*22%*	*19%*	*19%*	*19%*	*20%*	*15%*	*19%*	*19%*	*19%*
GOVERNMENT REGIONS										
North East	95	35	4	12	7	2	3	81	72	70
	4%	*4%*	*2%*	*4%*	*4%*	*4%*	*7%*	*4%*	*5%*	*4%*
North West	248	94	13	27	23	1	3	242	174	191
	12%	*12%*	*8%*	*10%*	*12%*	*2%*	*7%*	*12%*	*11%*	*12%*
Yorkshire and The Humber	182	43	12	19	9	6	4	176	131	118
	9%	*6%*	*7%*	*7%*	*5%*	*11%*	*9%*	*9%*	*8%*	*7%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
East Midlands	148	63	11	21	15	3	3	140	120	124
	7%	*8%*	*7%*	*7%*	*8%*	*5%*	*7%*	*7%*	*8%*	*8%*
West Midlands	183	89	17	26	15	6	5	179	140	149
	9%	*11%*	*10%*	*9%*	*8%*	*12%*	*14%*	*9%*	*9%*	*9%*
East of England	201	65	14	28	17	9	2	195	145	167
	9%	*8%*	*9%*	*10%*	*9%*	*17%*	*5%*	*10%*	*9%*	*10%*
London	269	101	21	36	28	2	6	253	204	224
	13%	*13%*	*13%*	*13%*	15%e	*3%*	*16%*	*12%*	*13%*	*14%*
South East	308	109	30	42	26	9	6	299	246	250
	14%	*14%*	*19%*	*15%*	*14%*	*17%*	*16%*	*15%*	*16%*	*15%*
South West	167	79	10	27	18	5	4	155	119	121
	8%	*10%*	*7%*	*10%*	*10%*	*9%*	*11%*	*8%*	*8%*	*7%*
England	1802	677	132	237	159	41	36	1719	1351	1412
	84%	*87%*	*82%*	*85%*	*85%*	*82%*	*91%*	*85%*	*86%*	*86%*
Wales	107	45	9	13	11	1	1	104	77	79
	5%	*6%*	*6%*	*5%*	*6%*	*2%*	*3%*	*5%*	*5%*	*5%*
Scotland	182	41	13	21	11	8	2	160	109	116
	9%	*5%*	*8%*	*7%*	*6%*	15%a	*6%*	*8%*	*7%*	*7%*
Northern Ireland	49	15	7	7	6	1	-	49	38	43
	2%	*2%*	*4%*	*3%*	*3%*	*2%*	-	*2%*	*2%*	*3%*
ETHNIC ORIGIN										
White	1852	708	152	247	164	47	36	1761	1357	1429
	87%	*91%*	95%d	*89%*	*88%*	*92%*	*92%*	*87%*	*86%*	*87%*
Minority Ethnic	280	68	8	30	22	4	3	264	212	217
	13%	*9%*	*5%*	*11%*	*12%*	*8%*	*8%*	*13%*	*13%*	*13%*
Q2 ITEMS SENT PMTH										
Standard Letters	779	779	120	165	109	34	22	754	644	622
	36%	100%bcdef	75%cdf	*59%*	*58%*	*67%*	*55%*	*37%*	41%g	*38%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Large Letters	160	120	160	75	46	16	13	154	143	141
	7%	15%	100%acdef	27%a	24%a	31%a	34%a	8%	9%	9%
Any Small or medium parcels (up to 2kg)	278	165	75	278	188	51	40	264	247	233
	13%	21%	47%a	100%ab	100%ab	100%ab	100%ab	13%	16%g	14%
1-2 Parcels	188	109	46	188	188	-	-	176	169	157
	9%	14%ef	29%aef	67%abef	100%abcef	-	-	9%	11%	10%
3-4 Parcels	51	34	16	51	-	51	-	49	45	43
	2%	4%d	10%ad	18%abdf	-	100%abcdf	-	2%	3%	3%
5+ Parcels	40	22	13	40	-	-	40	40	34	32
	2%	3%d	8%ad	14%ade	-	-	100%abcde	2%	2%	2%
Q13\14 ROYAL MAIL AWARENESS\USAGE										
Aware Royal Mail	2032	754	154	264	176	49	40	2032	1547	1617
	95%	97%	96%	95%	94%	97%	100%	100%hi	98%	98%
Ever Used Royal Mail for parcels	1575	644	143	247	169	45	34	1547	1575	1371
	74%	83%	89%	89%a	90%a	88%	86%	76%	100%gi	83%g
Ever Encountered Royal Mail for parcels	1651	622	141	233	157	43	32	1617	1371	1651
	77%	80%	88%a	84%	84%	85%	82%	80%	87%g	100%gh
Q6\7 SPEND COMPARED TO 2 YEARS AGO										
Spend more on parcels	224	125	42	106	62	21	23	219	195	184
	10%	16%	26%a	38%ab	33%a	42%a	58%abcd	11%	12%	11%
Spend less on parcels	505	204	34	44	32	6	6	489	395	405
	24%	26%cd	22%	16%	17%	13%	16%	24%	25%	25%
Spend about the same on parcels	1337	433	77	123	89	23	10	1256	944	1010
	63%	56%cf	48%f	44%	48%f	45%	26%	62%	60%	61%
Spend more on letters	263	185	43	75	50	13	12	254	223	211
	12%	24%	27%	27%	26%	26%	30%	13%	14%	13%
Spend less on letters	648	277	50	81	50	14	17	628	507	518
	30%	36%d	31%	29%	27%	28%	42%	31%	32%	31%

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q2 ITEMS SENT PMTH						Q13\14 ROYAL MAIL AWARENESS\USAGE		
	Total	Standard Letters (a)	Large Letters (b)	Any Small or medium parcels (up to 2kg) (c)	1-2 Parcels (d)	3-4 Parcels (e)	5+ Parcels (f)	Aware Royal Mail (g)	Ever Used Royal Mail for parcels (h)	Ever Encountered Royal Mail for parcels (i)
Unweighted Base	2139	819	157	252	170	47	35	2026	1556	1608
Weighted Base	2139	779	160	278	188	51*	40*	2032	1575	1651
Spend about the same on letters	1185	308	64	119	86	22	11	1110	824	890
	55%	*40%*	*40%*	*43%*	*46%*	*44%*	*28%*	*55%*	*52%*	*54%*
Q3 USE OF POST COMPARED TO 2 YEARS AGO										
Send more standard letters	113	66	16	36	21	8	7	109	99	92
	5%	*8%*	*10%*	13%a	*11%*	*15%*	*18%*	*5%*	*6%*	*6%*
Send less standard letters	652	292	60	92	57	15	20	627	509	517
	30%	*37%*	*38%*	*33%*	*31%*	*30%*	50%d	*31%*	*32%*	*31%*
No change in standard letters	1306	417	81	149	109	28	13	1242	935	1008
	61%	54%f	*51%*	54%f	58%f	*55%*	*32%*	*61%*	*59%*	*61%*
Send more large letters	72	38	22	33	15	9	9	70	66	65
	3%	*5%*	14%a	12%a	*8%*	17%a	24%ad	*3%*	*4%*	*4%*
Send less large letters	586	252	54	85	55	14	15	561	463	469
	27%	*32%*	*34%*	*31%*	*29%*	*28%*	*39%*	*28%*	*29%*	*28%*
No change in large letters	1391	470	82	158	116	28	15	1326	1007	1066
	65%	60%bf	*51%*	57%f	62%f	*55%*	*37%*	*65%*	*64%*	*65%*
Send more parcels	128	69	23	75	37	18	20	124	113	107
	6%	*9%*	14%a	27%ab	20%a	35%abd	51%abcd	*6%*	*7%*	*6%*
Send less parcels	532	224	39	51	33	9	8	508	416	421
	25%	29%cd	*25%*	*18%*	*18%*	*18%*	*21%*	*25%*	*26%*	*26%*
No change in parcels	1391	469	95	150	116	24	11	1328	1005	1072
	65%	60%f	59%f	54%f	62%f	*47%*	*28%*	*65%*	*64%*	*65%*
Q15 FREQUENCY OF USE PARCELS/PACKETS										
Once a week or more	66	46	28	66	26	19	21	64	63	61
	3%	*6%*	17%a	24%ad	14%a	37%abd	53%abcd	*3%*	*4%*	*4%*
Less than once a week but in the past month	204	117	47	204	155	31	18	195	179	165
	10%	*15%*	30%a	73%abf	83%abcef	61%ab	46%a	*10%*	*11%*	*10%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i
*** small base**

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
GENDER																		
Male	1039	86	234	678	105	298	613	49	305	648	36	280	674	56	252	684	32	71
	49%	*38%*	*46%*	51%ad	*40%*	*46%*	52%ade	*43%*	*47%*	*50%*	*49%*	*48%*	*48%*	*44%*	*47%*	*49%*	*49%*	*35%*
Female	1100	138	271	659	158	349	572	64	347	658	37	306	717	72	280	707	34	133
	51%	62%cf	*54%*	*49%*	60%cf	54%f	*48%*	*57%*	*53%*	*50%*	*51%*	*52%*	*52%*	*56%*	*53%*	*51%*	*51%*	*65%*
AGE																		
16-24	303	32	41	212	36	50	205	31	41	206	19	37	218	30	41	205	9	23
	14%	14%be	*8%*	16%be	14%be	*8%*	17%be	27%hikln o	*6%*	16%hkn	26%hikln o	*6%*	16%hkn	23%hkno	*8%*	15%hkn	*14%*	*11%*
25-34	372	39	85	234	41	102	220	22	96	238	15	90	248	21	74	257	5	27
	17%	*17%*	*17%*	*17%*	*16%*	*16%*	*19%*	*19%*	*15%*	18%n	*20%*	*15%*	*18%*	*17%*	*14%*	18%n	*8%*	*13%*
35-44	379	40	92	231	39	118	213	19	115	235	9	109	248	22	95	249	22	45
	18%	*18%*	*18%*	*17%*	*15%*	*18%*	*18%*	*17%*	*18%*	*18%*	*13%*	*19%*	*18%*	*17%*	*18%*	*18%*	*34%*	*22%*
45-54	328	41	90	186	41	113	167	14	119	190	12	110	200	24	102	197	13	50
	15%	*18%*	*18%*	*14%*	*16%*	17%c	*14%*	*13%*	18%ilo	*15%*	*17%*	19%ilo	*14%*	*19%*	19%ilo	*14%*	*19%*	*24%*
55-64	343	40	91	208	40	125	175	12	131	195	9	117	209	20	106	209	12	34
	16%	*18%*	*18%*	*16%*	*15%*	19%cf	*15%*	*10%*	20%gilo	*15%*	*12%*	20%gilo	*15%*	*16%*	20%gilo	*15%*	*18%*	*17%*
65+	414	33	107	267	66	139	205	14	149	242	8	123	268	11	114	275	5	26
	19%	*15%*	*21%*	*20%*	25%af	21%f	*17%*	*13%*	23%gijm	19%m	*11%*	21%m	19%m	*9%*	21%m	20%m	*7%*	*13%*
75+	190	12	48	126	32	65	90	5	70	109	2	55	124	3	51	128	1	9
	9%	*5%*	*10%*	*9%*	12%af	*10%*	*8%*	*4%*	11%m	8%m	*3%*	9%m	9%m	*2%*	9%m	9%m	*2%*	*4%*
AGE																		
16-34	675	71	126	446	77	152	425	53	137	445	33	127	466	51	115	461	14	49
	32%	32%e	*25%*	33%be	*29%*	*23%*	36%be	47%hikl no	*21%*	34%hkn	46%hkln o	*22%*	34%hkn	40%hkn	*22%*	33%hkn	*22%*	*24%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
35-54	707	80	182	417	80	231	380	34	235	425	22	219	447	46	197	446	35	95
	33%	*36%*	*36%*	*31%*	*30%*	*36%*	*32%*	*30%*	*36%*	*33%*	*30%*	37%lo	*32%*	*36%*	*37%*	*32%*	*53%*	*47%*
55+	757	73	197	475	106	264	380	26	280	436	17	240	477	31	220	484	17	59
	35%	*33%*	39%f	*36%*	40%f	41%acf	*32%*	*23%*	43%gijl mo	33%g	*23%*	41%gijl mo	34%gm	*24%*	41%gijl mo	35%gm	*25%*	*29%*
SOCIAL GRADE																		
ABC1	1064	143	256	641	145	349	555	59	347	642	41	309	692	80	275	686	44	132
	50%	64%bcef	*51%*	*48%*	55%f	54%cf	*47%*	*52%*	*53%*	*49%*	*56%*	*53%*	*50%*	62%ilo	*52%*	*49%*	*66%*	*65%*
C2	444	37	106	285	50	130	255	21	136	269	11	123	286	23	120	279	11	35
	21%	*16%*	*21%*	*21%*	*19%*	*20%*	*22%*	*19%*	*21%*	*21%*	*15%*	*21%*	*21%*	*18%*	*23%*	*20%*	*17%*	*17%*
DE	630	45	143	411	69	169	375	33	169	395	21	154	412	26	137	426	11	37
	29%	*20%*	28%a	31%ae	*26%*	*26%*	32%ae	*29%*	*26%*	30%m	*29%*	*26%*	30%m	*20%*	*26%*	31%hm	*17%*	*18%*
C2DE	1075	81	249	697	118	299	630	54	305	664	31	278	699	48	257	705	23	72
	50%	*36%*	49%a	52%ae	*45%*	46%a	53%ade	*48%*	*47%*	51%m	*44%*	*47%*	50%m	*38%*	*48%*	51%m	*34%*	*35%*
WORKING STATUS																		
Working	1159	133	273	712	133	351	647	55	357	712	37	326	750	72	295	749	47	120
	54%	*60%*	*54%*	*53%*	*51%*	*54%*	*55%*	*49%*	*55%*	*55%*	*52%*	*56%*	*54%*	*56%*	*55%*	*54%*	*70%*	*59%*
Not working	980	91	232	625	130	296	539	58	294	594	35	260	640	56	237	641	20	84
	46%	*40%*	*46%*	*47%*	*49%*	*46%*	*45%*	*51%*	*45%*	*45%*	*48%*	*44%*	*46%*	*44%*	*45%*	*46%*	*30%*	*41%*
CHILDREN IN HOUSEHOLD																		
Any	632	74	144	382	65	194	356	31	206	366	25	185	387	48	162	386	26	81
	30%	*33%*	*28%*	*29%*	*25%*	*30%*	*30%*	*28%*	*32%*	*28%*	*35%*	*32%*	*28%*	37%ilo	*30%*	*28%*	*40%*	*40%*
None	1507	151	361	955	198	454	830	82	445	940	47	401	1004	80	370	1005	40	123
	70%	*67%*	*72%*	*71%*	*75%*	*70%*	*70%*	*72%*	*68%*	72%m	*65%*	*68%*	72%m	*63%*	*70%*	72%m	*60%*	*60%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
HOUSEHOLD SIZE																		
1	428	32	100	286	59	125	239	19	119	276	12	107	290	17	101	293	8	28
	20%	*14%*	*20%*	21%a	22%a	*19%*	*20%*	*17%*	*18%*	*21%*	*17%*	*18%*	*21%*	*13%*	*19%*	*21%*	*12%*	*14%*
2+	1711	193	405	1051	204	523	946	94	533	1030	60	479	1100	112	431	1098	59	176
	80%	86%cd	*80%*	*79%*	*78%*	*81%*	*80%*	*83%*	*82%*	*79%*	*83%*	*82%*	*79%*	*87%*	*81%*	*79%*	*88%*	*86%*
INTERNET ACCESS																		
Any Internet access	1920	212	463	1181	229	587	1065	108	588	1162	69	542	1229	126	489	1227	63	199
	90%	95%cdf	*92%*	*88%*	*87%*	*91%*	*90%*	95%lo	*90%*	*89%*	*96%*	92%lo	*88%*	98%hikl no	92%lo	*88%*	*95%*	*98%*
No Internet access	219	12	43	156	34	61	121	5	64	144	3	45	162	3	43	164	3	5
	10%	*5%*	*8%*	12%a	13%a	*9%*	10%a	*5%*	10%m	11%km	*4%*	8%m	12%gkmn	*2%*	8%m	12%gkmn	*5%*	*2%*
PRINCIPAL SHOPPER																		
Yes	1725	192	409	1068	220	541	933	90	536	1046	63	476	1116	105	430	1121	57	171
	81%	86%f	*81%*	*80%*	*84%*	83%f	*79%*	*79%*	*82%*	*80%*	*87%*	*81%*	*80%*	*82%*	*81%*	*81%*	*86%*	*84%*
No	414	32	96	269	43	107	252	23	116	260	9	110	275	23	102	270	9	33
	19%	*14%*	*19%*	*20%*	*16%*	*17%*	21%ae	*21%*	*18%*	*20%*	*13%*	*19%*	*20%*	*18%*	*19%*	*19%*	*14%*	*16%*
CHIEF INCOME EARNER																		
Yes	1360	131	299	885	162	391	782	61	411	844	42	370	891	68	332	906	39	110
	64%	*59%*	*59%*	66%abe	*62%*	*60%*	66%be	*54%*	63%m	65%gm	*58%*	*63%*	64%m	*53%*	*62%*	65%gm	*59%*	*54%*
No	779	93	206	453	101	257	403	52	241	462	30	217	500	61	200	485	27	93
	36%	41%c	41%cf	*34%*	*38%*	40%cf	*34%*	46%lo	*37%*	*35%*	*42%*	*37%*	*36%*	47%hilo	*38%*	*35%*	*41%*	*46%*
TENURE																		
Own\Mortgage	1203	139	288	744	155	389	639	57	399	724	41	354	775	81	317	774	43	142
	56%	62%f	*57%*	*56%*	*59%*	60%f	*54%*	*51%*	61%gilo	*55%*	*56%*	*60%*	*56%*	*63%*	*60%*	*56%*	*65%*	*69%*
Rent Private	411	51	97	238	51	120	224	28	99	265	17	90	281	27	84	275	10	30
	19%	*23%*	*19%*	*18%*	*20%*	*19%*	*19%*	25%hkn	*15%*	20%hkn	*24%*	*15%*	20%hkn	*21%*	*16%*	20%hk	*16%*	*14%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Rent LA	498	33	118	333	51	136	306	24	152	300	14	140	315	20	130	321	13	31
	23%	*15%*	*23%a*	*25%a*	*19%*	*21%*	*26%ade*	*21%*	*23%*	*23%*	*20%*	*24%*	*23%*	*16%*	*25%*	*23%*	*19%*	*15%*
AREA																		
Urban	1729	179	410	1077	213	520	953	93	518	1065	61	468	1134	107	430	1126	53	167
	81%	*80%*	*81%*	*81%*	*81%*	*80%*	*80%*	*83%*	*79%*	*82%*	*84%*	*80%*	*82%*	*84%*	*81%*	*81%*	*79%*	*82%*
Rural	410	45	95	260	50	127	232	20	134	241	11	118	257	21	102	265	14	36
	19%	*20%*	*19%*	*19%*	*19%*	*20%*	*20%*	*17%*	*21%*	*18%*	*16%*	*20%*	*18%*	*16%*	*19%*	*19%*	*21%*	*18%*
GOVERNMENT REGIONS																		
North East	95	10	8	74	11	12	70	4	14	75	3	13	77	3	8	81	4	7
	4%	*5%b*	*2%*	*6%be*	*4%b*	*2%*	*6%be*	*3%*	*2%*	*6%hkn*	*4%*	*2%*	*6%hkn*	*3%*	*2%*	*6%hkn*	*6%*	*3%*
North West	248	32	77	137	32	86	129	13	87	144	9	80	156	17	79	149	10	17
	12%	*14%*	*15%cf*	*10%*	*12%*	*13%*	*11%*	*11%*	*13%*	*11%*	*12%*	*14%*	*11%*	*13%*	*15%ilo*	*11%*	*14%*	*9%*
Yorkshire and The Humber	182	16	32	133	18	40	123	10	42	121	4	36	133	15	30	129	2	16
	9%	*7%*	*6%*	*10%be*	*7%*	*6%*	*10%be*	*9%*	*6%*	*9%hkn*	*6%*	*6%*	*10%hkn*	*11%n*	*6%*	*9%hkn*	*3%*	*8%*
East Midlands	148	13	36	97	19	46	81	13	43	88	5	38	98	7	37	97	6	15
	7%	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*	*12%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*7%*	*9%*	*7%*
West Midlands	183	20	47	115	24	55	102	14	57	112	7	53	122	12	44	126	10	16
	9%	*9%*	*9%*	*9%*	*9%*	*8%*	*9%*	*12%*	*9%*	*9%*	*10%*	*9%*	*9%*	*10%*	*8%*	*9%*	*15%*	*8%*
East of England	201	17	58	106	17	76	95	14	77	101	10	72	105	14	62	109	8	20
	9%	*7%*	*12%cdf*	*8%*	*6%*	*12%cdf*	*8%*	*13%*	*12%ilo*	*8%*	*14%*	*12%ilo*	*8%*	*11%*	*12%ilo*	*8%*	*12%*	*10%*
London	269	32	79	143	34	99	124	12	81	157	9	71	166	13	66	168	13	23
	13%	*14%*	*16%cf*	*11%*	*13%*	*15%cf*	*10%*	*10%*	*12%*	*12%*	*12%*	*12%*	*12%*	*10%*	*12%*	*12%*	*19%*	*11%*
South East	308	34	68	197	39	95	169	17	101	186	15	86	203	24	83	196	3	38
	14%	*15%*	*14%*	*15%*	*15%*	*15%*	*14%*	*15%*	*16%*	*14%*	*20%*	*15%*	*15%*	*19%*	*16%*	*14%*	*5%*	*19%p*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
South West	167	15	31	112	21	46	98	8	50	104	6	43	104	8	40	108	6	17
	8%	*7%*	*6%*	*8%*	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	*9%*	*7%*	*8%*	*6%*	*8%*	*8%*	*9%*	*8%*
England	1802	188	435	1113	215	555	990	104	551	1089	68	492	1164	114	450	1162	61	169
	84%	*84%*	*86%*	*83%*	*82%*	*86%*	*84%*	92%iklo	*85%*	*83%*	94%hikl no	*84%*	*84%*	*89%*	*85%*	*84%*	*92%*	*83%*
Wales	107	12	18	72	15	37	54	7	30	68	4	26	74	9	20	74	1	11
	5%	*5%*	*4%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*7%*	*4%*	*5%*	*1%*	*5%*
Scotland	182	17	45	118	25	48	108	2	57	114	*	57	116	5	55	113	4	17
	9%	*8%*	*9%*	*9%*	*10%*	*7%*	*9%*	*2%*	9%gj	9%gj	*1%*	10%gj	8%gj	*4%*	10%gjm	8%gj	*5%*	*8%*
Northern Ireland	49	8	7	35	8	8	33	-	14	35	-	12	37	-	7	41	1	6
	2%	*3%*	*1%*	*3%*	*3%*	*1%*	3%e	-	*2%*	*3%*	-	*2%*	*3%*	-	*1%*	*3%*	*1%*	*3%*
ETHNIC ORIGIN																		
White	1852	194	428	1172	232	567	1021	96	573	1133	62	511	1212	107	461	1219	54	185
	87%	*86%*	*85%*	*88%*	*88%*	*88%*	*86%*	*85%*	*88%*	*87%*	*86%*	*87%*	*87%*	*84%*	*87%*	*88%*	*82%*	*91%*
Minority Ethnic	280	29	74	162	31	76	161	17	75	170	10	73	175	20	70	168	11	19
	13%	*13%*	*15%*	*12%*	*12%*	*12%*	*14%*	*15%*	*12%*	*13%*	*14%*	*12%*	*13%*	*16%*	*13%*	*12%*	*17%*	*9%*
Q2 ITEMS SENT PMTH																		
Standard Letters	779	125	204	433	185	277	308	66	292	417	38	252	470	69	224	469	46	117
	36%	56%bcef	40%cf	32%f	70%abcef	43%cf	*26%*	58%hikl no	45%ilo	*32%*	52%ilo	43%ilo	*34%*	54%ilno	42%ilo	*34%*	*69%*	*58%*
Large Letters	160	42	34	77	43	50	64	16	60	81	22	54	82	23	39	95	28	47
	7%	19%bcef	*7%*	*6%*	16%bcef	*8%*	*5%*	14%ilno	9%il	*6%*	30%ghikl no	9%il	*6%*	18%hikln o	*7%*	*7%*	42%q	*23%*
Any Small or medium parcels (up to 2kg)	278	106	44	123	75	81	119	36	92	149	33	85	158	75	51	150	66	204
	13%	47%bcdef	*9%*	*9%*	28%bcef	13%c	*10%*	32%hikl no	14%no	*11%*	46%hikl no	14%no	*11%*	59%ghik lno	*10%*	*11%*	*100%*	*100%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
1-2 Parcels	188	62	32	89	50	50	86	21	57	109	15	55	116	37	33	116	26	155
	9%	28%bcdef	*6%*	*7%*	19%bcef	*8%*	*7%*	19%hikln o	*9%*	*8%*	21%hikln o	*9%*	*8%*	29%hikln o	*6%*	*8%*	*39%*	76%p
3-4 Parcels	51	21	6	23	13	14	22	8	15	28	9	14	28	18	9	24	19	31
	2%	9%bcef	*1%*	*2%*	5%bcef	*2%*	*2%*	7%hikln o	*2%*	*2%*	12%hikln o	*2%*	*2%*	14%hikln o	*2%*	*2%*	29%q	*15%*
5+ Parcels	40	23	6	10	12	17	11	7	20	13	9	15	15	20	8	11	21	18
	2%	10%bcdef	*1%*	*1%*	4%bcf	3%cf	*1%*	6%ilno	3%ilo	*1%*	13%hikln o	3%ilo	*1%*	16%ghikl no	*2%*	*1%*	32%q	*9%*
Q13\14 ROYAL MAIL AWARENESS\USAGE																		
Aware Royal Mail	2032	219	489	1256	254	628	1110	109	627	1242	70	561	1326	124	508	1328	64	195
	95%	98%f	97%cf	*94%*	*97%*	97%cf	*94%*	*96%*	*96%*	*95%*	*98%*	*96%*	*95%*	*96%*	*95%*	*96%*	*97%*	*96%*
Ever Used Royal Mail for parcels	1575	195	395	944	223	507	824	99	509	935	66	463	1007	113	416	1005	63	179
	74%	87%bcef	78%cf	*71%*	85%bcef	78%cf	*69%*	87%hiln o	78%ilo	*72%*	91%hikl no	79%ilo	*72%*	88%hikl no	78%ilo	*72%*	*95%*	*88%*
Ever Encountered Royal Mail for parcels	1651	184	405	1010	211	518	890	92	517	1008	65	469	1066	107	421	1072	61	165
	77%	82%f	80%cf	*76%*	*80%*	80%cf	*75%*	*82%*	*79%*	*77%*	90%ilo	*80%*	*77%*	*84%*	*79%*	*77%*	*92%*	*81%*
Q6\7 SPEND COMPARED TO 2 YEARS AGO																		
Spend more on parcels	224	224	-	-	151	39	34	53	56	114	49	48	123	98	21	101	37	69
	10%	100%bcdef	-	-	58%bcef	6%bcf	3%bc	47%hikln o	9%n	9%n	68%ghikl no	8%n	9%n	77%ghikl no	*4%*	7%n	56%q	*34%*
Spend less on parcels	505	-	505	-	13	474	18	6	410	87	5	398	99	7	394	101	5	38
	24%	-	100%acdef	-	5%acf	73%acdf	2%c	*5%*	63%gijlm o	*7%*	*7%*	68%gijlm o	*7%*	*6%*	74%ghijk lmo	*7%*	*7%*	*19%*
Spend about the same on parcels	1337	-	-	1337	94	122	1118	51	170	1079	18	129	1137	21	106	1160	24	92
	63%	-	-	100%abdef	36%abe	19%ab	94%abde	45%hjkmn	26%mn	83%ghjkmn	*25%*	*22%*	82%ghjkmn	*16%*	*20%*	83%ghjkmn	*37%*	*45%*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

	Total	Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
		Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Spend more on letters	263	151	13	94	263	-	-	79	31	151	53	26	175	60	21	173	22	52
	12%	68%bcef	*2%ef*	*7%bef*	*100%abcef*	-	-	*70%hiklmno*	*5%*	*12%hkn*	*74%hiklmno*	*4%*	*13%hkn*	*47%hiklno*	*4%*	*12%hkn*	*34%*	*26%*
Spend less on letters	648	39	474	122	-	648	-	10	534	101	5	481	149	31	436	167	17	63
	30%	17%cdf	94%acdf	9%df	-	*100%abcdf*	-	*9%*	*82%gijlmo*	*8%*	*7%*	*82%gijlmo*	*11%i*	*24%gijlo*	*82%gijlmo*	*12%i*	*25%*	*31%*
Spend about the same on letters	1185	34	18	1118	-	-	1185	22	79	1041	14	73	1050	36	68	1036	27	87
	55%	15%bde	*4%de*	*84%abde*	-	-	*100%abcde*	*20%h*	*12%*	*80%ghjklmno*	*19%*	*13%*	*76%ghjkmn*	*28%hkn*	*13%*	*75%ghjkmn*	*41%*	*43%*
Q3 USE OF POST COMPARED TO 2 YEARS AGO																		
Send more standard letters	113	53	6	51	79	10	22	113	-	-	58	3	46	60	5	43	18	19
	5%	24%bcef	*1%*	*4%bef*	*30%bcef*	*2%*	*2%*	*100%hijklmno*	-	-	*81%hiklmno*	*1%i*	*3%hikn*	*47%hiklno*	*1%hi*	*3%hikn*	*27%q*	*9%*
Send less standard letters	652	56	410	170	31	534	79	-	652	-	7	568	68	32	514	97	22	68
	30%	25%cdf	*81%acdf*	*13%f*	*12%f*	*83%acdf*	*7%*	-	*100%gijklmno*	-	*9%gi*	*97%gijlmo*	*5%gi*	*25%gijlo*	*97%gijlmo*	*7%gil*	*33%*	*33%*
No change in standard letters	1306	114	87	1079	151	101	1041	-	-	1306	7	14	1276	37	12	1251	27	117
	61%	51%be	*17%*	*81%abde*	*57%be*	*16%*	*88%abcde*	-	-	*100%ghjklmno*	*10%ghkn*	*2%h*	*92%ghjkmn*	*28%ghjkn*	*2%h*	*90%ghjkmn*	*40%*	*57%p*
Send more large letters	72	49	5	18	53	5	14	58	7	7	72	-	-	62	1	9	20	13
	3%	22%bcef	*1%*	*1%*	*20%bcef*	*1%*	*1%*	*52%hiklno*	*1%kl*	*1%l*	*100%ghiklmno*	-	-	*49%hiklno*	*	*1%l*	*31%q*	*6%*
Send less large letters	586	48	398	129	26	481	73	3	568	14	-	586	-	27	515	42	21	62
	27%	21%cdf	*79%acdf*	*10%f*	*10%*	*74%acdf*	*6%*	*3%l*	*87%gijlmo*	*1%l*	-	*100%ghijlmno*	-	*21%gijlo*	*97%ghijlmo*	*3%il*	*32%*	*30%*
No change in large letters	1391	123	99	1137	175	149	1050	46	68	1276	-	-	1391	39	16	1337	25	129
	65%	55%be	*20%*	*85%abde*	*67%abe*	*23%*	*89%abcde*	*41%hjkn*	*10%jkn*	*98%ghjkmno*	-	-	*100%ghijkmno*	*30%hjkn*	*3%k*	*96%ghjkmn*	*37%*	*63%p*

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**

KANTAR MEDIA

Safeguard 2nd Class Cap - Consumer Research (QS0662 - 310517)

Q. Break by Break
Base: All Adults 16+ in UK

		Q6\7 SPEND COMPARED TO 2 YEARS AGO						Q3 USE OF POST COMPARED TO 2 YEARS AGO									Q15 FREQUENCY OF USE PARCELS/ PACKETS	
	Total	Spend more on parcels (a)	Spend less on parcels (b)	Spend about the same on parcels (c)	Spend more on letters (d)	Spend less on letters (e)	Spend about the same on letters (f)	Send more standard letters (g)	Send less standard letters (h)	No change in standard letters (i)	Send more large letters (j)	Send less large letters (k)	No change in large letters (l)	Send more parcels (m)	Send less parcels (n)	No change in parcels (o)	Once a week or more (p)	Less than once a week but in the past month (q)
Unweighted Base	2139	208	513	1345	268	656	1172	109	664	1295	66	593	1386	114	537	1397	57	188
Weighted Base	2139	224	505	1337	263	648	1185	113*	652	1306	72*	586	1391	128	532	1391	66*	204
Send more parcels	128	98	7	21	60	31	36	60	32	37	62	27	39	128	-	-	33	43
	6%	44%bcdef	*1%*	*2%*	23%bcef	5%bc	3%c	53%hikln o	5%ilno	3%no	86%ghikl no	5%lno	3%no	100%ghijk lno	-	-	49%q	*21%*
Send less parcels	532	21	394	106	21	436	68	5	514	12	1	515	16	-	532	-	12	37
	25%	*9%*	78%acdef	8%f	*8%*	67%acdf	*6%*	5%ilmo	79%gijlm o	1%o	1%o	88%ghijl mo	1%o	-	100%ghijk lmo	-	*18%*	*18%*
No change in parcels	1391	101	101	1160	173	167	1036	43	97	1251	9	42	1337	-	-	1391	22	123
	65%	45%be	*20%*	87%abde	66%abe	26%b	87%abde	38%hjkm n	15%kmn	96%ghjk mn	12%mn	7%mn	96%ghjkm n	-	-	100%ghij klmn	*33%*	61%p
Q15 FREQUENCY OF USE PARCELS/PACKETS																		
Once a week or more	66	37	5	24	22	17	27	18	22	27	20	21	25	33	12	22	66	-
	3%	17%bcdef	*1%*	*2%*	9%bcef	*3%*	*2%*	16%hikln o	3%lo	*2%*	28%hikln o	4%lo	*2%*	25%hikln o	*2%*	*2%*	100%q	-
Less than once a week but in the past month	204	69	38	92	52	63	87	19	68	117	13	62	129	43	37	123	-	204
	10%	31%bcdef	*8%*	*7%*	20%bcef	10%c	*7%*	17%ilno	10%n	*9%*	18%ilno	10%n	*9%*	33%ghijk lno	*7%*	*9%*	-	100%p

Fieldwork : 25/04/2018 - 29/04/2018 (Week 17)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q
*** small base**